

AGENCY NAME:	VOCATIONAL REHABILITATION		
AGENCY CODE:	H730	SECTION:	32

Fiscal Year 2017-18 Accountability Report

SUBMISSION FORM

AGENCY MISSION	<p>The mission of the South Carolina Vocational Rehabilitation Department is to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.</p>
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AGENCY VISION	<p>We will be the leader in quality employment outcomes for our consumers and business partners through our people, partnerships, and performance.</p> <ul style="list-style-type: none"> • <i>People:</i> we will be a team of highly qualified professionals who have the passion, commitment and opportunity to excel. • <i>Partnerships:</i> we will maintain a dynamic network of partnerships to shape a better future for all stakeholders. • <i>Performance:</i> our consumers will achieve successful employment outcomes through provision of the services they need, when they need them.
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

	Yes	No
RESTRUCTURING RECOMMENDATIONS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Mark Wade	803-896-6503	mwade@scvrd.net
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I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	<i>Felicia W. Johnson</i> <i>September 7, 2018</i>
(TYPE/PRINT NAME):	Felicia W. Johnson

BOARD/CMSN CHAIR (SIGN AND DATE):	<i>Roxzanne B. Breland, D.C.</i> <i>August 30, 2018</i>
(TYPE/PRINT NAME):	Roxzanne B. Breland, D.C.

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AGENCY'S DISCUSSION AND ANALYSIS

The Vocational Rehabilitation Department (SCVRD or VR) mission to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive, integrated employment is being attained through an ever-sharpening focus on lasting, rewarding careers for the individuals served. The program is a state-federal partnership (21.3 percent state funding, 78.7 percent federal).

WIOA measures and associated challenges for SCVRD:

The agency and its national Vocational Rehabilitation colleagues have been focused on implementation of the federal Workforce Innovation and Opportunity Act (WIOA). Although this legislation was signed into law in 2014, federal guidance in implementation has been an ongoing process that continues to be developed, providing challenges in redesigning services and alignment of supporting operations. SCVRD has to date successfully met all the reporting deadlines of its parent agency, the U.S. Department of Education's Rehabilitation Services Administration (RSA) for new WIOA data elements that must be collected. Beginning in July of 2017, the number of required data elements more than doubled, to 393, and reporting requirements increased from annual to quarterly submissions. They are used to determine the agency's success in attaining the common performance measures of WIOA:

- Percentage of program participants who are employed during the second quarter after exit
- Percentage of program participants who are employed during the fourth quarter after exit
- Median earnings of program participants who are employed during the second quarter after exit
- Percentage of program participants obtaining a recognized post-secondary credential or secondary school diploma during participation or within one year of exit
- Percentage of participants who are in education or training programs achieving measurable skills gains
- Effectiveness in serving employers:
 - Percentage of the state's businesses using employer services
 - Rate of repeat business customers within three years

These performance measures replaced longtime standards and indicators that RSA had used to gauge VR agency success in employment outcomes for people with disabilities. The new measures are held commonly with other core partners of WIOA: the Department of Employment and Workforce and SC Works, Adult Education, and Commission for the Blind. The partners worked together to develop a Unified State Plan in 2016. In accordance with WIOA, a modified State Plan was submitted to the U.S. Department of Labor and the U.S. Department of Education in 2018, and was approved.

While meeting all reporting requirements, VR is in a baseline period for establishing performance levels, which will eventually show levels of success in attainment of the new common performance measures and provide a basis for targets. The measures are focused on longer term results—retention in employment, earnings, the quality and impact of services VR provides, and how VR meets employer needs in providing employees who have the skills and credentials required for career success.

Unlike previous measures, these require assessing the status of participants well after their cases have closed. VR has entered into data sharing agreements for wage verification and post-exit data elements (education and employment data) to facilitate collection of required inputs for reporting.

The agency has had a longtime focus on school-to-work transition services and has devoted significant resources to maintain a strong presence in schools over the years. WIOA supports that focus and has taken it further by identifying a specific set of pre-employment transition services for which VR agencies are required to devote 15

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percent of their federal allotments. These services, in addition to other transition services provided by VR, will enhance career opportunities for students with disabilities as they complete their high school years and move on to employment or to post-secondary education or other career training. Adaptation to the new requirements has necessitated changes in staffing, tracking of personnel time devoted specifically to provision of pre-employment transition services and further coordination of school and other agency partnerships associated with services to youths with disabilities.

State fiscal year 2017-2018 began with a leadership change for VR, with Felicia W. Johnson appointed as Interim Commissioner and later as Commissioner by the Agency Board. Working with her management team and Board support, her assessments of agency operations and spending and its required implementation of the new federally-mandated performance measures revealed the need for significant internal restructuring efforts to attain required levels of programmatic achievement and resource efficiencies.

The agency has taken numerous steps to streamline its operations, including delayed vacancy postings for non-critical positions, reductions in part-time positions, placing a hold on reclassifications, increased coordination of travel, and other expenditure reductions. Vacancies are assessed to determine whether duties can be assigned to other staff with appropriate skill levels or if assistance from neighboring area offices is viable. The number of active caseloads has been reduced from 285 to 267. Operational costs have been re-examined and reduced significantly. All actions have been evaluated through the lens of WIOA implementation and safeguarding the provision of quality services to program participants.

The examination and, when necessary, realignment of job descriptions, operations and resources are designed to put the agency in the best possible position to achieve high performance levels in the measures for which it is held accountable by state and federal officials, people with disabilities, employers, and the public.

Accomplishments during SFY2018:

- *Return on investment:* People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families’ lives by earning income, lessening their reliance on government assistance, and stimulating the state’s economy by paying taxes, making purchases, and ultimately contributing to the state’s return on its investment in their services. Based on a **cost benefit analysis** for SFY2018 outcomes it is estimated that these rehabilitated consumers will pay back \$5.43 for every dollar spent on their services by becoming taxpayers, repaying the cost of those services in approximately 3.3 years. The 30% annual rate of return is the highest for the agency in many years.
- *Successful employment outcomes:* Each of the state’s three regions achieved its goal for successful employment outcomes—the statewide goal of 6,550 consumers achieving or maintaining competitive employment was exceeded by 55. VR served a total of 33,723 people (including all applicants and consumers whose services may have carried over from previous years). Sixty-seven percent of the department’s successfully rehabilitated consumers worked 35 or more hours per week.
- *Palmetto Center:* substance abuse treatment services were moved into new facilities at Palmetto Center in Florence, which replaced deteriorated and outdated buildings. The new residential facility can accommodate up to 60 individuals for its 28-day residential substance abuse treatment program, addressing a significant need for South Carolinians with addiction to alcohol and other drugs.
- *Project SEARCH,* which provides education and job training to students with intellectual and developmental disabilities through on-site partnerships with major employers, grew from seven to ten

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locations. Students serve extended internships leading to permanent, competitive employment. Added this year were Project SEARCH sites at Berkeley County Government (Berkeley School District), Carolina Pines Hospital (Darlington School District) and Providence Northeast Hospital (Richland School District Two).

