

<b>AGENCY NAME:</b>	S.C. Department of Employment and Workforce		
<b>AGENCY CODE:</b>	R600	<b>SECTION:</b>	

## Fiscal Year 2017-18 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	To promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals, and communities.
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<b>AGENCY VISION</b>	To be viewed as an efficient, transparent, customer-friendly partner in providing quality workforce solutions.
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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.

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

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

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
<b>PRIMARY CONTACT:</b>	Dorothy Weaver	803-737-2013	DWeaver@dew.sc.gov
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<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>	
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>

I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR (SIGN AND DATE):</b>	 	
<b>(TYPE/PRINT NAME):</b>	Cheryl M Stanton	

<b>BOARD/CMSN CHAIR (SIGN AND DATE):</b>		
<b>(TYPE/PRINT NAME):</b>		

AGENCY NAME:

S.C. Department of Employment and Workforce

AGENCY CODE:

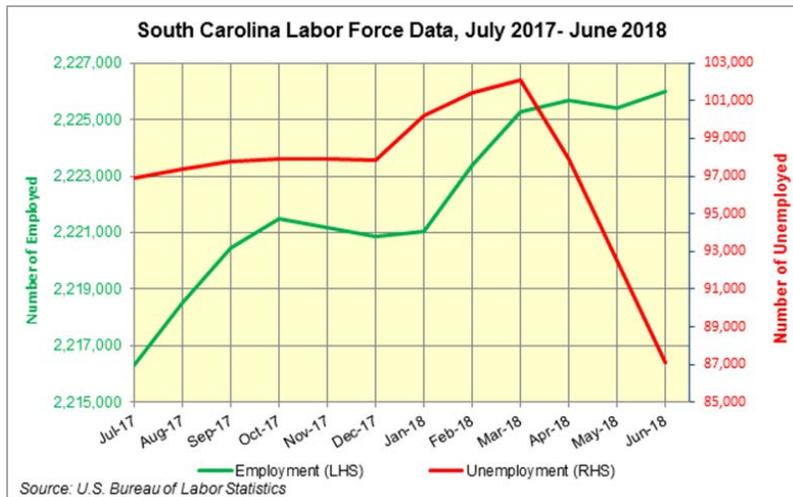
R600

SECTION:

### AGENCY'S DISCUSSION AND ANALYSIS

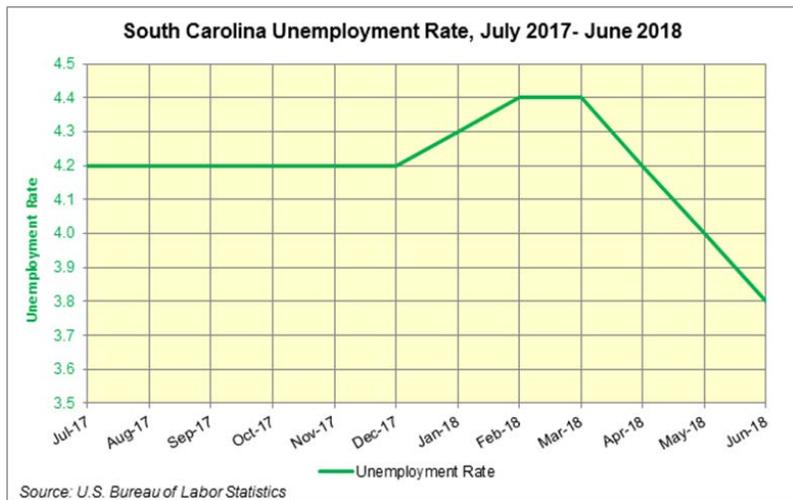
## OVERVIEW

South Carolina's labor market has improved dramatically over the past several years with the labor force and employment levels reaching all-time highs. The unemployment rate dropped considerably, falling to the mark of 4.5 percent or below for the entire year of 2017. Each of the state's metropolitan areas grew in employment levels, and the state's industry employment is projected to grow by 11.9 percent over the period 2016 to 2026.



MSA	July Over the Year Change in %
Florence MSA	1.81%
Greenville MSA	1.78%
Charleston MSA	1.49%
Sumter MSA	1.27%
Columbia MSA	0.52%

Source: Current Employment Statistics (CES), Seasonally Adjusted

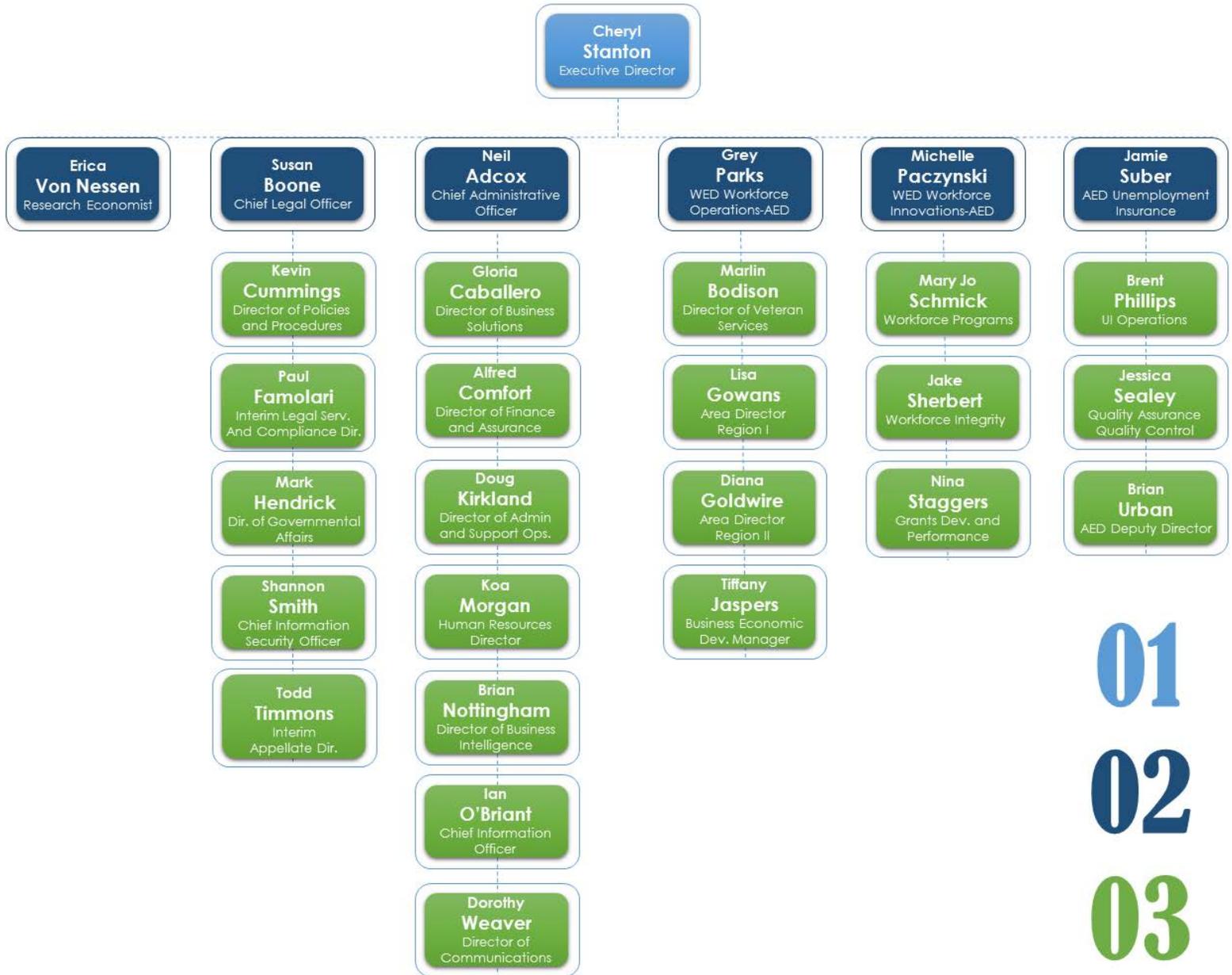


	Over Month % Change	Over Year % Change
Columbia MSA	0.65%	0.52%
Florence MSA	0.33%	1.81%
Sumter MSA	0.25%	1.27%
Charleston MSA	0.00%	1.49%

With the high demand for skilled talent and the continued need to help individuals who have lost a job through no fault of their own, the S.C. Department of Employment and Workforce (DEW) spent the 2017-2018 year modernizing the UI benefits and tax systems, restructuring staff roles, bolstering the most effective workforce programs and partnering with stakeholders to create opportunities to help the state's jobless overcome barriers and workforce issues.

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

The agency’s organizational structure relies heavily on the cooperation of the Unemployment Insurance (UI) and Workforce and Economic Development (WED) divisions with the integral support of the Business Intelligence, Information Technology, Public Information, Human Resources, Governmental, Legal, Finance, Business Solutions and the Administration and Support Operations departments.



01  
02  
03

## THE WORKFORCE SYSTEM AT WORK

With more than 2.2 million South Carolinian’s working and businesses continuing to hire at record levels, matching jobseekers and employers is an ongoing challenge. One solution, that is part of DEW’s strategic plan, is to assist individuals who may face challenges to employment. Most times these barriers do not represent

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

unemployable individuals, but rather, dedicated, talented people who need unique training, certification or assistance to get them on the path to employment and consequently become some of South Carolina’s best workforce for business and industry.

**SC Works Centers**

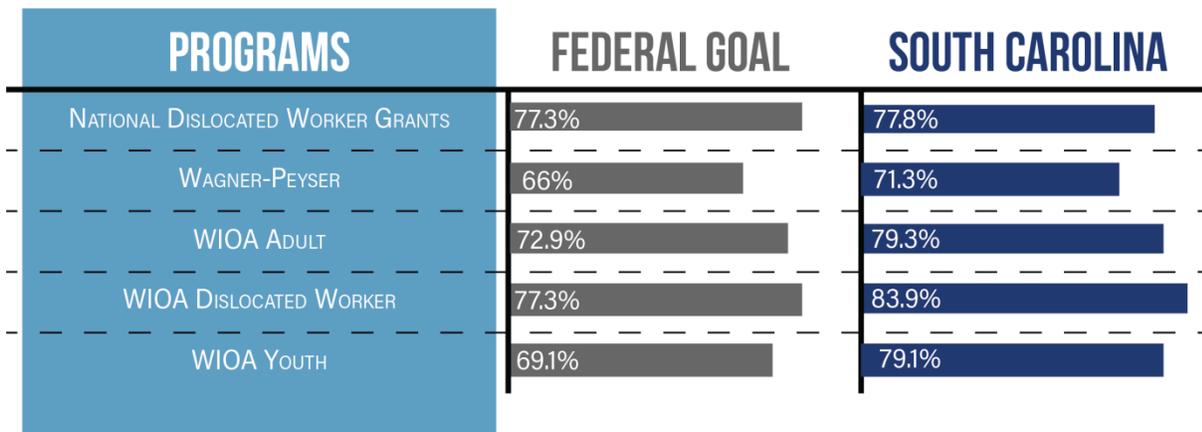
The SC Works system provides jobseekers with career counseling, job referrals, testing and training services, and resume-writing assistance. With centers located in every region of the state, employment representatives are available to help with resources, services and job opportunities to put people to work. Last year more than **317,000 individuals visited SC Works centers to utilize DEW programs.**

As reported in the 2018 Economic Analysis Report, “Job skills and knowledge that are most in demand by employers are of a general nature, such as active listening, reading comprehension and customer service.” Workshops, case managers, training opportunities, Job Ready U., work-ready assessments and other resources are available through the SC Works centers to help upskill the workforce and arm jobseekers with the skills that will prepare them for employment. Overall, the state is projected to have more than 284,000 annual job openings, and DEW is actively helping jobseekers and employers to fill these positions through these centers.

Last year, SC Works centers provided More than **3,200 employment workshops**. Topics are determined by the local areas based on industry and customer feedback. Some examples include:

- Interviewing Skills.
- Resume Writing.
- Disability Benefits and Employment.
- Financial Coaching.
- Work Ready Assessments.
- Employer Expectations.
- Creating a LinkedIn Profile.
- And more.

As a result of these efforts and DEW’s other programs, individuals were better equipped to find jobs. In fact, in all of the federal measures of employment for South Carolina, the state exceeded the federal goal.



\*THESE FIGURES REPRESENT BUSINESS ENGAGEMENT NUMBERS ENTERED INTO THE SC WORKS ONLINE SERVICES SYSTEM FOR PY’17 AND DO NOT INCLUDE BUSINESS ENGAGEMENT NUMBERS FROM PARTNER PROGRAMS. FEDERAL REPORTING OF THESE MEASURES IS NOT REQUIRED UNTIL OCTOBER 1 – THE ADDITION OF PARTNER BUSINESS ENGAGEMENT MAY INCREASE FEDERALLY REPORTED NUMBERS.

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

**Business Engagement**

DEW’s business engagement group was created with the collaboration of the Local Workforce Development Boards to educate business about, and encourage them to take full advantage of, programs available to boost their workforce. Once needs are identified, representatives can determine resources and services to assist them.

**Work Opportunity Tax Credit**

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. WOTC helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while participating employers are able to reduce their income tax liability. For-profit entities can receive a 40 percent tax credit when new hires have been employed for 400 hours or more.