- *Disability Mentoring Day* also showed exceptional growth. This program, conducted by VR area offices throughout the state, connects students with disabilities with employers from fields of their interest and provides mentoring and job shadowing opportunities. More than 3,900 students participated in SFY2018, up from 1,168 the previous year.
- *Partnerships with business and industry* are vital in generating in-demand career opportunities for VR consumers. A partnership with Bosch in Anderson, which began with an outsource agreement for VR trainees to assemble oxygen sensors, has led to full employment at the company for seven individuals recently. Another example is CATbus, a public transportation system in Clemson, where VR consumers receive intensive training to earn commercial learner’s permits. Consumers go on to employment with CATbus, which also pays for their commercial driver’s license, a valued and in-demand certification.
- A key project completion was the revised *Individualized Plan for Employment (IPE)* program on the agency’s internal network. The IPE is an important case management stage in the progression to employment. The rollout of the new program consolidates or automates numerous tasks for VR staff, saving time and enhancing service delivery.
- SCVRD applied for and received a Jobs for America’s Graduates (JAG) out of school grant for individuals who have left the traditional school system and are interested in completing requirements for a high school diploma or GED. The program provides counseling, employability and technical skills development, professional association, job development, and job placement services leading to a career after graduation and/or enrollment in a postsecondary education and training program. VR partners with Wil Lou Gray Opportunity School.
- *WIOA training* was provided to all field, comprehensive and State Office staff.
- After numerous years of operating a highly successful Professional Development and Leadership Program, in which hundreds of employees enhanced their leadership skills, the agency recognized the need to implement a more targeted leadership program for succession planning. The new *Leadership Development Program (LDP)* is highly individualized, focusing on specific agency roles. The program relies far less on classroom instruction and concentrates more on the workplace setting and requirements. This year the program began with 2 employees from the VR general program and three from Disability Determination Services.
- The agency’s *administrative costs* as a percentage of total operating expenditures was reduced from 7.5% to 5.2%.
- *Safety* for consumers and staff remained a priority, which was reflected in safety measure results. VR’s experience modifier (EMOD) at all facilities statewide dropped from 1.05 to 1.02 (lower is better).
- *Privacy and security* were also at the forefront as the agency’s privacy coordinator worked with all staff on precautions for protecting sensitive or confidential information of consumers or staff. The Information Technology Department coordinated cybersecurity awareness training that all required staff completed.
- The Communications unit expanded the agency’s *social media* presence, which drove more than 138,000 people to the scvrd.net website (94,000 for the first time).

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- Despite staffing losses, the *Disability Determination Services* unit performed at high levels. This unit, which adjudicates Social Security disability claims, exceeded national and regional averages for documentation accuracy, and reduced its cost per case and average number of days required to complete each case.

Information about SCVRD that may be helpful in reviewing the accompanying agency accountability report for 2017-2018:

Main products, services and delivery methods

- Eligible applicants with disabilities have a program of services coordinated by their counselors at one of 31 local offices and 25 work training centers spread throughout the state. Together the consumer and VR staff develop an individualized plan for employment. Career options are explored and the consumer receives extensive counseling and guidance and vocational assessment. Other services may include physical restoration services, classes to enhance employability, job readiness training at the department’s work training centers, or additional services leading to job placement. Successful, suitable employment in alignment with consumer interests is the outcome measure.
- Many consumers with significant physical disabilities benefit from services at the department’s campus in West Columbia, such as a comprehensive evaluation to determine vocational potential; pain management; brain injury sessions to learn coping skills; physical therapy, aquatic therapy and muscular development; rehabilitation technology program which uses an engineering approach to overcome employment independent living barriers; and an information technology training program which provides consumers with a business community-driven training curriculum for technology jobs. Many of these same services are provided to Upstate consumers at the department’s Bryant Center in Lyman.
- The department has specialized services such as cardiac rehabilitation; deaf and hard of hearing services; job retention services for employees of businesses throughout the state whose jobs are jeopardized by disabling conditions; supported employment (on-site job coaching); and substance abuse treatment at an SCVRD residential treatment center in Florence.
- The department’s 25 work training centers provide vital job readiness training for consumers and a cost-effective outsource agreement option for more than 400 business and industry partners statewide.
- The Social Security Disability Determination Services program, located in the Columbia, Greenville and Charleston areas, processes Supplemental Security Income and Social Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the Department of Health and Human Services.
- As of June 2018, the department had 1,104 employees in full-time equivalent positions and 254 employees in temporary positions.

Key customer segments and stakeholders

- **Primary customers (consumers):** The department mission centers on preparing people with disabilities to secure, retain or regain employment. It does not provide lifelong services. To be eligible, an applicant must have a physical or mental impairment that substantially interferes with his or her ability to work. The person must also require and be able to benefit from vocational rehabilitation services that would lead to permanent, competitive employment. The department is unique in that its primary customers are people with more than 135 different physically and mentally disabling conditions. The consumer’s expectation is to

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receive appropriate services that will result in successful employment that is consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

- **Business and industry partners:** This includes employers who expect the agency to provide well-qualified, reliable employees; companies that provide customized training opportunities for in-demand careers, outsource work for consumers in job readiness training and who require high-quality, timely, and cost-effective production; companies that utilize job retention services, which help people whose jobs are jeopardized by disabling conditions; and businesses taking part in SCVRD work assessment, training, mentoring and job shadowing services. Business partners also include vendors who assist the agency in providing needed goods and services that contribute to successful employment outcomes for consumers.
- **State and local agencies and private, non-profit organizations:** SCVRD has hundreds of cooperative agreements with organizations throughout the state. These agency partners expect SCVRD to provide the competitive employment outcome component that their consumers need to round out the scope of services that bring newfound independence for people with disabilities.
- **Taxpayers/legislators:** The agency must be accountable in its service delivery and its practices, and provide results that show efficiency and effectiveness.

Risk Assessment and Mitigation Strategies

The most negative impact on the public as a result of any potential agency failure in accomplishing its goals and objectives would be that South Carolinians with disabilities would not have the necessary supports to prepare for, achieve and maintain competitive employment. In turn, the state’s employers would not benefit from having as many qualified and well-prepared job candidates.