<b>Business Engagement (July 2017-June 2018)</b>	
<b>Employer Service</b>	<b>Number of Businesses that used the service</b>
Employer Information and Support Services	8,616
Workforce Recruitment Assistance	5,285
Strategic Planning/Economic Dev. Activities	24
Activities to Engage Untapped Labor Pools	17
Training Services	326
Incumbent Worker Training Services	126
Rapid Response	103
Planning Layoff Response	82

\*These figures represent business engagement numbers entered into the SC Works Online Services system for PY 17 and do not include business engagement numbers from partner programs. Federal reporting of these measures is not required until October 1 – the addition of partner business engagement may increase federally reported numbers.

From July 1, 2017 to June 30, 2018, **42,217 certifications were issued totaling \$114,219,000 in potential tax credits for South Carolina businesses.**

**Trade Adjustment Assistance**

The Trade Adjustment Assistance (TAA) program was created to provide support to workers who have been found adversely impacted by increased imports, a shift of production, or a service that moved to another country. The goal of the TAA program is to help workers become re-employed in a suitable job as quickly as possible by providing benefits and services tailored to their needs, including:

- Training.
- Income Support – Trade Readjustment Allowances (TRA).
- Job Search Allowances.
- Relocation Allowances.
- Older Worker Wage Subsidy.
- Health Coverage Tax Credit.

For the July 2017 to June 2018 year, just shy of **1,000 individuals were served through this program with approximately 500 participating in training.**

**Programs with Partners and Purpose**

DEW prioritizes collaboration in order to develop innovative initiatives with workforce stakeholders. In addition, the agency fosters and implements programs to reach South Carolinians with barriers to employment. Examples include:

[State Workforce Development Board \(SWDB\)](#)

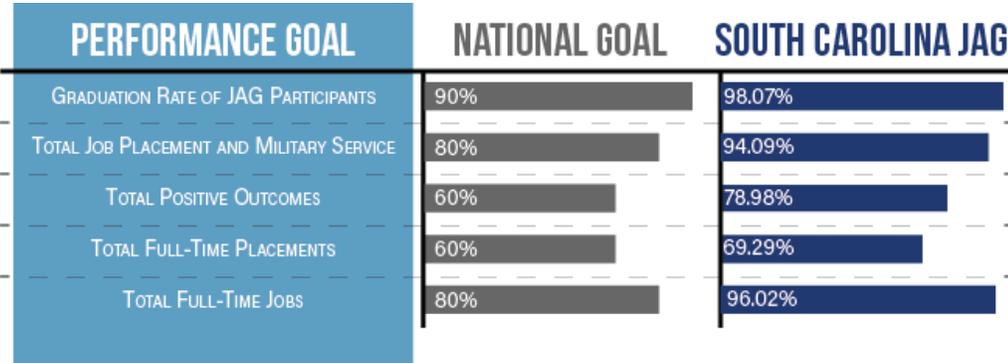
On behalf of the Governor, the State Workforce Development Board (SWDB) collaborates with DEW and workforce system stakeholders to create a competitive workforce advantage for South Carolina by ensuring that

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>	
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>

a quality and effective system exists in order to improve the prosperity of businesses and the lives of South Carolinians. From July 2017 to June 2018, the **board awarded just over \$2.4 million in grants to 12 organizations and partnerships to fund initiatives** including:

- Innovation grants that align workforce, education and training practices.
- Digital literacy grants to help bolster the digital skills gap.
- Grants to assist out-of-school youths complete education and hone employability skills.

[S.C. Jobs for America’s Graduates](#)



The South Carolina Jobs for America’s Graduates program is one way the state is working to recognize the talent of students with barriers to graduation and/or employment, help them stay engaged, and identify a plan and vision for career opportunities. For

eight consecutive years, this program has won a national award for exceeding all performance outcome measures; benefiting South Carolina by matching students with meaningful careers while helping businesses fill positions from the local talent pipeline.

[Back to Work](#)

In 2015, DEW began the pilot Back to Work program in Columbia to help homeless individuals enter the workforce through an intensive six-week employment boot camp. Year over year this program has seen exponential success helping formerly homeless individuals prepare for and find employment and gain independence. In 2017 the program expanded to Greenville and in the first part of 2018, building on the success of Columbia and Greenville, program sites grew by 200%, adding four new locations.

<b>Back to Work Graduates 2017-2018</b>		
City	Partner Agency	Graduates
Greenville	Phoenix Center	30
Greenwood	MEG’s House	8
Midlands	Transitions Housing	94
Waccamaw	New Directions Homeless Shelter	4
Lower Savannah	Victory Tabernacle	4
Trident	Home of Hope	3
<b>64% are employed or in training</b>		

The program provides a combination of transitioning participants to housing, as well as the necessary career guidance and soft skills training to maintain gainful employment and self-sufficiency, which creates a comprehensive approach for long-term success.

[Second Chance Initiative](#)

Through a partnership with the S.C. Department of Corrections, DEW created the Second Chance initiative to help returning citizens learn a skill and understand how to successfully search for a job. By helping individuals prepare for employment they gain confidence, purpose and direction, helping to reduce the rate of recidivism.

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

Through this initiative, DEW provides a full-time employee, coaching and materials to assist returning citizens in work-skills training. Ninety days prior to release, ex-offenders are taught employment and soft skills in class for one hour each day. During the last 30 days, participants work directly with a DEW counselor to become registered in the SC Works Online System, craft a resume and apply for jobs online once released.

A critical component of the success of this initiative is DEW's Federal Bonding Program and the Work Opportunity Tax Credit with which participants are armed and equipped to discuss with employers. These programs give the businesses the tools to confidently employ this underutilized workforce.

<b>Second Chance Program</b> (June 2017-July 2018)		
	<b>Enrolled</b>	<b>Completed</b>
Manning Correctional	692	338
Camille Griffin Graham Correctional	201	113

**An average of 67% of those who have completed the program are employed.**

Veterans

Veterans frequently bring soft skills acquired through military training with them to a job as well as specialized skills learned through on-the-job training which makes them some of an employer's most valuable and devoted workforce. It is important to support veterans as they move into civilian life and find their next career.

**Each year, DEW helps approximately 5,000 veterans find employment,**

and in 2017 the veteran unemployment rate was 3.9 percent, a 1.1 percent decline. Through the WOTC program, veterans represented almost 4,000 certifications totaling more than \$14 million in potential tax credits for businesses.

**UI AND THE DEW EXPERIENCE**

With the implementation of two new systems in 2017-2018, DEW has been able to provide exceedingly better customer service. By equipping the customer with more capability and account control, they can seek help from the agency with more information and understanding of the process. In addition, these systems have given DEW the opportunity to construct an organizational change management program that creates new opportunities for staff. These improvements and others help the efficiency of the agency and bolster its effectiveness in the state.

*Business Tax Rate Reduction and Trust Fund Rebuild*

In November of 2017, DEW announced the fifth consecutive year of UI tax rate cuts for businesses in South Carolina. **The 2018 tax rate represents an average reduction of 10.2 percent over last year's rate, and 36.4 percent drop, saving businesses over \$700 million, over the last five years.** These cuts have been made **while rebuilding the trust fund** to a level that will withstand an economic downturn.

*Southeast Consortium Unemployment Benefits Initiative (SCUBI) System*

In September 2017, DEW launched its new unemployment benefits system, SCUBI. The new system allows UI claimants greater access to real-time information on their claims, which helps to reduce the number of calls and

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

wait times at the agency’s call center. Empowering the claimant with account control helps to ensure that benefit payments are made properly and timely.

The new system also provides faster, more up-to-date information to businesses on claims filed against their accounts. Faster and more accurate business responses to the agency’s inquiries help to keep benefit costs, and ultimately, tax rates down.

In addition to the benefits for claimants and businesses, the new system has also provided huge efficiencies for the agency in the first nine months of the system’s launch.

- **17,148** hours saved from the automation of initial unemployment claim review.
- **11,600** hours the system saved through an “auto adjudicate” feature for eligible claims.
- **695** hours saved from the system’s ability to file wage audit notice information electronically.

Estimates of projected savings are **\$865,000** for the first year from these efficiencies alone.

### *State Unemployment Tax System (SUITS)*

In March 2018, the agency launched its new tax system for businesses, SUITS. The new platform allows businesses more immediate account accessibility and efficient business processing. They can now view account statements, file wage reports, make payments and view account history within the SUITS portal.

- In the first two quarters of filing with the new system, DEW saw an increase of approximately **79% in wage reports filed electronically** rather than by paper which creates an environment for reduced data entry errors, fewer hours needed to “key” manual reports and the ability to collect funds more quickly than with the previous system.
- Employers showed an **86% self-service adoption rate** for account updates, which were done manually by staff prior to implementation.
- More than **90% of tax payments** have been processed **using electronic payment methods**, virtually eliminating paper checks.
- The **estimated annual savings** from increased electronic filing, self-service account registration and self-service account maintenance is more than **\$2 million**.

### *The DEW Experience*

As a provider of workforce services and UI benefits, great customer service is a priority for the DEW experience, and part of the transition with new and better technology is the framework to help people through the change. To this end, DEW created a customer service team to identify all areas of the agency that touch customers, assess stakeholders’ feedback and prioritize efforts to improve customer service. This team identified best practices and standard expectations of service and then began to implement educational opportunities, tools and resources for long-term improvement and success.

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

DEW has also expanded the use of the call center’s Interactive Voice Response (IVR) system. By tracking requests and questions, changes can be made to the set up and messaging to guide individuals quickly through the system. To ensure that customer service expectations are met, calls are regularly monitored and work flow is tracked to identify areas for improvement and training. A call out feature is also used to remind claimants of deadlines and requirements of the benefits process.

***Career Pathways***

In conjunction with the modernization of both the tax and benefits system in South Carolina, DEW incorporated organizational change management (OCM), to assist with both the technology upgrades as well as the personnel transitions. By including the conversion from jobs to career pathways, changes are easily enveloped into the whole process. By implementing this OCM with a role-based structure, employees can see a track that includes cross-training, increasing responsibility and career opportunities, which in turn gives them a sense of purpose, teamwork and investment in success.

This initiative began in advance of system changes, and **Career Pathways was highlighted as State Spotlight best practice by the National Association of State Workforce Agencies**. Ongoing, units and departments have moved along a transition timeline, and final changes were executed for all units in 2017-2018 with success.

***Training***

As part of the system upgrades, the Career Pathways initiative and customer service training, DEW hosted its second annual UI Integrity Symposium. This annual event has proved to be a key source of transparent communication, cross-departmental networking and collaboration, and personal career development.

Having been so successful in its implementation as well as execution of its mission and training objectives, the **UI Symposium was featured as a State Spotlight best practice by the National Association of State Workforce Agencies**.

**AN EMPLOYER OF CHOICE IN SOUTH CAROLINA**

Part of being an advocate and representative of the workforce system is having an agency that positively supports its own workforce. DEW actively promotes programs and services for employees to promote career development, health and safety, training opportunities and a collaborative work environment.

***Listening Tours***

DEW’s executive director completed **54 statewide listening tours** this year, creating an opportunity to gauge needs brought from the transition from legacy systems and determine agency advancement from a field perspective. High-level projects and initiatives come to life and are improved when the input of first-hand users and customer-facing staff is heard. Feedback from these tours was brought back to management for continued system and agency enhancement.

***Enterprise Project Management Office***

The expansion of the organization’s project management offerings has allowed various departments to take advantage of their services to guide initiatives to completion with focus, efficiency, cross-departmental planning

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

and strategic oversight. The design and implementation of a portfolio-level dashboard provides an accurate performance picture of all enterprise projects.

***Transparency and Communication***

DEW has several internal avenues to communicate with employees throughout the state. The most robust addition to these efforts this year was digital signage. With screens up in offices and hubs, training, announcements, deadlines, customer service tips, calendar announcements and more can be customized from one system in the central office. This outlet ensures that all staff is working with the same information and knowledge.

***Virtual Suggestion Box***

The use of a virtual suggestion box encourages employee engagement by providing staff with a venue in which to make suggestions, comments or ask questions, anonymously if they choose. This ongoing interaction and inclusive culture supports job satisfaction and creates an additional opportunity for agency improvement and innovation.

***Wellness and Safety***

DEW’s Wellness team offers quarterly activities to promote mental and physical wellness. In addition, DEW added several safety initiatives and training modules in the past year.

***Training***

Career development, security and job-specific training are all part of the DEW culture. Training opportunities are offered through the agency’s Learning Management System, conferences, professional organizations, DEW’s UI and Workforce symposiums, and more.

# RISK ASSESSMENT AND MITIGATION STRATEGIES

***Data Breach***

The issue that could potentially have the highest impact on the citizens of South Carolina is a breach of stakeholder data that could financially affect the state and the public. It would also harm the state’s and agency’s integrity, destroying public trust.

The agency’s primary goal is to protect and safeguard stakeholder data. As part of the agency’s modernization strategy, DEW has eliminated claimant Social Security numbers from benefit reporting and transitioned to a claimant ID number. In addition, the agency conducts monthly privacy impact assessments on selected business processes, has increased security evaluations and continues to enhance privacy training for all employees.

To avoid this issue from becoming a crisis, the General Assembly could:

1. Continue to support, through awareness, statewide security initiatives.
2. Fund statewide security initiatives.
3. Ensure all in the Legislature supports the concept of security.