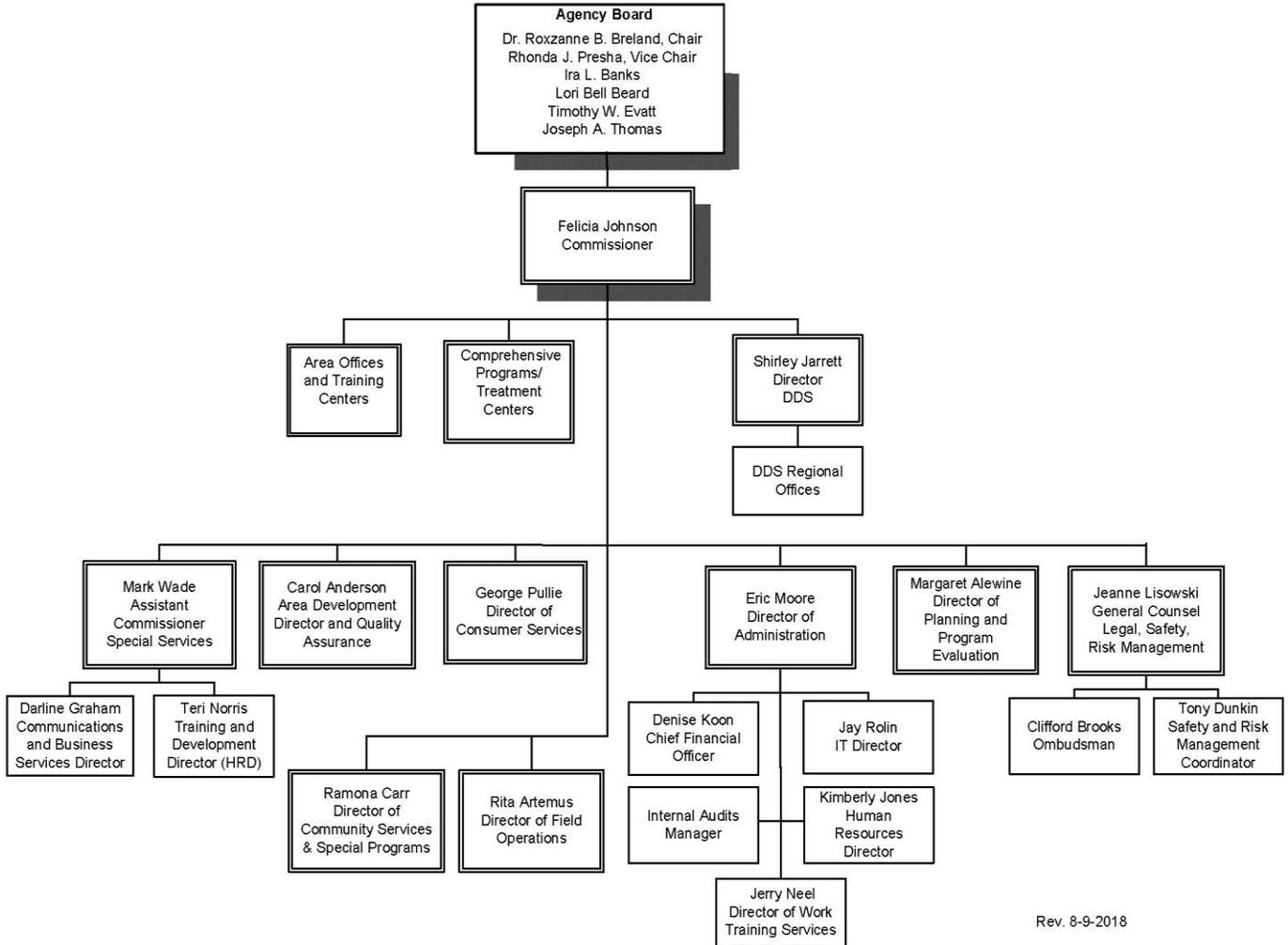
Should the agency experience such negative impact, outside help would be available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal regulatory agency for the public vocational rehabilitation program. Historically, two consecutive years of substandard performance on primary indicators would trigger reviews by RSA. Several national technical assistance centers have also been established in various topical areas to assist vocational rehabilitation agencies in successfully meeting the requirements of service provision required by the Workforce Innovation and Opportunity Act.

General Assembly options in helping to resolve these issues could include (1) open communication between legislative committee members and the agency; (2) review and discussion of assistance/recommendations provided by RSA in the event that those recommendations did not result in improvements by the agency, to help the agency determine how it might improve upon its corrective actions; (3) review and discussion of assistance/recommendations provided by technical assistance centers in the event that those recommendations did not result in improvements by the agency, to help the agency determine how it might improve upon its corrective actions.

Restructuring Recommendations

The agency does not have any recommendations for restructuring.

South Carolina Vocational Rehabilitation Department



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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2017-18			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.							
	S	1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.							
	M			1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First report submission to RSA 11-15-18	July 1-June 30	RSA and internal	percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	M			1.1.2	Percentage of program participants who are employed during 4th quarter after exit	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First report submission to RSA 5-15-19	July 1-June 30	RSA and internal	percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	M			1.1.3	Percentage of program participants obtaining recognized post-secondary credential or a secondary school diploma during participation or within one year of exit	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First annual reporting October 2019	July 1-June 30	RSA and internal	percentage of participants enrolled in education or training program who attained a recognized postsecondary credential or secondary school diploma, during participation in or within one year after exit from program	Federally mandated performance measure; allows for assessment of training and education services
	S	1.2			Enhance school-to-work transition services.							
	M			1.2.1	Number of students receiving pre-employment transition services as specified by WIOA	baseline being established	baseline being established	5,540	July 1 - June 30	RSA and internal	number of students receiving the 5 required activities for pre-employment transition services: job exploration counseling, work-based learning experiences, counseling on opportunities for transition or post-secondary education, workplace readiness training, and instruction in self-advocacy. Includes both VR consumers (5,331) and potentially eligible students (209).	Demonstrates outreach to students with disabilities who can benefit from this assistance in preparing for transition into employment; federally mandated services
	M			1.2.2	Percentage of individuals served by agency who are in transition age range (14-24)	37.80%	30%	38.10%	July 1 - June 30	Internal data	total number of individuals between the ages of 14 and 24 at application who received services divided by the total number of individuals who received services multiplied by 100	Maintains focus on services to students and youth, as mandated by WIOA
	M			1.2.3	Student participation in Disability Mentoring Day activities	1,168	increase	3,935	October-November 2017	SCVRD Consumer Services	total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadow/mentoring opportunities	Maintains focus on services to students and youth, as mandated by WIOA
	S	1.3			Enhance job-driven vocational training programs.							

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			1.3.1	Percentage of participants who are in education or training program achieving measurable skills gains	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First report submission to RSA 8-15-18	July 1-June 30	RSA and internal	percentage of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	Federally mandated performance measure; allows for assessment of skill development while in program
	M			1.3.2	Consumers participating in job readiness training at SCVRD's work training centers	5,045	increase	5,089	July 1-June 30	Work Training Center Services	total number of eligible VR consumers who receive job readiness training services in the agency's 25 local work training centers.	Participants learn valuable job skills, work habits and soft skills that enhance employability. The centers partner with business and industry to provide outsourced tasks that help participants experience various types of work settings and build stamina. Certain training also leads to recognized credential attainment and measurable skills gains emphasized by WIOA.
Government and Citizens	G		2		We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.							
	S			2.1	Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.							
	M			2.1.1	Training events for staff	547	according to need	463	July 1- June 30	HRD director; ongoing	totals from training record system	Gauging training activities in relation to needs assessments.
	M			2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance.	new measure	80%	new measure	July 1 - June 30	HRD director; ongoing	derived from post-training evaluation surveys	Assesses the degree to which training met expectations of participants in enhancing professional development skills
	S			2.2	Foster an environment promoting professional growth and future leadership opportunities, employee accountability and ethical standards.							
	M			2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	95.8% (Tied for 9th highest among SC state agencies)	100%	96.9% (7th highest among SC state agencies)	October 1- September 30	S.C. Human Affairs Commission	average percentage of goals met based on adjusted availability by category	This is a measure which supports the Department's commitment to equal employment opportunity for the citizens of South Carolina. In addition, this is a legal requirement.
	M			2.2.2	Agency staff turnover rates compare favorably with average for S.C. state government and average for government entities nationally	13.08% SCVRD; 18.12% SC state govt.; 18.2% nationally	favorable comparative rate	17% SCVRD; 20.4% SC state govt.; 18.5% nationally	SCVRD: July 1- June 30; most recent available data for comparative	data from state Division of Human Resources, U.S. Department of Labor, SCVRD	compiled from most recently available state and national data; current state comparative value estimated from available DHR data	Employee turnover is one measure used to indicate employee satisfaction with the work environment. Reduced turnover generally has a positive impact on client/claimant service delivery and reduces operational costs. Comparing the SCVRD turnover rate to SC State Government turnover and the national rate of turnover for all government entities provides us with a relative indicator of employee satisfaction with the work environment.