***Recession***

<b>AGENCY NAME:</b>	<b>S.C. Department of Employment and Workforce</b>		
<b>AGENCY CODE:</b>	<b>R600</b>	<b>SECTION:</b>	

Nearly a decade ago, during the Great Recession the state had to borrow and pay back nearly \$1 billion to the federal government, in part, because of the impact on the Trust Fund. The agency has been actively rebuilding the fund to be able to withstand a deep recession while cognizant of a balanced approach between what the business community pays into the Trust Fund relative to what is needed to maintain its integrity and stay on the path to solvency.

To avoid this issue from becoming a crisis, the General Assembly could:

1. Ensure the Trust Fund rebuild under Regulation 47-501 is left intact.
2. Provide adequate administration funds are in reserve to permit timely and efficient expansion of personnel to ensure spikes in unemployment claims result in the right claimants being paid and improper payments being detected and prevented.

***Federal Funding***

Workforce Innovation and Opportunity Act (WIOA) is a federal program administered in South Carolina through DEW and 12 Workforce Development Areas throughout the state. The funding provided through this act helps strengthen and improve the workforce, particularly those with barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

Wagner-Peyser established the one-stop service delivery system, known in South Carolina as SC Works. This network provides access to an integrated array of labor exchange services so that workers, jobseekers and businesses can find the workforce services they need under one roof in easy-to-find locations.

A reduction in funding for either one of these programs would create significant challenges for the agency in carrying out its mission effectively.

To avoid this issue from becoming a crisis, the General Assembly could:

1. Find alternative funding for continued support of successful workforce programs.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
Maintaining Safety, Integrity and Security	G	1			Protect and safeguard the security, privacy, and confidentiality of stakeholder data.							
	S	1.1			Implement continuous assessments of compliancy requirements and best practices to help ensure that the appropriate controls are in place for agency information, systems, and business processes.							
	M		1.1.1	By 1st Quarter 2018, initiate privacy assessments and security evaluations within sixty (60) days of the inception of new business processes and technology efforts.	N/A	100%	50%	7/1/17-3/31/18	Tracked and updated monthly by the Chief Information Security Officer (CISO), by collaborating with other agency Departments and Divisions. CISO identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of privacy and security assessments initiated within 60 days / number of new processes or technology efforts initiated) * 100	The development of a formal privacy program promotes good stewardship of stakeholders' data throughout the agency and compliance with confidentiality requirements and security safeguards.	
	M		1.1.2	90% of vendor published patches to critical vulnerabilities will be applied within seven (7) days by June 30, 2018.	N/A	90%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Information Security Technology (IT) Department. Availability occurred as often as software vendors released updates.	(Number of patches applied to critical vulnerabilities within 7 days / Number of patches released by vendors to address critical vulnerabilities) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.	
	M		1.1.3	Perform a comprehensive review of agreements, data, systems, and physical inventories to consolidate administrative data into a repository of record by 6/30/2018.	N/A	100%	75%	7/1/17-6/30/18	Tracked and updated monthly by the Chief Information Security Officer (CISO). CISO identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.	

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			1.1.4	Compile a DEW-specific security standard from existing requirements tailored to the mission of the agency by 6/30/2018.	N/A	100%	85%	7/1/17-6/30/18	Tracked and updated monthly by the Chief Information Security Officer (CISO). CISO identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.
	S			1.2	<b>Enhance SCDEW's culture of information security, confidentiality, and privacy of agency information focused on policies &amp; procedures and the continuous education of agency staff.</b>							
	M			1.2.1	Each Information Technology staff member will attain and document a minimum of ten (10) hours of agency approved, role-specific training during FY 2017-2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by Chief Information Officer (CIO) in the Information Technology (IT) Department.	(Number of IT staff members that attained 10 hours of training / Number of IT staff members requiring training) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of South Carolina's Department of Employment & Workforce.
	M			1.2.2	Provide ten (10) agency-specific information security and/or privacy tips to staff by June 30, 2018.	N/A	100%	120%	7/1/17-6/30/18	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of agency-specific tips provided / 10) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of DEW.
	M			1.2.3	Conduct four (4) business process reviews with major business units by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of business process reviews conducted / 4) * 100	Increase efficiency and improve the use of labor resources.
	M			1.2.4	Conduct three (3) information outreach sessions with major business units by June 30, 2018.	N/A	100%	200%	7/1/17-6/30/18	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of information outreach sessions conducted / 3) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of DEW.
Public Infrastructure and Economic Development	G			2	<b>Facilitate a workforce system that fosters financial stability and economic</b>							
	S			2.1	<b>Create effective customer-focused workforce system experiences.</b>							

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				
	M			2.1.1	Identify, develop, and deploy three (3) new training opportunities for SC Works by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of training opportunities deployed / 3) * 100	Effective and consistent service delivery is required to better align job seekers with business and industry needs.
	M			2.1.2	Workforce programs will meet or exceed the entered 2nd quarter employment rate by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked by the Workforce & Economic Development Department (WED).	Percentage of programs that met or exceeded employment rate for the reporting period.	SC is focused on better assessing our existing and emerging workforce against the skill demands of today's jobs.
	M			2.1.3	Engage a minimum of one hundred twenty (120) additional business customers to become second chance employers by June 30, 2018.	N/A	100%	793%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of additional business customers engaged / 120) * 100	State Workforce Development Board is focused on retooling and employment of priority populations.
	S			2.2	<b>Foster and participate in Partnerships across South Carolina to maximize effective relationships and to leverage resources.</b>							
	M			2.2.1	Engage one(1) additional partner for resource sharing in all comprehensive centers by June 30, 2018.	N/A	100%	50%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of comprehensive centers where additional partner was engaged / number of comprehensive centers) * 100	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.
	M			2.2.2	Facilitate core workgroup partner meetings at least once a quarter during fiscal year 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of core workgroup partner meetings facilitated / 4) * 100	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.
	M			2.2.3	Meet five of five (5 of 5) National Standards for Job for America's Graduates (JAG) by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked by the Workforce & Economic Development Department (WED).	(Number of measures met or exceeded/5) * 100	Mandated federal performance measure.
	M			2.2.4	Expand Back to Work program into two (2) new workforce areas by June 30, 2018.	N/A	100%	150%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of workforce areas where the Back to Work program was expanded / 2) * 100	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	S	2.3			Continue to enhance the use of data (internally and externally) as a driving force in making strategic decisions for the state's workforce system.							
	M		2.3.1		Train all new employees within sixty (60) days of employment on workforce and Labor Market information during FY 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence and Human Resources Departments.	(Number of new employees trained within 60 days of employment / Number of new employees requiring labor market information training) * 100	Mandated federal performance measure.
	M		2.3.2		Increase Workforce and Labor Market training for agency staff and partners from 50% to 75% by June 30, 2018.	N/A	75%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence Department.	Percentage increase of trained employees or partners from the baseline set.	Increase staff efficiency and improve the use of labor resources.
	M		2.3.3		Meet or exceed all Bureau Labor Statistics federal deliverables that are required by US Department of Labor/Employment and Training Administration (DOL/ETA) by September 30, 2017.	N/A	100%	100%	7/1/17-9/30/17	Tracked and updated monthly by the Business Intelligence Department.	Percentage of deliverables provided on schedule.	Mandated federal performance measure.
	M		2.3.4		On a quarterly basis, provide financial data (expenditure analysis) to the State Workforce Development Board (SWDB).	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Finance Department and the Workforce & Economic Development Department. Departments identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of times financial data was provided to the Development Board/ 4) * 100	DEW is responsible for providing financial status information to SWDB.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			2.3.5	Increase the number of customized data analysis reports distributed to workforce, economic development and education partners by 20% by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence Department. As these reports are produced they are listed for each source requesting from our external partners (monthly).	Percentage increase of reports produced over the baseline set.	This measure is an indicator of external sources who use the data developed by the agency for workforce development, research, or educational purposes.
	M			2.3.5.1_FY17	Increase the number of standardized and customized data analysis reports distributed to workforce, economic development, and education partners.	129%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence Department. Reports requested internally are tracked via an electronic tool(monthly)	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	This measure is an indicator of internal sources who use the data created within the agency.
	M			2.3.5.2_FY17	Increase the number of standardized and customized Performance and Reporting data analysis reports distributed to internal customers.	121%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence Department. Reports requested internally are tracked via an electronic tool(monthly).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	This measure is an indicator of internal sources who use the data created within the agency.
	M			2.3.5.3_FY17	Increase the number of standardized and customized UI data analysis reports distributed to internal customers.	150%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Intelligence Department. Reports requested internally are tracked via an electronic tool(monthly).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	This measure is an indicator of internal sources who use the data created within the agency.
	S			2.4	Continue to grow and support Sector Strategies as a means of building regional talent pipelines and creating meaningful Career Pathways for							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		2.4.1		Procure a vendor by June 30, 2018 to initiate Career Pathways.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand .
	M		2.4.2		Partner with at least five (5) state trade associations on the development of career pathways by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of partnerships formed / 5) * 100	SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand.
	M		2.4.3		Issue at least one (1) state policy on implementation of Sector Strategies by June 30, 2018.	N/A	100%	10%	7/1/17-6/30/18	Tracked and updated monthly by the Policies & Procedures Department and the Workforce & Economic Development Department. Departments identified and tracked the measure based on achievement of milestones or production of a deliverable.	Percentage completion of tasks associated with the implementation of the policy.	SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand.
Healthy and Safe Families	G	3	Become an Employer of Choice in the State of South Carolina.									
	S	3.1	Promote and encourage employee engagement and satisfaction.									
	M		3.1.1		Each executive staff visit six (6) SCDEW offices per year.	N/A	100%	97%	7/1/17-6/30/18	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of visits conducted by executive staff / 67 planned visits) * 100	Promote and encourage employee engagement and satisfaction.
	M		3.1.1_FY17		Regular Human Resources (HR) field visits with office hours and rotating staff (49 of 49).	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department.	(Number of visits conducted by HR staff / 49 planned visits) * 100	Promote and encourage employee engagement and satisfaction.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			3.1.2/3.1.2_FY17	Complete a disposition within sixty (60) days upon entries received from the Virtual Suggestion Box.	84%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Admin, Support, & Operations Department (ASO).	(Number of dispositions completed within 60 days / number of entries received in the Virtual Suggestion Box) * 100	Promote and encourage employee engagement and satisfaction.
	M			3.1.3/ 3.1.3_FY1	Conduct fifty (50) listening tours by the end of fiscal year 2018.	108%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Admin, Support, & Operations Department (ASO).	Manual count of small group meetings and tracking document of suggestions from meetings.	Promote and encourage employee engagement and satisfaction.
	S			3.2	<b>Promote and encourage employee development.</b>							
	M			3.2.1	Promote available non-mandatory developmental training monthly to achieve 30% participation rate by end of fiscal year.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department.	Analyze agency needs to develop and document avenues for career growth and advancement using existing state classification and compensation system to benchmark state data and internal data	Promote and encourage employee engagement and satisfaction.
	M			3.2.2	All agency employees complete and certify 90% of required training by mandated due date.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	Percentage of employees that complete required training by mandated due date.	Promote and encourage employee engagement and satisfaction.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		3.2.3		Continue efforts to provide two (2) additional structured opportunities for career development by end of fiscal year.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department, working with the Unemployment Insurance Division. Department/Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of career development opportunities provided / 2) * 100	Promote and encourage employee engagement and satisfaction.
	M		3.2.3		Unemployment Insurance (UI) Symposium	100%	100%	100%	7/1/17-6/30/18	Event planning tracked and updated monthly by the Unemployment Insurance Division.	3rd Annual 2018 UI Integrity Symposium hosted June 25-28, 2018.	Engage Unemployment Insurance staff on the Agency's Integrity Efforts
	M		3.2.3_FY17		Job Specific Training (Central office and Local office).	100%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Promote and encourage employee engagement and satisfaction.
	S		3.3		<b>Promote and encourage a culture of wellness and safety.</b>							
	M		3.3.1		All personnel complete and certify required agency safety training developed by Human Resources (HR), Office of General Council (OGC) and Administration, Support and Operations (ASO) following recommendation by safety consultant.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the agency's Safety Team.	(Number of personnel completing safety training / Number of personnel required to participate in safety training) * 100	Promote and encourage employee engagement, development, and safety.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			3.3.2	Develop a baseline, required safety training for all personnel to be completed by the end of the third day onsite.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the agency's Safety Team. Team identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Promote and encourage employee engagement, development, and safety.
	M			3.3.2_FY17	Develop E-Learning modules to provide safety tools and education.	100%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the agency's Safety Team. Team identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Promote and encourage employee engagement, development, and safety.
	M			3.3.3	Conduct one (1) new Working Wellness initiative activity per quarter.	80%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Admin, Support, & Operations Department (ASO).	(Number of Wellness Initiatives conducted / 4) * 100	Promotes and encourages enterprise objective of Healthy and Safe Families.
Government and Citizens	G			4	Provide Customer Service Excellence to All Internal and External							
	S			4.1	Continuous improvement of customer service based upon feedback from stakeholders.							
	M			4.1.1	Identify a minimum of four (4) domains for stakeholder engagement by June 30, 2018.	N/A	100%	300%	7/1/17-6/30/18	Tracked and updated monthly by the Unemployment Insurance Division and the Finance Department. Division/Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Total # of domains and engagement opportunities identified / 4) * 100	Exceeding our projections for identifying opportunities and actually engaging with our stakeholders allows the agency to continuously improve business processes to meet the needs of our customers.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		4.1.1_FY17		Satisfaction Survey Metrics/Develop Strategy to Solicit Feedback from Claimants, Constituents and Employers.	20%-40%	100%	107%	7/1/17-6/30/18	Tracked and updated monthly by Unemployment Insurance (UI) Division and the Information Technology (IT) Department. Division/Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks identified by UI and IT associated with the objective / targeted number of tasks identified by UI and IT associated with the objective) * 100	Continuing to utilize technology as well as other mechanisms to solicit and evaluate feedback on a consistent basis from our customers improves the agency's commitment to excellent customer service.
	M		4.1.2		Add one (1) new customer service tip to the DEWletter once a month by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Executed, tracked, and updated monthly by the agency's Customer Service Committee.	(Number of customer services tips publicized / 12) * 100	Allows the agency to promote the use of best customer services practices across the enterprise.
	M		4.1.3		Identify Unemployment Insurance/Workforce Economic Development (UI/WED) Operation specific customer service training needs by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly Unemployment Insurance (UI) Division and the Workforce & Economic Development (WED) Department. Department/Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks by the UI Division and the WED Department associated with the objective / targeted number of tasks by the UI Division and WED Department associated with the objective) * 100	Through customer service training, agency staff improve and acquire new skills in interacting with customers. Specialized training exposes staff to the same set of competencies and allows the agency to promote a consistent standard.
	S		4.2		Provide resources for a unified framework for customer service.							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			4.2.1	Develop cross-functional committee (governing body) by December 31, 2017 to assess stakeholders' feedback and prioritize efforts to improve customer service.	N/A	100%	100%	7/1/17-12/31/17	Tracked and updated monthly by Business Solutions Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Establishing a body responsible for the promotion of high quality customer service practices across the enterprise supports the delivery of exceptional service to all our customers.
	M			4.2.2	Identify and share internal and external best practices for customer service by March 30, 2018.	N/A	100%	100%	7/1/17-3/31/18	Tracked and updated monthly by the Customer Service Committee. Committee identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Allows the agency to promote the use of best customer services practices across the enterprise.
	M			4.2.3	Develop and implement customer service best practices by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Customer Service Committee. Committee identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Establishing and implementing customer service standards are important for customers, potential customers, staff, and the effective management of agency business. Defining what customers (internal and external) can expect when interacting with the organization promotes a cohesive approach to providing important information and resolving problems effectively.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			4.2.4	Leverage existing training and tools quarterly to compile feedback from stakeholders.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Human Resources Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Continuing to utilize technology as well as other mechanisms to solicit and evaluate feedback on a consistent basis from our customers improves the agency's commitment to excellent customer service.
	M			4.2.5	Publish performance measures in agency communication channels by March 31, 2018.	N/A	100%	100%	7/1/17-3/31/18	Tracked and updated monthly by the Customer Service Committee. Committee identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Sharing performance measures across the enterprise promotes the improvement of business processes and aligns staff with organization objectives.
	S			4.3	<b>Build relationships by fostering transparency with internal and external stakeholders.</b>							
	M			4.3.1	Implement and begin using digital signage by December 31, 2017 to publish agency accomplishments.	N/A	100%	100%	7/1/17-12/31/17	Tracked and updated monthly by the Unemployment Insurance (UI) Division and the Business Solutions/Enterprise Project Management (EPMO) Department. Division/Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to improving stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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
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	M		4.3.2		Identify the elements for dashboard development by December 31, 2017.	N/A	100%	100%	7/1/17-12/31/17	Tracked and updated monthly by the Business Intelligence Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to improving stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
	M		4.3.3		Publish Unemployment Insurance (UI) strategic planning and performance measures on agency website internally and externally by December 31, 2017.	N/A	100%	100%	7/1/17-12/31/17	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to improving stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
	M		4.3.4		Create monthly enterprise dashboard with key/core federal performance measures by March 30, 2018.	N/A	100%	20%	7/1/17-3/31/18	Tracked and updated monthly by the Business Intelligence Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to improving stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
Public Infrastructure and Economic Development	G	5			<b>Achieve optimal value from available resources and funding to increase</b>							
	S		5.1		<b>Promote our culture of ongoing/continuous improvement among agency stakeholders by developing efficiency guidelines for all agency functions and processes.</b>							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			5.1.1	Benchmark/baseline a Unemployment Insurance (UI) quality assessment and control process by April 30, 2018.	N/A	100%	100%	7/1/17-4/30/18	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	In continuing to support best practices in QA/QC, the agency is able to successfully deliver products and services that meet or exceeds our customers' expectations.
	M			5.1.2	Educate quality improvement principles by using three (3) existing communication channels and training programs per quarter such as DEW Weekly, DEW'sletter, iConnect, Educator's Council by June 30, 2018.	N/A	100%	317%	7/1/17-6/30/18	Tracked and updated monthly by multiple Departments/Divisions across the enterprise. Departments/Divisions identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of QA/QC concepts publicized and/or promoted / 12) * 100	In continuing to support best practices in QA/QC, the agency is able to successfully deliver products and services that meet or exceeds our customers' expectations.
	M			5.1.3	Identify and track a minimum of four (4) potential opportunities for the agency to gain efficiencies per quarter by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by multiple Departments/Divisions across the enterprise. Departments/Divisions identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of opportunities identified across the enterprise / 16) * 100	In continuing to promote ongoing business improvements, the agency is able to reduce costs and increase productivity.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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
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	M			5.1.4	Assess and identify two (2) opportunities for technology advancements that will allow the agency to significantly reap cost efficiencies by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Information Technology (IT) Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of opportunities identified / 2) * 100	In continuing to promote ongoing technology improvements, the agency is able to reduce costs and increase productivity.
	M			5.1.5	Complete Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI) Implementation in South Carolina	89%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Implementation of a modernized Unemployment Benefits System will provide beneficiaries with an enhanced user experience, will increase the efficiencies of managing the Unemployment Insurance Program for the State of South Carolina, and will provide enhanced reporting capabilities.
	M			5.1.5_FY17	State Unemployment Insurance Tax System (SUITS)	81%	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	To implement new tax system that will improve efficiencies and reporting within the Employer Tax Services Department
	S			5.2	Maximize accountability, public trust, and transparency coupled with sound fiscal decisions.							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			5.2.1	Geographically schedule and conduct at least five (5) employer business outreach forums by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Workforce & Economic Development (WED) Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of outreach forums conducted / 5) * 100	In engaging the business community across the state of South Carolina, the agency is able to form strong, trusting community relationships and promote transparency, all of which benefits the constituents we serve.
	M			5.2.2	Refine process to assess and maximize Return on Investments (ROI) and reduce Total Cost of Ownership (TCO).	N/A	100%	90%	7/1/17-6/30/18	Tracked and updated monthly by the Finance Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency's continuing commitment to maximizing return on investments for all expenditures allows for the measure success over time and promotes sound business decisions.
	M			5.2.2.1_FY17	Re-write Purchasing Card and Procurement Manual by February 28, 2017.	99%	100%	98%	7/1/17-6/30/18	Tracked and updated monthly by the Finance Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable. Please note that there was an increase in scope during the reporting period impacting % completion for the year.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Inventory procedures and develop procedures where holes exist that accurately depict the procurement work environment.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		5.2.2.2_FY17		Create and launch a plan to develop a Finance policies and procedures manual.	50%	100%	70%	7/1/17-6/30/18	Tracked and updated monthly by the Finance Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Inventory procedures and develop procedures where holes exist that accurately depict the finance and assurance work environment.
	M		5.2.3		Refine audit process to establish proactive compliance reviews identifying at least two (2) high impact business processes by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Finance, Legal, and Workforce & Economic Development (WED) Departments. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of actual audit process refined / 2) * 100	Refining processes supports high standards for audit strategies, execution, and reporting allowing the agency to integrate these strategies across the enterprise thereby linking them to the agency's mission and objectives.
	M		5.2.4		Develop state policy requiring LWDAs to meet an annual WIOA participant cost rate.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Policies & Procedures Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Statewide policies provide clarity to Local Workforce Development Areas to promote accountability for activities that are of critical importance to the agency and the constituents we serve.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			5.2.5	Develop state policy regarding conflict of interest/separation of duties in each LWDA.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Policies & Procedures Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Statewide policies provide clarity to Local Workforce Development Areas to promote accountability for activities that are of critical importance to the agency and the constituents we serve.
<b>Expand implementation of the unified Enterprise Project Management Office (EPMO) framework to increase efficiency for a greater number of agency functions and processes.</b>												
	M			5.3.1	Enhance the organization's project management skills by providing at least two (2) training opportunities for selected staff critical to the agency's function by June 30, 2018.	N/A	100%	80%	7/1/17-6/30/18	Tracked and updated monthly by the Business Solutions/Enterprise Project Management Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Providing training opportunities on best practice within the project management discipline promotes the use of these practices across the enterprise.
	M			5.3.2	Design a portfolio-level performance dashboard that provides an accurate aggregated performance picture of all enterprise projects by June 30, 2018.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Solutions/Enterprise Project Management Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Providing a dashboard focused on project management performance measures allows organizations to get a clear view of their business at a glance and react strategically to address projects' health.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				
	M			5.3.3	Provide Enterprise Project Management Office (EPMO) services to at least four (4) initiatives identified as part of the agency's 2017/2018 strategic planning.	N/A	100%	100%	7/1/17-6/30/18	Tracked and updated monthly by the Business Solutions/Enterprise Project Management Department (EPMO). Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of initiative in which EPMO was engaged in / 4) * 100	Supports the completion of strategic planning objectives across the enterprise and expands the use of project management best practices across functional areas.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