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			2.2.3	Percentage of consumer complaints resolved without need for formal administrative review	99%	100%	100%	July 1-June 30	VR Ombudsman database, reported to RSA	percentage of complaints received by Ombudsman office resolved without consumer request for a hearing with an independent hearing officer	The ability to resolve complaints quickly results in greater customer satisfaction.
Government and Citizens	G			3	Accountability to taxpayers through efficient and effective use of resources entrusted to us.							
	S			3.1	Successful outcomes for consumers and claimants using resources effectively.							
	M			3.1.1	Median earnings of program participants who are employed during 2nd quarter after exit	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First report submission to RSA 11-15-18	July 1-June 30	RSA and internal	median earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses level of earnings after program exit
	M			3.1.2	Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his or her rehabilitation	\$4.18	increase	\$5.43	July 1-June 30	internal; from IT report calculated annually	factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	This represents the amount of time required to repay the total rehabilitation cost spent by SCVRD and reflects return on taxpayer investment in the VR program.
	M			3.1.3	Percentage of consumers surveyed one year after successful employment outcome who say they would recommend VR to others.	98%	increase	98%	cases closed during SFY 2017	Internal	Surveys mailed to consumers one year after successful outcome closure of their cases	Gauge former consumer satisfaction one year after conclusion of successful employment outcome
	M			3.1.4	SSA Disability Determination Documentation Accuracy	100%	97%	98.60%	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	Gauges level of correct decision-making on claims by individuals applying for Social Security disability benefits
	S			3.2	Continued evaluation and improvement of key processes.							
	M			3.2.1	Agreed Upon Procedures audit findings	0 findings (for SFY16)	0 findings	2 findings (for SFY17)	July 1-June 30 2017	Office of State Auditor; annually	application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Strengthening of internal controls and accounting records
	M			3.2.2	Program Integrity Compliance Assurance results	93.06% (increase of 0.22%)	improvement	94.43% (increase of 1.37%)	July 1-June 30	Internal IT program; Intranet	adherence to client services policy as evidenced in quality assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	Promotes a balanced approach to program evaluation focused on measures supporting achievement of mission
	M			3.2.3	Average number of days for consumer advancement from application to development of Individualized Plan for Employment	66	reduce	61	July 1 - June 30	Planning and Program Evaluation; Intranet	Sum of the counts of days from date of application to date of plan development for each consumer who had a plan developed, divided by the number of consumers who had a plan developed	Indicator of how promptly cases progress from application, through eligibility determination and assessment, to development of an individualized plan for employment and provision of planned services; comparison to maximum number of days allowed, per federal regulations (150 days).
	S			3.3	Ensure safety, security and adequacy of infrastructure.							

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			3.3.1	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.05	lower	1.02	July 1-June 30	State Accident Fund	EMOD for all 25 work training centers added to EMOD for agency employees, then averaged.	To promote a safe work environment for consumers and staff, and improve cost containment.
	M			3.3.2	SOC alert incidents are addressed and reported within 24 hours	100%	100%	100%	July 1 - June 30	VR Information Technology and state Division of Information Security (DIS)	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	Reflects the agency's success in preventing invasions of its network firewall
	M			3.3.3	Annual completion of cyber security awareness training by all VR general program employees	100%	100%	100%	July 1 - June 30	VR Information Technology	Number of VR employees completing DIS Cyber Security Awareness Training divided by the total number of employees required to complete the training	Educates all staff in prevention of malicious attacks or scams while using computers or other Internet-equipped devices
Public Infrastructure and Economic Development	G			4	Maintain a dynamic network of partnerships to shape a better future for all stakeholders.							
	S			4.1	Increase collaboration with other state agencies and community organizations.							
	M			4.1.1	New applicants referred for VR services	16,190	increase and representative of needs	15,238	July 1- June 30	Internal IT program; realtime	count of new applicants statewide	Indicator of success in outreach to individuals who can benefit from VR services and of success in establishing and maintaining relationships with partner organizations and other referral sources.
	M			4.1.2	Increase in cooperative agreements associated with strategic goals	342	increase	389	July 1-June 30	Internal	new/continued memoranda of understanding with community resources, all types	Develop and maintain a dynamic network of partnerships in support of achieving the agency mission
	M			4.1.3	VR involvement level with integrated business service teams for all local Workforce Development Boards	new measure	100%	100%	July 1-June 30	Internal and local boards	Number of local Integrated Business Services (IBS) teams with active participation by VR business development specialists as a percentage of all IBS teams.	Reflects collaboration with WIOA core partners and local business leaders in outreach to employers
	S			4.2	Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community.							
	M			4.2.1	Employer penetration rate	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First annual reporting October 2018	July 1-June 30	RSA and internal	Number of employers using VR services as a percentage of total number of employers in the state	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system
	M			4.2.2	Repeat business customer rate	new WIOA measure; baseline being established	new WIOA measure; baseline being established	First annual reporting October 2018	July 1-June 30	RSA and internal	Percentage of employers in the state who have used VR services more than once during the past three years	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system

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	M			4.2.3	Agreements with business and industry for job readiness training for VR consumers	392	increase and variety of required skills	437	July 1-June 30	Work Training Center Services	Total number of business and industry partners who outsource work to VR's 25 work training centers	These agreements provide valuable job readiness training for thousands of VR consumers each year, including skills for in-demand occupations and soft skills to enhance employability.

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.							
	S	1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.							
	M		1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	First report submission to RSA 11-15-18	new WIOA measure; baseline being established		July 1-June 30	RSA and internal	percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit	
	M		1.1.2	Percentage of program participants who are employed during 4th quarter after exit	First report submission to RSA 5-15-19	new WIOA measure; baseline being established		July 1-June 30	RSA and internal	percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit	
	M		1.1.3	Percentage of program participants obtaining recognized post-secondary credential or a secondary school diploma during participation or within one year of exit	First annual reporting October 2019	new WIOA measure; baseline being established		July 1-June 30	RSA and internal	percentage of participants enrolled in education or training program who attained a recognized postsecondary credential or secondary school diploma, during participation in or within one year after exit from program	Federally mandated performance measure; allows for assessment of training and education services	
	S	1.2			Enhance school-to-work transition services.							
	M		1.2.1	Number of students receiving pre-employment transition services as specified by WIOA	5,540	baseline being established		July 1 - June 30	RSA and internal	number of students receiving the 5 required activities for pre-employment transition services: job exploration counseling, work-based learning experiences, counseling on opportunities for transition or post-secondary education, workplace readiness training, and instruction in self-advocacy. Includes both VR consumers and potentially eligible students.	Demonstrates outreach to students with disabilities who can benefit from this assistance in preparing for transition into employment; federally mandated services	
	M		1.2.2	Percentage of individuals served by agency who are in transition age range (14-24)	38.10%	30%		July 1 - June 30	Internal data	total number of individuals between the ages of 14 and 24 at application who received services divided by the total number of individuals who received services multiplied by 100	Maintains focus on services to students and youth, as mandated by WIOA	
	M		1.2.3	Student participation in Disability Mentoring Day activities	3,935	increase		October-November 2017	SCVRD Consumer Services	total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadow/mentoring opportunities	Maintains focus on services to students and youth, as mandated by WIOA	
	S	1.3			Enhance job-driven vocational training programs.							