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				

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
Maintaining Safety, Integrity and Security	G	1			Protect and safeguard the security, privacy, and confidentiality of stakeholder data.							
	S	1.1			Implement continuous assessments of compliancy requirements and best practices to help ensure that the appropriate controls are in place for agency information, systems, and business processes.							
	M		1.1.1		Per policy, initiate privacy assessments and security evaluations within sixty (60) days of the inception of new business processes and technology efforts.	50%	100%		7/1/18-6/30/19	Tracked and updated monthly by the Chief Information Security Officer (CISO), by collaborating with other agency Departments/Divisions. CISO identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of privacy and security assessments initiated within 60 days / number of new processes or technology efforts initiated) * 100	The development of a formal privacy program promotes good stewardship of stakeholders' data throughout the agency and compliance with confidentiality requirements and security safeguards.
	M		1.1.2		During FY 2018-2019, 100% of vendor published patches to critical vulnerabilities will be applied within seven (7) days unless authorized, documented exception process applies.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Information Technology (IT) Department. Availability occurred as often as software vendors released updates.	(Number of patches applied to critical vulnerabilities within 7 days / Number of patches released by vendors to address critical vulnerabilities) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.
	M		1.1.3		Compile a DEW-specific security standard from existing requirements by 6/30/2019.	85%	100%		7/1/18-6/30/19	Tracked and updated monthly by the Chief Information Security Officer (CISO). CISO identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		1.1.4		Notify CISO within 30 days of the inception of new business processes and technology efforts that are being planned during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by all agency Departments/Divisions.	(Number of times CISO was notified within the correct timeframe of new business processes and/or technology efforts) / Number of new business processes and/or technology efforts planned) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.
	S		1.2		<b>Enhance SCDEW's culture of information security, confidentiality, and privacy of agency information focused on policies &amp; procedures and the continuous education of agency staff.</b>							
	M		1.2.1		Each Information Technology staff member will attain and document a minimum of ten (10) hours of agency approved, role-specific training during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by Chief Information Officer (CIO) in the Information Technology (IT) Department.	(Number of IT staff members that attained 10 hours of training / Number of IT staff members requiring training) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of South Carolina's Department of Employment & Workforce.
	M		1.2.2		Provide ten (10) agency-specific information security and/or privacy tips to staff during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of agency-specific tips provided / 10) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of DEW.
	M		1.2.3		Conduct three (3) business process reviews with major business units by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of business process reviews conducted / 3) * 100	Increase efficiency and continue to promote a strong information security program.
	M		1.2.4		Conduct four (4) information outreach sessions with major business units by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Chief Information Security Officer (CISO).	(Number of information outreach sessions conducted / 4) * 100	Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of DEW.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	S	1.3			Continue to protect SCDEW's valuable information assets by conducting continuous comprehensive reviews of agreements, data, systems, and physical inventories.							
	M			1.3.1	Meet once per quarter with SC DEW business units to assess/identify inventory of agreements, data systems, standards, and procedures during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated quarterly by the Chief Information Security Officer (CISO).	(Number of meetings conducted) / 4) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.
	M			1.3.2	Conduct monthly random audits of user activity in SCUBI (UI Benefits System)and SUITS (Employer Tax) Systems.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Policies & Procedures Department (P&P).	(Number of audits conducted) / 12) * 100	A successful information security program must be geared to and incorporated into the business functions and mission of the organization.
Public Infrastructure and Economic Development	G	2			Facilitate a workforce system that fosters financial stability and economic prosperity.							
	S	2.1			Create effective customer-focused workforce system experiences.							
	M			2.1.1	Identify, develop, and deploy three (3) new training opportunities for SC Works for the program year.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of training opportunities deployed / 3) * 100	Effective and consistent service delivery is required to better align job seekers with business and industry needs.
	M			2.1.2	Workforce programs will meet or exceed the entered 2nd quarter and 4th quarter employment rate for the program year.	N/A	100%		7/1/18-6/30/19	Tracked by the Workforce & Economic Development Department (WED).	Percentage of programs that met or exceeded employment rate for the reporting period.	SC is focused on better assessing our existing and emerging workforce against the skill demands of today's jobs.
	M			2.1.3	Engage a minimum of two hundred and forty (240) additional business customers to become Second Chance employers by June 30, 2019	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of additional business customers engaged / 120) * 100	State Workforce Development Board is focused on retooling and employment of priority populations.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		2.1.4		Design and Implement a One Stop website for Rapid Response involving collaboration with other agencies.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	SC is focused on providing our constituents with centralized information on resources available from our state.
	M		2.1.5		Conduct a minimum of 8 training sessions with UI Claims Examiners and Exception employees on specific work items in DEW's Benefits System (SCUBI).	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Policy & Procedures Department (P&P).	(Number of Sessions Conducted / 8) * 100	The quick processing of claims and their associated work items allows the agency to effectively serve our constituents.
	M		2.1.6		Conduct quarterly SCWOS (SC Works Online Service) coordinator meetings.	N/A	100%		7/1/18-6/30/19	Tracked and updated quarterly by the Policy & Procedures Department (P&P).	(Number of coordinator meetings / 4) * 100	SC Works Online Services links all of South Carolina's state and local workforce services and resources.
	S		2.2		<b>Foster and participate in Partnerships across South Carolina to maximize effective relationships and to leverage resources.</b>							
	M		2.2.1		Facilitate core workgroup partner meetings at least once a quarter during program year 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of core workgroup partner meetings facilitated / 4) * 100	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.
	M		2.2.2		Meet five of five (5 of 5) National Standards for Job for America's Graduates (JAG) by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked by the Workforce & Economic Development Department (WED).	(Number of measures met or exceeded/5) * 100	Mandated federal performance measure.
	M		2.2.3		Expand Back to Work program into two (2) new workforce areas by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	(Number of workforce areas where the Back to Work program was expanded / 2) * 100	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		2.2.4		Fully execute Phase II of the State MOU outlining overall responsibilities related to resource sharing for SC Works partners by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated quarterly by the Policy & Procedures Department (P&P).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.
	S		2.3		<b>Continue to enhance the use of data (internally and externally) as a driving force in making strategic decisions for the state's workforce system.</b>							
	M		2.3.1		Train all new employees within sixty (60) days of employment on Workforce and Labor Market information during FY 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence and Human Resources Departments.	(Number of new employees trained within 60 days of employment / Number of new employees requiring labor market information training) * 100	Mandated federal performance measure.
	M		2.3.2		Train 15 agency staff and partners in Workforce and Labor Market navigation by June 30, 2019	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence Department.	(Number of agency staff or partners trained / 15) * 100	Increase staff efficiency and improve the use of labor resources.
	M		2.3.3		Meet or exceed all Bureau Labor Statistics federal deliverables that are required by US Department of Labor/Employment and Training Administration (DOL/ETA) by September 30, 2018.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence Department.	Percentage of deliverables provided on schedule.	Mandated federal performance measure.
	M		2.3.4		On a quarterly basis, provide financial data (expenditure analysis) to the State Workforce Development Board.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Finance and Workforce & Economic Development Departments. Departments identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of times financial data was provided to the Development Board/ 4) * 100	DEW is responsible for providing financial status information to SWDB.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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	M			2.3.5	Communicate with workforce, economic development and education partners at least 24 times during FY 2018-2019 about the information available through Business Intelligence and how to use it.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence Department.	(Number of agency communications/engagements / 24) * 100	This measure is to promote the use of the data developed by the agency for workforce development, research, or educational purposes.
	M			2.3.6	Develop and deliver data system training for at least two specific workforce program initiatives and/or needs.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Policy & Procedures (P&P) and the Workforce & Economic Development (WED) Departments.	(Number of workforce programs where training was delivered / 2) * 100	Working with program leaders to proactively identify training promotes the use of data as a strategic tool for decision making and accountability.
	M			2.3.7	Create and provide quarterly performance data for all workforce programs administered and overseen by the agency.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Policy & Procedures (P&P) and the Workforce & Economic Development (WED) Departments.	Departments identified and tracked the measure based on achievement of milestones or production of a deliverable.	This measure is to promote the use of the data developed by the agency for workforce development, research, or educational purposes.
	S			2.4	<b>Continue to grow and support Sector Strategies as a means of building regional talent pipelines and creating meaningful Career Pathways for workers in South Carolina.</b>							
	M			2.4.1	Work with the vendor and critical stakeholders in the continued development of Career Pathways by identifying at least two industries by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Economic Development Department (WED).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand .
	M			2.4.2	Issue at least one (1) state policy on implementation of Sector Strategies by June 30, 2019.		10%	100%	7/1/18-6/30/19	Tracked and updated monthly by the Policy & Procedures (P&P) and Workforce Economic Development (WED) Departments.	Departments identified and tracked the measure based on achievement of milestones or production of a deliverable.	SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand.
Healthy and Safe Families	G			3	<b>Become an Employer of Choice in the State of South Carolina.</b>							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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<b>S</b>		<b>3.1</b>			<b>Promote and encourage employee engagement and satisfaction.</b>							
	M		3.1.1		Each executive staff visit six (6) SCDEW offices per year.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of visits conducted by executive staff / 67 planned visits) * 100	Promote and encourage employee engagement and satisfaction.
	M		3.1.2		Complete a disposition within sixty (60) days upon entries received from the Virtual Suggestion Box.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Human Resources Department (HR).	(Number of dispositions completed within 60 days / number of entries received in the Virtual Suggestion Box) * 100	Promote and encourage employee engagement and satisfaction.
	M		3.1.3		Conduct fifty (50) listening tours by the end of fiscal year 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Admin, Support, & Operations Department (ASO).	Manual count of small group meetings and tracking document of suggestions from meetings.	Promote and encourage employee engagement and satisfaction.
	M		3.1.4		Publicize internal employee engagement activities at least 12 times by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of employee engagement activities publicized across enterprise / 12) * 100	Promote and encourage employee engagement and satisfaction.
<b>S</b>		<b>3.2</b>			<b>Promote and encourage employee development.</b>							
	M		3.2.1		Provide at least 10 opportunities for employees to grow as individuals and as individual contributors in their careers with the agency.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Human Resources Department (HR).	(Number of opportunities offered / 10) * 100	Promotes the continuing development of skills and knowledge of employees to more effectively serve our constituents.
	M		3.2.2		Foster a culture of greater accountability through a workplace policy framework that equips employees with tools by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Human Resources Department (HR).	Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	Promotes the continuing development of skills and knowledge of employees to more effectively serve our constituents.
	M		3.2.3		Develop an online catalog of training opportunities by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	Departments/Divisions identified and tracked the measure based on achievement of milestones or production of a deliverable.	Promotes the continuing development of skills and knowledge of employees to more effectively serve our constituents.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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	M		3.2.4		Publicize employee development opportunities monthly by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of opportunities publicized / 12) * 100	Promotes the continuing development of skills and knowledge of employees to more effectively serve our constituents.
	S		3.3		<b>Promote and encourage a culture of wellness and safety.</b>							
	M		3.3.1		Conduct one (1) Working Wellness initiative activity per quarter.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Human Resources Department (HR).	(Number of Wellness Initiatives conducted / 4) * 100	Promotes strong and committed relationships with employees.
	M		3.3.2		Identify and implement eight safety program components required by OSHA to be completed by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Admin, Support, & Operations Department (ASO).	(Number of Safety Components Implemented / 8) * 100	Proper workplace safety analysis and planning can pinpoint areas that might need special attention in regards to our employees' safety and wellness.
	M		3.3.3		Capture and promote employee health and wellness related activities monthly by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of activities publicized / 12) * 100	Promotes strong and committed relationships with employees.
Government and Citizens	G		4		<b>Provide Customer Service Excellence to All Internal and External Stakeholders.</b>							
	S		4.1		<b>Continuous improvement of customer service based upon feedback from stakeholders.</b>							
	M		4.1.1		Identify and initiate a minimum of four (4) domains for stakeholder engagement by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Unemployment Insurance Division.	(Total # of domains and engagement opportunities identified / 4) * 100	Exceeding our projections for identifying opportunities and actually engaging with our stakeholders allows the agency to continuously improve business processes to meet the needs of our customers.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		4.1.2		Add one (1) customer service tip to DEW internal communications once a month during FY 2018/2019.	N/A	100%		7/1/18-6/30/19	Executed, tracked, and updated monthly by the agency's Customer Service Committee.	(Number of customer services tips publicized / 12) * 100	Allows the agency to promote the use of best customer services practices across the enterprise.
	M		4.1.3		Identify Unemployment Insurance/Workforce Economic Development (UI/WED) Operation specific customer service training needs by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly Unemployment Insurance (UI) Division and the Workforce & Economic Development (WED) Department.	(Completion of actual tasks by the UI Division and WED Department associated with the objective / targeted number of tasks by the UI Division and WED Department associated with the objective) * 100	Through customer service training, agency staff improve and acquire new skills in interacting with customers. Specialized training exposes staff to the same set of competencies and allows the agency to promote a consistent standard.
	M		4.1.4		Conduct monthly checks with designated employers using the SCUBI (UI Benefits) & SUITS (Employer Tax) Systems to identify customer needs.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Policy & Procedures Department (P&P).	(Number of checks conducted / 12) * 100	Consulting and involving business partners leads to better planned, informed, and accountable policies, projects, programs, and services.
	S		4.2		<b>Provide resources for a unified framework for customer service.</b>							
	M		4.2.1		Develop, send, and analyze quarterly agency wide employee response surveys by June 30, 2019	N/A	100%		7/1/18-6/30/19	Executed, tracked, and updated monthly by the agency's Customer Service Committee.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Promotes employee engagement which leads to higher customer satisfaction.
	M		4.2.2		Identify and inventory the most common internal and external customer requests by departments by June 30, 2019 with the goal of establishing departmental service level agreements (SLAs).	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	Promotes a successful relationship between the agency and all stakeholders.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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	M		4.2.3		Publish performance measures in agency communication channels by March 31, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to improving stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
	S		4.3		<b>Build relationships by fostering transparency with internal and external stakeholders.</b>							
	M		4.3.1		Increase existing Digital Signage content and physical locations by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to continuing to grow stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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	M		4.3.2		Publish Unemployment Insurance (UI) strategic planning and performance measures on agency website internally and externally by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Unemployment Insurance (UI) Division. Division identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to continuing to grow stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
	M		4.3.3		Identify and create monthly enterprise dashboard with key/core federal performance measures by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence (BI) Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to continuing to grow stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
	M		4.3.4		Initiate a campaign to educate external stakeholders on frequently requested LMI information by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Business Intelligence (BI) Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	The agency is committed to continuing to grow stakeholder awareness, disseminating information quickly and effectively to targeted stakeholders, and cultivating a culture of trust throughout the enterprise by sharing critical information.
Public Infrastructure and Economic Development	G		5		<b>Achieve optimal value from available resources and funding to increase public trust.</b>							
	S		5.1		<b>Promote our culture of ongoing/continuous improvement among agency stakeholders by developing efficiency guidelines for all agency functions and processes.</b>							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

Strategic Planning and Performance Measurement Template

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		Goal	Strategy	Measure		Base	Target	Actual				
	M		5.1.1		Educate quality improvement principles by using three (3) existing communication channels and training programs per quarter during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple agency Departments/Divisions.	(Number of QA/QC concepts publicized and/or promoted / 12) * 100	In continuing to support best practices in QA/QC, the agency is able to successfully deliver products and services that meet or exceeds our customers' expectations.
	M		5.1.2		Implement and track a minimum of twelve (12) opportunities for the agency to gain efficiencies by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by multiple Departments/Divisions across the enterprise. Departments/Divisions identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of opportunities identified across the enterprise / 12) * 100	In continuing to promote ongoing business improvements, the agency is able to reduce costs and increase productivity.
	M		5.1.3		Assess and identify no fewer than two (2) opportunities for technology advancements that will allow the agency to significantly reap cost efficiencies by June 30, 2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Information Technology (IT) Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of opportunities identified / 2) * 100	In continuing to promote ongoing technology improvements, the agency is able to reduce costs and increase productivity.
	S		5.2		<b>Maximize accountability, public trust, and transparency coupled with sound fiscal decisions.</b>							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

Strategic Planning and Performance Measurement Template

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		Goal	Strategy	Measure		Base	Target	Actual				
	M		5.2.1		Schedule and conduct at least 2 Outreach Sessions per quarter focused on sharing both UI and WED information.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Unemployment Insurance (UI) Division and the Workforce & Development (WED) Department.	(Number of information outreach sessions conducted / 8) * 100	In engaging the business community across the state of South Carolina, the agency is able to form strong, trusting community relationships and promote transparency, all of which benefits the constituents we serve.
	M		5.2.2		Refine audit process to establish proactive audit reviews during FY 2018-2019.	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Finance Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	A proactive approach to risk management allows the agency to avoid and/or manage existing and emerging risks, which in turn, allows the enterprise to quickly adapt and resolve issues.
	M		5.2.3		Bolster current monitoring strategies and tools, and post online to communicate across local areas and statewide entities planned activities during FY 2018-2019	N/A	100%		7/1/18-6/30/19	Tracked and updated monthly by the Workforce & Development Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Completion of actual tasks associated with the objective / targeted number of tasks associated with the objective) * 100	In engaging the business community across the state of South Carolina, the agency is able to form strong, trusting community relationships and promote transparency, all of which benefits the constituents we serve.
	M		5.2.4		Participate in all local MOU/IFA negotiations to execute PY 2019 agreements by 6-30-19.	N/A	100%		7/1/18-6/30/19	Tracked and updated quarterly by the Policy & Procedures Department (P&P).	Department(s) identified and tracked the measure based on achievement of milestones or production of a deliverable.	The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses.
	S		5.3		<b>Expand implementation of the unified Enterprise Project Management Office (EPMO) framework to increase efficiency for a greater number of agency functions and processes.</b>							