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			1.3.1	Percentage of participants who are in education or training program achieving measurable skills gains	First report submission to RSA 8-15-18	new WIOA measure; baseline being established		July 1-June 30	RSA and internal	percentage of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	Federally mandated performance measure; allows for assessment of skill development while in program
	M			1.3.2	Consumers participating in customized training and demand-driven training	new measure	new measure		July 1-June 30	Work Training Center Services	total number of eligible VR consumers who receive job readiness training services in the agency's 25 local work training centers.	Participants learn valuable job skills, work habits and soft skills that enhance employability. The centers partner with business and industry to provide outsourced tasks that help participants experience various types of work settings and build stamina. Certain training also leads to recognized credential attainment and measurable skills gains emphasized by WIOA.
Government and Citizens	G			2	We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.							
	S			2.1	Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.							
	M			2.1.1	Training events for staff	463	according to need		July 1- June 30	HRD director; ongoing	totals from training record system	Gauging training activities in relation to needs assessments.
	M			2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance.	new measure	80%		July 1 - June 30	HRD director; ongoing	derived from post-training evaluation surveys	Assesses the degree to which training met expectations of participants in enhancing professional development skills
	S			2.2	Foster an environment promoting professional growth and future leadership opportunities, employee accountability and ethical standards.							
	M			2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	96.9% (7th highest among SC state agencies)	100%		October 1- September 30	S.C. Human Affairs Commission	average percentage of goals met based on adjusted availability by category	This is a measure which supports the Department's commitment to equal employment opportunity for the citizens of South Carolina. In addition, this is a legal requirement.
	M			2.2.2	Agency staff turnover rates compare favorably with average for S.C. state government and average for government entities nationally	17% SCVRD; 20.4% state gov't; 18.5% nationally	favorable comparative rate		SCVRD: July 1- June 30; most recent available data for comparative	data from state Division of Human Resources, U.S. Department of Labor, SCVRD	compiled from most recently available state and national data; current state comparative value estimated from available DHR data	Employee turnover is one measure used to indicate employee satisfaction with the work environment. Reduced turnover generally has a positive impact on client/claimant service delivery and reduces operational costs. Comparing the SCVRD turnover rate to SC State Government turnover and the national rate of turnover for all government entities provides us with a relative indicator of employee satisfaction with the work environment.

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	M			2.2.3	Percentage of consumer complaints resolved without need for formal administrative review	100%	100%		July 1-June 30	VR Ombudsman database, reported to RSA	percentage of complaints received by Ombudsman office resolved without consumer request for a hearing with an independent hearing officer	The ability to resolve complaints quickly results in greater customer satisfaction.
Government and Citizens	G			3	Accountability to taxpayers through efficient and effective use of resources entrusted to us.							
	S			3.1	Successful outcomes for consumers and claimants using resources effectively.							
	M			3.1.1	Median earnings of program participants who are employed during 2nd quarter after exit	First report submission to RSA 11-15-18	new WIOA measure; baseline being established		July 1-June 30	RSA and internal	median earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses level of earnings after program exit
	M			3.1.2	Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his or her rehabilitation	\$5.43	increase		July 1-June 30	Internal; from IT report calculated annually	factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	This represents the amount of time required to repay the total rehabilitation cost spent by SCVRD and reflects return on taxpayer investment in the VR program.
	M			3.1.3	Percentage of consumers surveyed one year after successful employment outcome who say they would recommend VR to others.	98%	increase		cases closed during SFY 2018	Internal	Surveys mailed to consumers one year after successful outcome closure of their cases	Gauge former consumer satisfaction one year after conclusion of successful employment outcome
	M			3.1.4	SSA Disability Determination Documentation Accuracy	98.60%	97%		Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	Gauges level of correct decision-making on claims by individuals applying for Social Security disability benefits
	S			3.2	Continued evaluation and improvement of key processes.							
	M			3.2.1	Agreed Upon Procedures audit findings	2 findings (for SFY17)	0 findings		July 1-June 30	Office of State Auditor; annually	application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Strengthening of internal controls and accounting records
	M			3.2.2	Program Integrity Compliance Assurance results	94.43% (increase of 1.37%)	improvement		July 1-June 30	Internal IT program; Intranet	adherence to client services policy as evidenced in quality assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	Promotes a balanced approach to program evaluation focused on measures supporting achievement of mission
	M			3.2.3	Average number of days for consumer advancement from application to development of Individualized Plan for Employment	61	reduce		July 1 - June 30	Planning and Program Evaluation; Intranet	Sum of the counts of days from date of application to date of plan development for each consumer who had a plan developed, divided by the number of consumers who had a plan developed	Indicator of how promptly cases progress from application, through eligibility determination and assessment, to development of an individualized plan for employment and provision of planned services; comparison to maximum number of days allowed, per federal regulations (150 days).

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		Goal	Strategy	Measure		Base	Target	Actual				
	S	3.3			Ensure safety, security and adequacy of infrastructure.							
	M			3.3.1	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.02	lower		July 1-June 30	State Accident Fund	EMOD for all 25 work training centers added to EMOD for agency employees, then averaged.	To promote a safe work environment for consumers and staff, and improve cost containment.
	M			3.3.2	SOC alert incidents are addressed and reported within 24 hours	100%	100%		July 1 - June 30	VR Information Technology and state Division of Information Security (DIS)	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	Reflects the agency's success in preventing invasions of its network firewall
	M			3.3.3	Annual completion of cyber security awareness training by all VR general program employees	100%	100%		July 1 - June 30	VR Information Technology	Number of VR employees completing DIS Cyber Security Awareness Training divided by the total number of employees required to complete the training	Educates all staff in prevention of malicious attacks or scams while using computers or other Internet-equipped devices
Public Infrastructure and Economic Development	G	4			Maintain a dynamic network of partnerships to shape a better future for all stakeholders.							
	S	4.1			Increase collaboration with other state agencies and community organizations.							
	M			4.1.1	New applicants referred for VR services	15,238	increase and representative of needs		July 1- June 30	Internal IT program; realtime	count of new applicants statewide	indicator of success in outreach to individuals who can benefit from VR services and of success in establishing and maintaining relationships with partner
	M			4.1.2	Increase in cooperative agreements associated with strategic goals	389	increase		July 1-June 30	Internal	new/continued memoranda of understanding with community resources, all types	Develop and maintain a dynamic network of partnerships in support of achieving the agency mission
	M			4.1.3	VR involvement level with integrated business service teams for all local Workforce Development Boards	100%	100%		July 1-June 30	Internal and local boards	Number of local Integrated Business Services (IBS) teams with active participation by VR business development specialists as a percentage of all IBS teams.	Reflects collaboration with WIOA core partners and local business leaders in outreach to employers
	S	4.2			Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community.							
	M			4.2.1	Employer penetration rate		new WIOA measure; baseline being established		July 1-June 30	RSA and internal	Number of employers using VR services as a percentage of total number of employers in the state	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system
	M			4.2.2	Repeat business customer rate		new WIOA measure; baseline being established		July 1-June 30	RSA and internal	Percentage of employers in the state who have used VR services more than once during the past three years	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			4.2.3	Agreements with business and industry for job readiness training for VR consumers	437	increase and variety of required skills		July 1-June 30	Work Training Center Services	Total number of business and industry partners who outsource work to VR's 25 work training centers	These agreements provide valuable job readiness training for thousands of VR consumers each year, including skills for in-demand occupations and soft skills to enhance employability.

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Program Template

Program/Title	Purpose	FY 2017-18 Expenditures (Actual)				FY 2018-19 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. General Administration	Leadership, general operation and support of all agency programs	\$ 524,602	\$ 140,805	\$ 5,659,765	\$ 6,325,173	\$ 1,291,432	\$ 115,000	\$ 7,894,018	\$ 9,300,450	1.1.1 through 1.1.3, 2.1.1 through 2.2.3, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1 through 3.3.3, 4.2.1, 4.2.2
II. A. Basic Service Program	Delivery of services to eligible South Carolinians with disabilities to prepare and assist them to achieve and maintain competitive employment	\$ 10,305,236	\$ 18,002,499	\$ 45,300,485	\$ 73,608,220	\$ 10,543,802	\$ 29,982,118	\$ 48,262,121	\$ 88,788,041	1.1.1 through 1.3.2, 2.2.3, 3.1.1 through 3.1.3, 3.2.2, 3.2.3, 4.1.1 through 4.2.3
II. B. Special Projects	Special grant programs targeted to specific areas, including In-Service Training and Supported Employment	\$ 10,011	\$ -	\$ 214,338	\$ 224,349	\$ 66,557	\$ -	\$ 1,452,619	\$ 1,519,176	1.1.1, 1.1.2, 3.1.1
III. Disability Determination Services	Adjudication of SSI/SSDI claims for the Social Security Administration		\$ 2,457,272	\$ 34,269,903	\$ 36,727,175		\$ 3,214,572	\$ 45,801,197	\$ 49,015,769	3.1.4
IV. Employee Benefits	Employer Contributions	\$ 3,063,547	\$ 1,058,687	\$ 18,839,098	\$ 22,961,332	\$ 4,527,605	\$ 2,028,511	\$ 18,150,661	\$ 24,706,777	2.2.1, 2.2.2
V. Non-Recurring Appropriations	Proviso 118.15 (9.1) and Proviso 117.23		\$ -	\$ -	\$ -	\$ 2,100,000	\$ -	\$ -	\$ 2,100,000	4.1.1, 4.1.2
All Other Items including Capital Projects		\$ 1,481,082	\$ 286,592	\$ 1,186,933	\$ 2,954,607	\$ 687,256	\$ 3,781	\$ 1,603,811	\$ 2,294,848	1.3.2, 3.3.1, 4.2.3
Total Funds		\$ 15,384,478	\$ 21,945,855	\$ 105,470,523	\$ 142,800,856	\$ 19,216,652	\$ 35,343,982	\$ 123,164,427	\$ 177,725,061	

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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
1	South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.
2	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Regulation	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.
3	Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Public Law #113-128; CFR Parts 361, 363, 397,463.	Federal	Statute	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services provided in accordance with a Unified State Plan submitted in cooperation with other core partner entities of the act, with an emphasis on competitive, integrated employment outcomes, pre-employment transition services, measurable skills gains, employment credential gains, and effectiveness in serving the business community.
4	20 CFR 404.1503 (for Disability Determination Services)	Federal	Regulation	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	Yes	Yes	Other service or product our agency must/may provide	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.
5	20 CFR 404 Subpart Q (for Disability Determination Services)	Federal	Regulation	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	Yes	Yes	Other service or product our agency must/may provide	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.
6	(A54, R80, S462) Amending Section 59-39-100, Code of Laws of South Carolina	State	Statute	Requires SCVRD to collaborate with the state Department of Education, the Department of Employment and Workforce, businesses and stakeholders, to develop criteria for a uniform state-recognized employability credential that is aligned with the program of study for students with a disability whose Individualized Education Program (IEP) team determines that a diploma pathway would not provide a free appropriate public education.	No	No - But relates to manner in which one or more agency deliverables is provided		
7	(A221, R263, H4698) Amending Section 40-47-32 and Section 9-1-1540, Code of Laws of South Carolina	State	Statute	Waives licensing requirement of an additional state examination for physicians employed by SCVRD's Disability Determination Services as medical consultants who review records and do not perform clinical duties. Also revises state disability requirements so that a member of the State Retirement System, General Assembly, or Police Officers Retirement System is considered to be in service on the date a disability application is filed if the last day the member was employed was not more than one year before the date of filing, or a member's retirement occurred not more than a year before filing.	No	No - But relates to manner in which one or more agency deliverables is provided		
8	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.1	State	FY 2018-19 Proviso	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	No	No - Does not relate directly to any agency deliverables		
9	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.2	State	FY 2018-19 Proviso	(VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.	No	No - Does not relate directly to any agency deliverables		
10	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.3	State	FY 2018-19 Proviso	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	No	No - Does not relate directly to any agency deliverables		
11	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.4	State	FY 2018-19 Proviso	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	No	No - Does not relate directly to any agency deliverables		