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				
	M		5.3.1		Facilitate the adoption of best practices in project management across the enterprise by directly providing at least one training opportunity per quarter in the areas of Change Management, Business Analysis, Process Improvement, and Quality Management.	N/A	100%			Tracked and updated quarterly by the Business Solutions/Enterprise Project Management Department.	(Number of information training sessions conducted / 4) * 100	Expanding knowledge of project management best practices across the enterprise allows the agency to balance strategy execution, governance, and resource demands.
	M		5.3.2		Provide Enterprise Project Management Office (EPMO) services to at least four non-IMPC (4) initiatives identified as part of the agency's 2018/2019 strategic planning.					Tracked and updated monthly by the Business Solutions/Enterprise Project Management Department. Department identified and tracked the measure based on achievement of milestones or production of a deliverable.	(Number of initiative in which EPMO was engaged in / 4) * 100	Supports the completion of strategic planning objectives across the enterprise and expands the use of project management best practices across functional areas.
	M		5.3.2		Promote PMO/Services offered by the Department by highlighting 1 service from the PMO Service Catalog each month in an existing communications channel.					Tracked and updated monthly by the Business Solutions/Enterprise Project Management Department.	(Number of information training sessions conducted / 4) * 100	Expanding knowledge of project management best practices across the enterprise allows the agency to balance strategy execution, governance, and resource demands.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Agency Code: R600 Section: 83

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				

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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				

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2018-2019  
Accountability Report

Agency Code: R600 Section: 83

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
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Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 083

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. Administration	To provide executive leadership and administrative services for the Agency.	\$ 1,621	\$ 2,952,986	\$ 7,935,570	\$ 10,890,177		\$ 2,850,000	\$ 9,500,000	\$ 12,350,000	1.1.1;1.1.2;1.1.3;1.1.4;1.2.1;1.2.2;1.2.3;1.2.4;3.1.1;3.1.2;3.1.3;3.2.1;3.2.2;3.2.3;3.3.1;3.3.2;3.3.3;4.2.1;4.2.2;4.2.3;4.2.4;4.2.5;5.3.1;5.3.2;5.3.3
II. Employment Services (ES)	To provide for the matching of job seekers with employers who need workers.	\$ 422,387	\$ 1,339,577	\$ 18,065,089	\$ 19,827,053	\$ 500,000	\$ 5,200,000	\$ 17,500,000	\$ 23,200,000	2.1.1;2.1.2;2.1.3;2.2.1;2.2.2;2.2.3;2.2.4
III. Unemployment Insurance (UI)	To provide for assessing and collecting Unemployment Insurance Taxes. Oversees the filing of unemployment claims and benefit payments.		\$ 3,143,865	\$ 30,248,168	\$ 33,392,033		\$ 3,200,000	\$ 32,700,000	\$ 35,900,000	2.3.1;2.3.2;2.3.3;4.3.1;4.3.2;4.3.3;4.3.4;5.1.1;5.1.3
IV. Workforce Innovation and Opportunity Act (WIOA)	To assist businesses in meeting their needs for skilled workers and provide individuals with access to training that helps them prepare for work.		\$ 1,046,097	\$ 37,956,952	\$ 39,003,049			\$ 38,550,000	\$ 38,550,000	2.1.1;2.1.2;2.1.3;2.2.1;2.2.2;2.2.3;2.2.4;2.3.4;2.3.5;2.4.1;2.4.2;2.4.3
V. Trade	To provide reemployment services to workers adversely impacted by increased imports or by a shift in production of services to another country.			\$ 3,419,637	\$ 3,419,637			\$ 5,067,375	\$ 5,067,375	2.3.1;2.3.2;2.3.3;4.3.1;4.3.2;4.3.3;4.3.4;5.1.1;5.1.3
VI. Appeals	To provide assistance for appeals related to unemployment benefits, unemployment tax, trade, set-off debt, special labor disputes, and other contested matters decided by the Agency.			\$ 2,489,133	\$ 2,489,133			\$ 2,550,000	\$ 2,550,000	2.3.1;2.3.2;2.3.3;4.3.1;4.3.2;4.3.3;4.3.4;5.1.1;5.1.3
VII. Non-recurring Appropriations	Supplemental budget request for SCUBI Project (Southeast Consortium for Unemployment Benefits Integration)			\$ 35,482,635	\$ 35,482,635			\$ -	\$ -	5.1.5
		\$ 424,008	\$ 8,482,525	\$ 135,597,184		\$ 500,000	\$ 11,250,000	\$ 105,867,375		
	Totals	\$ 424,008	\$ 8,482,525	\$ 135,597,184	\$ 144,503,717				\$ 117,617,375	

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 083

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	§§ 1-23-110 -- 160	State	Statute	These provisions set forth the procedures for promulgating proposed agency regulations; Provides for publication of notice, public participation, public hearings, contesting regulation for procedural defects, regulation processes, required reports, General Assembly approval, disapproval and modification of regulations, petitions, emergency regulations, duties of state agencies to provide public inspection and information, and appeals contesting agency authority to promulgate regulations.	Yes	No - Does not relate directly to any agency deliverables		
2	§§ 1-23-320 -- 360	State	Statute	Governs administrative procedures, appeals and hearings before DEW and other state agencies; Sets forth procedures, notice requirements, record of hearing, evidentiary matters, and final agency decision or order in contested case hearings.	Yes	Yes	Other service or product our agency must/may provide	Sets out due process requirements.
3	§ 1-23-380	State	Statute	Governs judicial review of appeals of final administrative decisions of DEW; Appeal must be filed/served within 30 days to Administrative Law Court; Scope of review is confined to record and to determining whether DEW's decision is supported by substantial evidence or controlled by error of law.	Yes	No - Does not relate directly to any agency deliverables		
4	§§ 41-27-10 -- 40	State	Statute	These general provisions establish: 1) the public policy of the state to provide eligible claimants unemployment benefits; 2) the coverage of employers is not intended to be identical to the coverage requirements of the Federal Internal Revenue Code; and 3) the General Assembly may amend or repeal Chapters 27-41 of Title 41 at any given time.	Yes			
5	§§ 41-27-110 -- 390	State	Statute	These sections list definitions of common terms throughout Chapters 27 through 41 of Title 41.	Yes	No - Does not relate directly to any agency deliverables		
6	§ 41-27-410	State	Statute	Establishes the computation of the administrative contingency assessment and to whom it applies.	Yes	No - But relates to sources of funding for one or more agency deliverables		
7	§ 41-27-510	State	Statute	Establishes that DEW must promulgate regulation applicable to individuals who are unemployed in any manner.	Yes	Yes	Other service or product our agency must/may provide	Requires DEW to promulgate regulations for classes of unemployed people.
8	§ 41-27-520	State	Statute	Establishes the threshold for which included and excluded services for an employer will be considered employment.	Yes	No - Does not relate directly to any agency deliverables		
9	§ 41-27-525	State	Statute	Establishes that an eligible individual whose base period includes part-time work shall not be denied benefits for seeking part-time employment.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
10	§ 41-27-530	State	Statute	Establishes that an employing unit which maintains two or more establishments will be considered a single employing unit for purposes of these Chapters.	No	No - Does not relate directly to any agency deliverables		
11	§ 41-27-540	State	Statute	Indicates that a person employed to assist agents or employees of an employing unit will be deemed an employee of the employing unit.	No	No - Does not relate directly to any agency deliverables		
12	§ 41-27-550	State	Statute	Provides that under appropriate circumstances DEW may enter into agreements with other state and federal agencies.	Yes	Yes	Other service or product our agency must/may provide	Federal and Interstate unemployment compensation agreements basis for payment of UI compensation.
13	§ 41-27-560	State	Statute	Provides that reports or communications made during the normal course of business cannot be used in a libel or slander suit.	No	No - Does not relate directly to any agency deliverables		
14	§ 41-27-570	State	Statute	Provides that DEW must be a party to any suit to enjoin the collection of contributions and that the AG's Office or a DEW attorney must defend the suit.	No	Yes	Other service or product our agency must/may provide	Must be party to litigation for collections.
15	§ 41-27-580	State	Statute	Provides that in a civil action DEW may be defended by a DEW attorney or the AG's Office.	No	No - Does not relate directly to any agency deliverables		

16	§ 41-27-590	State	Statute	Provides that in cases of significant fraud or criminal violations of Chapters 27 through 41, the cases shall be referred to/prosecuted by the AG's Office.	Yes	Yes	Other service or product our agency must/may provide	DEW must refer criminal violations to the AG's office for prosecution.
17	§ 41-27-600	State	Statute	Establishes the DEW may settle cases and provides a procedure to follow upon the decision to compromise.	No	No - Does not relate directly to any agency deliverables		
18	§ 41-27-610	State	Statute	Establishes that the failure to do an act anywhere in the state under Chapters 27 through 41 shall be deemed, in part, a failure to do an act in Columbia.	No	No - Does not relate directly to any agency deliverables		
19	§ 41-27-620	State	Statute	Establishes that a certificate of DEW that a required act was not done is prima facie evidence of the alleged action.	No	No - Does not relate directly to any agency deliverables		
20	§ 41-27-630	State	Statute	Provides that neither DEW nor the state is liable for any sum in excess of the amount of available money to pay benefits.	No	No - Does not relate directly to any agency deliverables		
21	§ 41-27-640	State	Statute	Provides that unemployment insurance coverage is extended to political subdivisions of the state.	No	No - Does not relate directly to any agency deliverables		
22	§ 41-27-650	State	Statute	Provides that DEW must work with the Budget and Control Board and the Dept. of Commerce	Yes	Yes		
23	§§ 41-27-700 -- 750	State	Statute	Establishes the DEW Review Committee and provides for the Committee's organization, duties, powers, membership, expenses, staff support and reports and recommendations the Committee may make.	No	No - Does not relate directly to any agency deliverables		
24	§ 41-27-760	State	Statute	Establishes rules of behavior for prospective candidates for the Appellate Panel and for the General Assembly in the election of Appellate Panel members.	No	No - Does not relate directly to any agency deliverables		
25	§ 41-29-20 -- § 41-29-35	State	Statute	Establishes the creation of DEW and the provides for the appointment, removal, compensation and duties of the Executive Director.	No	No - Does not relate directly to any agency deliverables		
26	§ 41-29-40	State	Statute	Establishes the creation of the Unemployment Compensation and Employment Services divisions of DEW and provides that each must have a director.	No	No - Does not relate directly to any agency deliverables		
27	§ 41-29-50	State	Statute	Establishes the Executive Director may appoint an advisory council and provides for the membership of the council.	No	No - Does not relate directly to any agency deliverables		
28	§§ 41-29-70 -- 80	State	Statute	Establishes the personnel and standards for personnel for DEW.		No - Does not relate directly to any agency deliverables		
29	§ 41-29-110	State	Statute	Establishes the powers and duties of DEW.	Yes	Yes	Other service or product our agency must/may provide	Agency must administer its duties according to law.
30	§ 41-29-120	State	Statute	Establishes the DEW must maintain and publish various reports and statistics and provides that DEW may require that employing units provide DEW with certain reports and statistics.	Yes	Yes	Report our agency must/may provide	
31	§ 41-29-140	State	Statute	Establishes that DEW may establish reciprocal agreements with other states or federal agencies for combining wages to establish whether entitled to unemployment benefits.	Yes	No - But relates to manner in which one or more agency deliverables is provided		DEW may establish reciprocal agreements to determine eligibility and payment of benefits.
32	§§ 41-29-150-- 170	State	Statute	Establishes that information DEW obtains is confidential, not open to the public, and cannot reveal the individual's or employing unit's identity. Also establishes defined exceptions to this general rule.	Yes	No - Does not relate directly to any agency deliverables		
33	§ 41-29-180	State	Statute	Establishes that DEW should attempt to confine reports to the minimum necessary.	No	No - Does not relate directly to any agency deliverables		
34	§ 41-29-190	State	Statute	Establishes that in the discharge of its duties, DEW may administer oaths or affirmations, take depositions and issue subpoenas.	Yes	Yes	Other service or product our agency must/may provide	Outlines manner in which DEW may execute its duties.
35	§ 41-29-200	State	Statute	Provides that an individual cannot be excused from complying with a DEW subpoena on the grounds it may incriminate them. All testimony and evidence supplied by an individual to DEW cannot be used in a subsequent prosecution of subject the individual to penalty or	Yes	No - Does not relate directly to any agency deliverables		
36	§ 41-29-210	State	Statute	Provides the penalties for refusal or failure to obey a subpoena.	Yes	No - Does not relate directly to any agency deliverables		

37	§ 41-29-220	State	Statute	Allows for and establishes the process for DEW to examine returns or reports of Banks.	No	No - Does not relate directly to any agency deliverables		
38	§§ 41-29-230 -- 240	State	Statute	Provides that DEW must cooperate with the USDOL, the Railroad Retirement Board and other Federal agencies in all matters consistent with the proper administration of Chapters 24-41.	Yes	No - Does not relate directly to any agency deliverables		
39	§ 41-29-250	State	Statute	Provides that DEW must make regulations, reports to the Governor and General Assembly, and all other suitable materials available on DEW's website and available for printing and public distribution.	Yes	Yes	Report our agency must/may provide	
40	§ 41-29-270	State	Statute	Provides that DEW may promulgate regulations for the operation of an emergency unemployment compensation system in emergency situations.	Yes	Yes	Other service or product our agency must/may provide	Allows DEW to create rules to establish emergency operations.
41	§ 41-29-280	State	Statute	Provides that DEW must yearly submit an annual report no later than January 15th, to the Governor and General Assembly and make recommendations for any appropriate statutory changes.	Yes	Yes	Report our agency must/may provide	
42	§ 41-29-290	State	Statute	Provides that DEW must notify the Governor and General Assembly and provide recommendations if it believes a change in contribution of benefit rates is necessary.	Yes	Yes	Report our agency must/may provide	
43	§ 41-29-300	State	Statute	Establishes the creation of the DEW Appellate Panel and provides for the powers, purpose and composition of the Panel.	No	No - Does not relate directly to any agency deliverables		
44	§ 41-29-310	State	Statute	Transferred the operation and execution of the Workforce Investment Act program from the Dept. of Commerce to DEW.	Yes	No - Does not relate directly to any agency deliverables		
45	§ 41-31-5	State	Statute	Provides definitions for: benefit ratio, department, statewide average required rate, and statewide average interest surcharge	No	No - Does not relate directly to any agency deliverables		
46	§ 41-31-10	State	Statute	States that each employer shall pay unemployment tax contributions equal to the tax rate assigned to rate class twenty, except as otherwise provided by Title 41, Chapters 27 through 41.	No	No - But relates to sources of funding for one or more agency deliverables		
47	§ 41-31-20	State	Statute	Establishes that DEW shall maintain separate accounts for each employer in order to determine an employer's unemployment experience for the purpose of tax rate assignments; also provides for joint accounts under certain circumstances.	No	No - But relates to sources of funding for one or more agency deliverables		
48	§ 41-31-30	State	Statute	Provides that DEW shall annually classify employers' contribution rates based on their actual experience (with respect to taxable wages reported and unemployment benefits charged	Yes	Yes	Other service or product our agency must/may provide	DEW shall annually determine an employer's contribution rate.
49	§ 41-31-40	State	Statute	Establishes base rate computation periods.	No	No - But relates to sources of funding for one or more agency deliverables		
50	§ 41-31-45	State	Statute	Provides certain definitions, rules for determining when the Unemployment Insurance Trust Fund is in debt status, and making projections related to the income necessary to pay both	No	Yes	Other service or product our agency must/may provide	Debt status/management computation rules.
51	§ 41-31-50	State	Statute	Establishes rules governing DEW's calculation of annual tax contribution rate for each employer qualified for an experience rating.	Yes	Yes	Other service or product our agency must/may provide	Rules for determining an employer's annual tax rate.
52	§ 41-31-52	State	Statute	Outlines benefits for seasonal workers [law passed in 2011, but DOL determined not in conformity with FUTA and so DEW is not currently implementing]	Yes	No - But relates to manner in which one or more agency deliverables is provided		
53	§ 41-31-55	State	Statute	Provides for additional surcharges on all contributory employers when UI Trust Fund is insolvent.	No	No - But relates to sources of funding for one or more agency deliverables		
54	§ 41-31-60	State	Statute	Provides that DEW must assign tax class twenty to an employer who has a delinquent report and/or is subject to a outstanding tax execution	No	No - Does not relate directly to any agency deliverables		
55	§ 41-31-70	State	Statute	Sets forth that an employer account shall not be terminated if the suspension of the business is due to an owner's service in the Armed Forces	No	No - Does not relate directly to any agency deliverables		
56	§ 41-31-90	State	Statute	Permits that when a corporation's name is changed without change in ownership, DEW can continue the experience rating of the old corporation	No	No - Does not relate directly to any agency deliverables		
57	§ 41-31-100 thru -120	State	Statute	Provides rules for the transfer of an employer's benefit experience record and the computation of tax rates when a business is acquired and continued by a successor	No	No - But relates to sources of funding for one or more agency deliverables		

58	§ 41-31-125	State	Statute	Provides alternate rules for assignment of employment benefit record upon acquisition or reorganization of an existing business unit; designed to prevent "SUTA dumping" and provides for penalties for knowing violations	No	No - But relates to sources of funding for one or more agency deliverables		
59	§ 41-31-130	State	Statute	Establishes that DEW is not authorized or required to refund any sums lawfully paid into the trust fund and provides that only unemployment benefits may be paid out of the trust fund; however, DEW may make adjustments to accounts for future contributions under certain	No	No - But relates to sources of funding for one or more agency deliverables		
60	§ 41-31-140	State	Statute	Governs the transfer of experience rating account	No	No - But relates to sources of funding for one or more agency deliverables		
61	§ 41-31-150	State	Statute	Provides treatment of assessment for a fractional part of a cent	No	No - But relates to sources of funding for one or more agency deliverables		
62	§ 41-31-160	State	Statute	Establishes that DEW shall not require contribution and wage reports more frequently than quarterly	No	No - Does not relate directly to any agency deliverables		
63	§ 41-31-170	State	Statute	Provides that DEW shall annually report to any employer the account status and provides for protest rights within 30 days of report mailing	Yes	Yes	Report our agency must/may provide	
64	§ 41-31-310	State	Statute	Establishes that an employer's tax contributions shall not be deducted from employees' wages and limits assessments to four years	Yes	No - But relates to sources of funding for one or more agency deliverables		
65	§ 41-31-320	State	Statute	Directs that DEW examine contribution reports as soon as practicable and computer contribution due.	Yes	No - But relates to sources of funding for one or more agency deliverables		
66	§ 41-31-330	State	Statute	Provides for imposition of penalty for deliberate understatement of contribution.	No	No - Does not relate directly to any agency deliverables		
67	§ 41-31-340	State	Statute	Establishes that DEW must notify an employer when it fails to make reports or has filed	Yes	Yes	Report our agency must/may provide	
68	§ 41-31-350	State	Statute	If employer fails to file a report after demand by DEW, then DEW shall assess penalty of ten percent (but penalty is limited to between \$25 and \$1,000).	No	No - Does not relate directly to any agency deliverables		
69	§ 41-31-360	State	Statute	Provides for adjustments to, and in limited circumstances, refunds of, tax contribution.	No	No - But relates to sources of funding for one or more agency deliverables		
70	§ 41-31-370	State	Statute	Establishes interest rate on and penalties for unpaid contributions.	No	No - But relates to sources of funding for one or more agency deliverables		
71	§ 41-31-380 thru -400	State	Statute	Provides that taxes owed to DEW, including interest, penalties, contingency assessments, etc., are considered a lien on the real property of debtor; also establishes procedures for issuing warrant of execution for collection on delinquent tax contributions; bestows on DEW all	No	No - But relates to sources of funding for one or more agency deliverables		
72	§ 41-31-410	State	Statute	Establishes that clerk of court or county treasurers shall be entitled to fees for filing, enrolling, and satisfying a tax execution issued by DEW.	No	No - Does not relate directly to any agency deliverables		
73	§ 41-31-420	State	Statute	Establishes priorities under legal distribution of an employer's assets pursuant to a court order.	No	No - But relates to sources of funding for one or more agency deliverables		
74	§ 41-31-600 thru 670	State	Statute	Provides for financing of benefits paid to employees of non-profit organizations	Yes	Yes	Other service or product our agency must/may provide	Details the collection of contributions from nonprofits and disbursement of benefits.
75	§ 41-31-810 thru -820	State	Statute	Provides for financing of benefits paid to employees of governmental entities	Yes	Yes	Other service or product our agency must/may provide	Details financing of benefits for employees of governmental agencies.
76	§ 41-31-910 thru -930	State	Statute	Relates to the payment and collection of DEW's administrative contingency assessments	No	No - But relates to sources of funding for one or more agency deliverables		
77	§ 41-33-10	State	Statute	Establishes the unemployment compensation fund, which must be administered separate and apart from all public monies or funds of the State.	Yes	No - But relates to sources of funding for one or more agency deliverables		
78	§ 41-33-20	State	Statute	Establishes that DEW has full authority and jurisdiction over the unemployment compensation fund, and may perform any and all acts which are necessary or convenient in the administration of Title 41, Chapters 27 through 41.	Yes	Yes	Other service or product our agency must/may provide	Designates DEW general authority to take action necessary to the administration of its duties.

79	§ 41-33-30	State	Statute	Provides that the State Treasurer is ex officio treasurer and custodian of the unemployment compensation fund and shall administer it pursuant to DEW's directions.	No	No - Does not relate directly to any agency deliverables		
80	§ 41-33-40	State	Statute	Establishes that the State Treasurer shall maintain the following three separate accounts within the unemployment compensation fund: (a) a clearing account; (b) an unemployment trust fund account; and (c) a benefit account.	No	No - Does not relate directly to any agency deliverables		
81	§ 41-33-45	State	Statute	Requires an annual report to the General Assembly, the Review Committee, and to the Governor regarding the amount in the unemployment trust fund and an assessment of its funding level, including a trend chart and cost analysis.	Yes	Yes	Report our agency must/may provide	
82	§ 41-33-50	State	Statute	Transfer of Funds to United States Secretary of the Treasury for Federal Unemployment Trust Fund	Yes	No - But relates to sources of funding for one or more agency deliverables		
83	§ 41-33-60	State	Statute	Withdrawals from Unemployment Trust Fund shall constitute Benefit Account	No	No - Does not relate directly to any agency deliverables		
84	§ 41-33-70	State	Statute	Deposit of moneys in Clearing and Benefit Accounts	No	No - But relates to sources of funding for one or more agency deliverables		
85	§ 41-33-80	State	Statute	Moneys Shall be requisitioned from State's Account in Unemployment Trust Fund for payment of Benefits and Refunds	Yes	Yes	Other service or product our agency must/may provide	Account source for payment of Benefits and Refunds
86	§ 41-33-90	State	Statute	Establishes requisitions by DEW on State Treasurer	Yes	No - Does not relate directly to any agency deliverables		
87	§ 41-33-100	State	Statute	Deposit of Amounts Drawn by DEW; Security	No	No - Does not relate directly to any agency deliverables		
88	§ 41-33-110	State	Statute	Representatives of DEW shall be delegated to sign checks; Bonds of Representatives	No	No - Does not relate directly to any agency deliverables		
89	§ 41-33-120	State	Statute	Authorizes payment of refunds pursuant to 41-31-360 or 41-27-260 (6) from the clearing or benefit accounts upon requisition by DEW to the Comptroller General	No	No - But relates to manner in which one or more agency deliverables is provided		
90	§ 41-33-130	State	Statute	Appropriation or formal release not required for expenditures from Benefit Account or refunds from Clearing Account	No	No - Does not relate directly to any agency deliverables		
91	§ 41-33-140	State	Statute	Withdrawal and use of money credited to State's account in Unemployment Trust Fund may not be withdrawn or used except for the payment of benefits and for the payment of expenses for the administration of Chapters 27 through 41	No	No - But relates to manner in which one or more agency deliverables is provided		
92	§ 41-33-150	State	Statute	Specific appropriation by the Legislature is required for requisitions from Unemployment Trust Fund for Payment of Administrative Expenses and must specify the purpose for which the money is appropriated and the amounts appropriated therefore	No	No - But relates to manner in which one or more agency deliverables is provided		
93	§ 41-33-160	State	Statute	Money appropriated from unemployment trust fund for administrative expenses must be deposited in the employment security administration fund from which payment shall be made. If it will not be expended, it shall be returned promptly to the unemployment trust fund.	No	Yes	Other service or product our agency must/may provide	Funding source for payment of administrative expenses
94	§ 41-33-170	State	Statute	Provides for disposition of unused amounts in benefit payment account shall be redeposited with the Secretary of the Treasury of the United States to the credit of the State's account in	No	Yes	Other service or product our agency must/may provide	Redeposit unused funds with Feds
95	§ 41-33-180 -- § 41-33-200	State	Statute	Withdrawals from Unemployment Trust Fund for certain Federal Benefits; Bank Account for payment of certain Federal Benefits; and Disposition of unused funds withdrawn for certain Federal Benefits	No	Yes	Other service or product our agency must/may provide	Banking requirements regarding Federal benefits.
96	§ 41-33-210	State	Statute	Provides for the management of funds upon discontinuance of Unemployment Trust Funds	No	No - Does not relate directly to any agency deliverables		
97	§ 41-33-220	State	Statute	Establishes liability of State Treasurer on bond	No	No - Does not relate directly to any agency deliverables		