12	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.5	State	FY 2018-19 Proviso	(VR: Basic Services Program - Educational Scholarships) For those persons with disabilities who are eligible for and are receiving services under an approved plan of the South Carolina Vocational Rehabilitation Department (consistent with the 1973 Rehabilitation Act, as amended) tuition costs at state supported institutions (four year, technical, or trade schools) will not increase beyond the 1998 tuition rate, will be provided, or will be waived by the respective institution after the utilization of any other federal or state student aid for which the student is eligible. Persons eligible for this tuition reduction or sponsorship must meet all academic requirements of the particular institution and be eligible for State need-based scholarships as defined in Chapter 142, Title 59, Code of Laws of South Carolina, 1976.	No			No - Does not relate directly to any agency deliverables
13	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.6	State	FY 2018-19 Proviso	(VR: Deferred Maintenance, Capital Projects, Ordinary Repair and Maintenance) The Department of Vocational Rehabilitation is authorized to establish an interest bearing fund with the State Treasurer to deposit funds appropriated for deferred maintenance and other one-time funds from any source. After receiving any required approvals, the department is authorized to expend these funds for the purpose of deferred maintenance, capital projects, and ordinary repair and maintenance. These funds may be carried forward from the prior fiscal year into the current fiscal year to be used for the same purpose.	No			No - Does not relate directly to any agency deliverables
14	State Appropriations Act, 2017-2018 (R128, H3720) Section 102.3 - E500-Revenue and Fiscal Affairs; 102.3- RFAO: SC Health & Human Services Data Warehouse	State	FY 2018-19 Proviso	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	No	Yes	Other service or product our agency must/may provide	Data that is required to be submitted according to the proviso
15	State Appropriations Act, 2018-2019 (R293, H4950) Section 118 - X910-Statewide Revenues; 118.15 -SR: Nonrecurring Revenue, (B)(9) and (B)(9.1)	State	FY 2018-19 Proviso	Appropriates \$500,000 in nonrecurring funding to Vocational Rehabilitation to "be used by the department to develop an equine therapy program with an emphasis on serving veterans with Post-Traumatic Stress Disorder. Any unexpended funds appropriated to Lander University in previous fiscal years for this purpose shall be transferred to the Department of Vocational Rehabilitation to be expended for this program. The department may utilize existing contract proposals to establish a pilot program at a single location and provide for potential expansion to other locations."	Yes	Yes	Other service or product our agency must/may provide	Equine therapy services for individuals with post-traumatic stress disorder, with an emphasis on services to veterans.

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Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	Specify only for the following segments: (1) Industry; Name; (2) Professional Organization; Name; (3) Public; Demographics.
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; substance abuse treatment; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.	General Public	To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Demographics are a wide range: male or females as young as high school age and with no upper age limit as long as the person wants to work and is otherwise eligible. Any disabling condition other than blindness--the Commission for the Blind provides vocational rehabilitation services for that population.
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Provision of qualified, well-prepared candidates for employment, internships or apprenticeships; supported employment services (on-site job coaching), on-the-job training; rehabilitation technology applications such as job site modifications to accommodate employees with disabilities; job retention services for employees whose jobs are jeopardized by disabling conditions, including substance abuse treatment; outsource opportunities at SCVRD work training centers, where agency clients in job readiness training perform tasks outsourced by industry.	Industry	Several hundred employers throughout South Carolina who hire VR consumers, provide work training opportunities for consumers, or both.
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Performs continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	General Public	To be eligible an individual must not be able to engage in any substantial gainful activity because of a physical or mental impairment that is expected to last for a continuous period of 12 months or result in death. For SSI Disabled Child's benefits a child must have a medically determinable impairment that results in marked and severe functional limitations. Demographics range from children at birth up to individuals under full-retirement age (currently age 66).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes claims for Medicaid disability benefits.	General Public	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes disability claims by South Carolina state employees.	General Public	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Rehabilitation Services Administration	Federal Government	Administers the formula grant program for state vocational rehabilitation agencies. Is charged with evaluating, monitoring, and reporting on the implementation of Federal policy and programs and the effectiveness of vocational rehabilitation, supported employment, and other related programs for individuals with disabilities;	1,2,3,4
Social Security Administration	Federal Government	Adjudication of initial and reconsideration claims for Social Security and Supplemental Security Income disability benefits; continuing disability reviews; participation in Cooperative Disability Investigations Unit.	3
S.C. School Districts/Dept. of Education	K-12 Education Institute	School-to-work transition services in all districts.	1,3,4
Adult Education	State Government	WorkKeys instruction and testing; WIOA core partner.	1,3,4
Department of Employment and Workforce	State Government	Unified planning for implementation of Workforce Innovation and Opportunity Act (WIOA); coordinated business services teams; youth programs. DEW coordinates the State Workforce Development Board and Local Workforce Development Boards, as well as the SC Works system.	1,3,4
Dept. of Disabilities and Special Needs	State Government	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is an extended complementary service provider beyond the term of VR involvement; also partner in assistive technology services.	1,3,4
Dept. of Mental Health	State Government	To provide complementary, non-duplicative services leading to competitive employment of clients. To process pre-release applications for Social Security and Supplemental Security Income Disability benefits to assist in the release and placement of DMH patients. To provide expedited processing of SOAR Social Security and Supplemental Security Income Disability applications for homeless individuals with mental illnesses.	1,3,4
Dept. of Social Services	State Government	To provide complementary services leading to competitive employment of clients; WIOA state plan collaboration.	1,3,4
Department of Health and Human Services	State Government	To provide complementary services leading to competitive employment of clients; provide Medicaid disability claims processing.	1,3,4

Developmental Disabilities Council	State Government	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.	1,3,4
Department of Juvenile Justice	State Government	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.	1,3,4
Department of Corrections	State Government	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.	1,3,4
Department of Probation, Pardon and Parole Services	State Government	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities.	1,3,4
Wil Lou Gray Opportunity School	State Government	To provide vocational rehabilitation services for "at risk" youth with disabilities.	1,3,4
S.C. Commission for the Blind	State Government	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency. WIOA core partner.	1,3,4
SC School for the Deaf and Blind	State Government	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1,3,4
S.C. Technical Colleges System	State Government	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD clients.	1,3,4
Veterans Administration	Federal Government	Agreement for VR to provide work evaluations for the VA's Vocational Rehabilitation and Employment program; local VR office referrals from the VA's community based outpatient clinics. DDS has partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for veterans who are inpatients at VA facilities.	1,3,4
Brain Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.	1,3,4
Spinal Cord Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with spinal cord injuries; education and awareness activities.	1,3,4

Diabetes Outreach Council	Non-Governmental Organization	Mutual referrals of persons with diabetes; education and awareness activities.	1,3,4
Project HOPE Foundation	Non-Government Organization	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior Analysis therapy, education, training, social groups and adult programs. SCVRD provides employment services.	1,3,4
S.C. Assistive Technology Program	Higher Education Institute	Education and awareness; provision of assistive technology devices for persons with disabilities.	1,2
Transition Alliance of South Carolina	Non-Governmental Organization	Brings multiple agencies and organizations together to enhance school-to-work transition services.	1,4
Center for Disability Resources	Higher Education Institute	Mutual referrals; education and awareness; training and technical assistance.	1,2
Multiple Sclerosis Society of South Carolina	Non-Governmental Organization	Mutual referrals of persons with multiple sclerosis; education and awareness activities.	1,3,4
SC Association for the Deaf	Non-Governmental Organization	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1,3,4
Business Advisory Council	Private Business Organization	Council provides guidance for SCVRD's Information Technology Training Program, including curricula recommendations, selection of candidates, mentoring of students.	1,2,4
Council of State Administrators of Vocational Rehabilitation (CSAVR)	Professional Association	CSAVR is composed of the chief administrators of the public rehabilitation agencies serving individuals with physical and mental disabilities in the States, District of Columbia, and the territories. These agencies constitute the state partners in the State-Federal program of rehabilitation services provided under the Rehabilitation Act of 1973, as amended	1,2,3,4
National Employment Team (The NET)	Professional Association	National and regional collaboration of the public vocational rehabilitation program and major companies/businesses to generate employment opportunities for people with disabilities. Coordinated by Council of State Administrators of Vocational Rehabilitation.	1,2,3,4
Department of Commerce	State Government	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies.	1,2,4

SC Industry Liaison Group	Professional Association	Promotion of employment of SCVRD clients and exposure to federal contractors seeking qualified job candidates with disabilities.	1,3,4
State and Local Chambers of Commerce	Professional Association	Development of business relationships to enhance employment opportunities for SCVRD clients.	4
USC Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	1,2
S.C. State University Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	1,2
East Carolina University	Higher Education Institute	Practicums and internships	2
Protection and Advocacy for People with Disabilities Inc.	Non-Governmental Organization	Advocacy for people with disabilities and resolution of service issues. Operates the Client Assistance Program, representing and advocating for SCVRD's consumers.	1,2,3
Able SC	Non-Governmental Organization	Client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits	1,2,3,4
Walton Options	Non-Governmental Organization	Client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits	1,3,4
AccessAbility	Non-Governmental Organization	Client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits	1,3,4
Division of State Human Resources	State Government	Staff training resources; classification and compensation; professional growth training such as Certified Public Manager Program. HR policy approvals and delegation audits related to salary, classification, and temporary salary adjustments.	2
State Auditor's Office	State Government	Provision of audits.	3
State Accident Fund	State Government	Insurance issues and advisory capacity.	3
S.C. Workers' Compensation Commission	State Government	Referrals of persons with disabling conditions for SCVRD services.	1,3,4
Emergency Management Division	State Government	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.	3,4

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2017-2018
Accountability Report

Agency Code: H730 Section: 032

Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	External Review and Report	Agency Accountability and Restructuring Report	Executive Budget Office, Governor and General Assembly	State	Annually	September 15, 2018	Ties together agency strategic plan with performance measures/outcomes; demonstrates accountability in efficiency and effectiveness; allows opportunity to describe current initiatives, achievements, partnerships, oversight procedures, and challenges	https://www.scstatehouse.gov/reports/reports.php
2	External Review and Report	State Information Technology Plan	Department of Administration	State	Annually	August 3, 2018	Information about state technology purchases	jrolin@scvrd.net
3	External Review and Report	Bank Account Transparency and Accountability	Executive Budget Office	State	Annually	September 26, 2017	Information on all transactions in accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or SCEIS	dkoon@scvrd.net
4	External Review and Report	GCR-1	Executive Budget Office	State	Other	Ongoing	Information on each new federal allocation of funds	Executive Budget Office
5	External Review and Report	Federal Project Review	Executive Budget Office	State	Annually	February 8, 2018	Detailed statements on sources of federal funds	Executive Budget Office
6	External Review and Report	SF-425 Federal Financial Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Twice a year	April 24, 2018	Financial report to assess grantee compliance with fiscal requirements of the Rehabilitation Act	https://rsa.ed.gov/
7	External Review and Report	RSA-2 Annual VR Program Cost Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	December 19, 2017	Program cost information	https://rsa.ed.gov/
8	External Review and Report	RSA-113 Quarterly Cumulative Caseload Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Quarterly	November 15, 2017 February 15, 2018 April 15, 2018 August 15, 2018	Quarterly update on the number of clients currently in the VR program	www.rsa.ed.gov
9	External Review and Report	RSA-911 Case Services Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Quarterly	November 15, 2017 February 15, 2018 April 15, 2018 August 15, 2018	Captures a variety of demographic and service data for each individual who applies for and receives services during the fiscal year	www.rsa.ed.gov
10	External Review and Report	State Fiscal Year Closing Packages	SC Comptroller General's Office	State	Annually	10/23/2017 (Subsequent Package)	Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	dkoon@scvrd.net
11	External Review and Report	Debt Collection Report	General Assembly	State	Annually	February 14, 2018	Amount of agency's outstanding debt and all methods it has used to collect that debt.	dkoon@scvrd.net
12	External Review and Report	Travel Report	SC Comptroller General's Office	State	Annually	September 21, 2017	Agency travel expenses for the prior fiscal year.	www.cg.sc.gov/publicationsandreports/Pages/travelreports.aspx
13	External Review and Report	EEO Report	SC Human Affairs Commission	State	Annually	September 30, 2017	Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	https://www.scstatehouse.gov/reports/HumanAffairsComm/2018AnnualReport.pdf
14	External Review and Report	Survey of Occupational Injuries and Illnesses	U.S. Department of Labor, Bureau of Labor Statistics	Federal	Annually	January 25, 2018	Data on workplace injuries and illnesses	jlisowski@scvrd.net
15	External Review and Report	Energy Conservation Annual Progress Report	SC Energy Office	State	Annually	September 14, 2018	Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	www.energy.sc.gov/edata
16	External Review and Report	RSA-722 Annual Report on Appeals Process	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	October 27, 2017	Data on complaints received from SCVRD clients and the resolution/results of appeals	jlisowski@scvrd.net
17	External Review and Report	Schedule of Expenditures of Federal Awards	Office of State Auditor	State	Annually	August 13, 2018	Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	dkoon@scvrd.net
18	External Review and Report	Minority Business Enterprise Utilization Plan	Small and Minority Business Contracting and Certification Division	State	Quarterly	July 13, 2018	Establishment of goal for spending a certain percentage of each governmental body's total dollar amount of funds expended with minority business enterprises (MBEs) certified by the Office of Small and Minority Business Assistance	jcoleman@scvrd.net
19	External Review and Report	Division of State Human Resources (DSHR) Reporting	DSHR and General Assembly	State	Other	Ongoing	Reporting on various aspects of human resource-related agency activity, tied to budget provisions or state code of laws. Includes several situational reporting requirements, such as information on bonuses, furloughs, voluntary separation incentive actions, etc. Requirements may be found at http://admin.sc.gov/humanresources/agency-information/reporting-and-recordkeeping	kjones@scvrd.net

20	External Review only	Senate Oversight Review	Office of Senate Oversight	State	Other	March 8, 2018-Current	Reviews a variety of data and conducts interviews to determine if agency laws and programs are being implemented as intended by the General Assembly	senateoversight@scsenate.gov
21	External Review only	Agreed Upon Procedures	Office of State Auditor	State	Annually	July 1, 2016-June 30-2017	Agreed upon procedures audit.	http://osa.sc.gov/reports/
22	External Review only	Single Audit	Office of State Auditor	State	Other	July 1, 2016-June 30-2017	Single audit	http://osa.sc.gov/reports/
23	External Review only	Delegation Audit	Division of State Human Resources	State	Annually	May 23, 2018	Audit of compliance with the agency's delegated authority in establishment of salaries, classifications, and temporary salary adjustments.	kjones@scvrd.net
24	External Review only	Not Applicable; year-round review	Social Security Administration	Federal	Annually	October 1-September 30	SSA conducts ongoing reviews of VR's Disability Determination Services unit's performance in disability claim adjudication	shirley.jarrett@ssa.gov
25	Internal Review and Report	Internal Audits	SCVRD Internal Audits Unit	State	Annually	July 1 - June 30	Audits of VR facilities/work training centers' fiscal accounts and transactions, record keeping, consumer stipends, temporary employee payrolls and computer security.	emoore@scvrd.net
26	Internal Review and Report	Safety Assessments	SCVRD Legal, Safety and Risk Management Unit	State	Annually	July 1 - June 30	Safety assessments of all SCVRD facilities	jisowski@scvrd.net