98	§ 41-33-410	State	Statute	Establishes the creation and content of the DEW Workforce Administration Fund	No	No - Does not relate directly to any agency deliverables	
99	§ 41-33-420	State	Statute	Requires that all money deposited in the DEW Administration Fund shall not be commingled and shall be maintained in a separate account	No	No - Does not relate directly to any agency deliverables	
100	§§ 41-33-430 -- 440	State	Statute	Use of DEW Administration Fund: All moneys in the fund shall be expended by DEW solely for the purpose of defraying the cost of the administration of Chapters 27-41 and for the purposes and in amounts found necessary by the Secretary of Labor for the proper and	No	No - Does not relate directly to any agency deliverables	
101	§ 41-33-450	State	Statute	The State Treasurer shall be liable on his official bond for the faithful performance of his duties in connection with the administration fund	Yes	No - Does not relate directly to any agency deliverables	
102	§§ 41-33-460 -- 470	State	Statute	The State shall replace funds lost or improperly spent; DEW shall file report to State Budget and Control Board with a statement of the amounts required for any replacement required	Yes	Yes	Report our agency must/may provide
103	§ 41-33-610	State	Statute	Establishes the creation and content of the DEW Special Administration Fund, which shall consist of all penalties and interest collected on contributions due and unpaid contributions; Sets forth the purposes for which moneys in the fund may be expended.	No	No - Does not relate directly to any agency deliverables	
104	§ 41-33-710	State	Statute	Establishes the creation and content of the DEW Administrative Contingency Fund; consists of all assessments collected pursuant to 41-27-410; and sets forth the purposes for which the DEW may expend moneys from the fund	No	No - Does not relate directly to any agency deliverables	
105	§ 41-33-810	State	Statute	Establishes the creation and content of the DEW Interest Assessment Fund: consists of all assessments collected pursuant to 41-31-55(A); Money in the fund shall not be commingled and shall be maintained in a separate account; All monies in this fund shall be expended solely	No	No - But relates to sources of funding for one or more agency deliverables	
106	§ 41-33-910	State	Statute	Establishes the creation and content of the DEW Integrity Fund. This fund shall not be commingled and shall be maintained in a separate account. The fund consists of monetary penalties collected pursuant to 41-41-45 (C) (3). This fund shall be used for the purpose of	No	No - But relates to sources of funding for one or more agency deliverables	
107	§ 41-35-10	State	Statute	Generally, benefits shall be made to unemployed and eligible individuals subject conditions	Yes	Yes	Distribute funding to another entity
108	§ 41-35-20	State	Statute	Provides for the payment or nonpayment of unemployment compensation to certain	Yes	Yes	Distribute funding to another entity
109	§ 41-35-30	State	Statute	Under certain conditions, benefits owed an individual at the time of his death may be paid to	Yes	Yes	Distribute funding to another entity
110	§ 41-35-40	State	Statute	Establishes the computation of an insured worker's weekly benefit amount.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
111	§ 41-35-50	State	Statute	Establishes that the maximum potential benefit amount for and insured worker for one year is: 1) 20 times his weekly benefit amount; or 2) one-third of his wages for insured work paid during the base period.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
112	§ 41-35-60	State	Statute	Establishes the conditions in which an individual may be eligible for weekly benefits due to	Yes	Yes	Distribute funding to another entity
113	§ 41-35-66	State	Statute	Establishes that benefits shall not be paid to an individual on the basis of employment consisting of participation in athletic events or preparation and training for athletic events.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
114	§ 41-35-67	State	Statute	Establishes that benefits shall not be paid to aliens unless the alien is lawfully in the US and lawfully admitted for permanent residence.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
115	§ 41-35-100	State	Statute	Establishes that benefit rights of individuals currently serving in the military or any	Yes	Yes	Distribute funding to another entity
116	§ 41-35-110	State	Statute	Establishes the Conditions of eligibility for an unemployed worker to receive unemployment	Yes	Yes	Distribute funding to another entity
117	§ 41-35-115	State	Statute	Establishes that an individual eligible for benefits may not be denied benefits because they are	Yes	Yes	Distribute funding to another entity
118	§ 41-35-120	State	Statute	Establishes the conditions under which an individual separated from employment would be	Yes	Yes	Distribute funding to another entity
119	§ 41-35-125	State	Statute	Establishes: 1) an individual is not disqualified from benefits if the separation from	Yes	Yes	Distribute funding to another entity
120	§ 41-35-126	State	Statute	Establishes that an individual is not disqualified from benefits if the separation from	Yes	Yes	Distribute funding to another entity
121	§ 41-35-130	State	Statute	Lists the circumstances in which benefits paid to a claimant will not be charged against a former employee.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
122	§ 41-35-135	State	Statute	Establishes the conditions that DEW will not relieve the charges of overpaid benefits to an	Yes	Yes	Distribute funding to another entity
123	§ 41-35-140	State	Statute	Establishes that DEW may enter into agreements with the federal government and other states	Yes	Yes	Distribute funding to another entity

124	§ 41-35-310	State	Statute	Defines "Extended Benefits Period."	No	No - But relates to manner in which one or more agency deliverables is provided		
125	§ 41-35-320	State	Statute	Establishes the parameters in which the state will participate in distributing federally funded extended unemployment security benefits.	No	No - But relates to manner in which one or more agency deliverables is provided		
126	§§ 41-35-330 -- 400	State	Statute	Defines the following terms pertaining to extended benefits, respectively: 1) state "on" and "off" indicator; 2) rate of insured unemployment; 3) regular benefits; 4) additional benefits; 5) extended benefits; 6) eligibility period; 7) exhaustee; and 8) state law.	No	No - But relates to manner in which one or more agency deliverables is provided		
127	§ 41-35-410	State	Statute	Establishes that the provisions which apply to regular benefits must apply to claims for and the payment of extended benefits.	No	No - But relates to manner in which one or more agency deliverables is provided		
128	§ 41-35-420	State	Statute	Establishes the conditions in which an individual may be eligible for extended benefits.	Yes	Yes	Distribute funding to another entity	
129	§ 41-35-430	State	Statute	Establishes the calculation of the weekly extended benefit amount.	No	No - But relates to manner in which one or more agency deliverables is provided		
130	§ 41-35-440	State	Statute	Establishes the total extended benefit amount that may be paid to an individual.	No	No - But relates to manner in which one or more agency deliverables is provided		
131	§ 41-35-450	State	Statute	Establishes that DEW must publically announce the "on" and "off" indicators for extended benefits.	No	No - But relates to manner in which one or more agency deliverables is provided		
132	§ 41-35-610	State	Statute	Provides that certain procedures for DEW must be made pursuant to promulgated regulations.	No	No - Does not relate directly to any agency deliverables		
133	§ 41-35-615	State	Statute	Provides that all notices to employers must be sent by either US mail or electronic mail, at the	Yes	Yes	Report our agency must/may provide	
134	§ 41-35-620	State	Statute	Provides that written notice of insured status must be given to claimant.	Yes	Yes	Report our agency must/may provide	
135	§ 41-35-630	State	Statute	Establishes DEW's process of actions when a claim or claims arise from a labor dispute.	Yes	Yes	Other service or product our agency must/may provide	Procedure for multiple claimants and group appeals.
136	§ 41-35-640	State	Statute	Establishes the conditions for reconsideration of determinations.	Yes	Yes	Other service or product our agency must/may provide	Appeal, reconsideration of determinations
137	§ 41-35-650	State	Statute	Claimant must be notified of the reasons for denial on findings subsequent to the initial determination	Yes	Yes	Other service or product our agency must/may provide	Due Process Notice
138	§ 41-35-660	State	Statute	Establishes a 10 day time frame to appeal determination decisions.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure
139	§ 41-35-670	State	Statute	Establishes that if a determination to provide benefits has been appealed, benefits shall be	Yes	Yes	Distribute funding to another entity	
140	§ 41-35-680	State	Statute	Provides that the appeal tribunal must decide appeals within 30 days from the hearing date.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure
141	§ 41-35-690	State	Statute	Provides that the appeal procedure established in § 41-29-300 is the exclusive appeal procedure.	No	Yes	Other service or product our agency must/may provide	Appeal procedure
142	§ 41-35-700	State	Statute	Establishes the composition of appeal tribunals.	No	Yes	Other service or product our agency must/may provide	Composition of Appeal Tribunal
143	§ 41-35-710	State	Statute	Establishes the procedure of Appellate panel review of appeal tribunal decisions.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure
144	§ 41-35-720	State	Statute	Establishes that DEW must promulgate regulations establishing rules of procedure for the appeals tribunal and appellate panel.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure
145	§ 41-35-730	State	Statute	Establishes that subpoenaed witnesses for appeal hearings must be allowed fees and mileage.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure
146	§ 41-35-740	State	Statute	Establishes that appeal decisions become final 10 days after mailing unless appealed and that DEW must be considered a party to the appeal.	Yes	No - Does not relate directly to any agency deliverables		
147	§ 41-35-750	State	Statute	Establishes procedures for appealing Appeals Tribunal decisions to the Administrative Law Court.	Yes	Yes	Other service or product our agency must/may provide	Appeal procedure and duties of DEW upon appeal to ALC.

148	§ 41-35-760	State	Statute	Establishes that all regulations must be published online.	No	Yes	Other service or product our agency must/may provide	Publish regulations online.
149	§ 41-37-10	State	Statute	Provides that any employing unit which is or becomes an employer subject to Chapters 27 through 41 of this Title within any calendar year shall be subject to such chapters during the whole of such calendar year.	Yes	No - But relates to sources of funding for one or more agency deliverables		
150	§ 41-37-20	State	Statute	This section describes the time lines and requirements involved in voluntary election of coverage by employers for employees who are otherwise exempt from coverage under specific circumstances.	Yes	No - But relates to sources of funding for one or more agency deliverables		
151	§ 41-37-30	State	Statute	This section describes the time lines and requirements involved when covered employers may terminate coverage for employees who are otherwise exempt from coverage under specific	Yes	Yes	Other service or product our agency must/may provide	Procedure for employer changing status and terminating coverage.
152	§ 41-39-10	State	Statute	This section states in summary that an employer and employee cannot enter into an agreement to waive employee's right to benefits. Neither can an employer deduct the cost of payment of UI taxes from an employee's wages. It further makes it a crime to do or attempt to	Yes	No - But relates to sources of funding for one or more agency deliverables		
153	§ 41-39-20	State	Statute	This section states that other than for child support, unemployment benefits cannot be garnished to pay debts.	Yes	No - But relates to sources of funding for one or more agency deliverables		
154	§ 41-39-30	State	Statute	This section limits the amount of fees a court or attorney can charge a claimant in pursuing a claim for benefits. The limits are established by DEW.	Yes	No - Does not relate directly to any agency deliverables		
155	§ 41-39-40	State	Statute	A claimant must be advised that he or she can elect to have taxes withheld from benefits or pay them at a later date.	Yes	Yes	Other service or product our agency must/may provide	Notice requirement that DEW must advise claimant of choice to withhold taxes.
156	§ 41-41-10	State	Statute	Provides that making false statements to increase a person's UI benefit amount is a misdemeanor.	Yes	No - Does not relate directly to any agency deliverables		
157	§ 41-41-20	State	Statute	Provides that if DEW determines a person has made a false statement to increase a person's UI	Yes	Yes	Distribute funding to another entity	
158	§ 41-41-30	State	Statute	Provides an employing unit who has made a false statement to prevent or reduce the payment of benefits to a claimant has committed a misdemeanor.	Yes	No - Does not relate directly to any agency deliverables		
159	§ 41-41-40	State	Statute	Establishes that a claimant who is later determined ineligible for benefits which they have	Yes	Yes	Distribute funding to another entity	
160	§ 41-41-45	State	Statute	This section provides when DEW has determined the receipt of benefits was the result of fraud, the claimant will be charged with an additional administrative penalty of 25%. It also	Yes	Yes	Other service or product our agency must/may provide	DEW authorized to collect penalties for fraud.
161	§ 41-41-50	State	Statute	This section provides both a civil and criminal penalty against a person who willfully fails to comply with the requirements of Chapters 27 through 41 of Title 41.	Yes	No - Does not relate directly to any agency deliverables		
162	§ 38-55-530	State	Statute	Authority to prosecute under Title 38, Chapter 55 is granted under this provision which states, in relevant part: " Authorized agency' means... the Department of Employment and Workforce" S.C. Code Ann. § 38-55-530(A)	No	No - Does not relate directly to any agency deliverables		
163	§ 38-55-540	State	Statute	Establishes criminal Penalties for making a false statement or misrepresentation, or assisting, abetting, soliciting or conspiring to do so; Restitution to Victims	No	No - Does not relate directly to any agency deliverables		
164	§ 38-55-550	State	Statute	Civil penalties for violations of article; costs; payment; use of revenues; Attorney General to assist Insurance Fraud Division; consent agreements	No	No - Does not relate directly to any agency deliverables		
165	§ 12-56-10 et. Seq	State	Statute	Establishes the Setoff Debt Collection Act. Pursuant to § 41-41-40, DEW utilizes this Act to intercept the State income tax refunds of persons owing debts to DEW such as unemployment overpayments and delinquent unemployment taxes.	No	No - Does not relate directly to any agency deliverables		
166	§ 12-49-10 et. Seq	State	Statute	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("Overpayments)	No	No - Does not relate directly to any agency deliverables		
167	§ 12-53-10 et. Seq	State	Statute	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("Overpayments)	No	No - Does not relate directly to any agency deliverables		
168	§ 12-54-10 et. Seq	State	Statute	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("Overpayments)	No	No - Does not relate directly to any agency deliverables		
169	Proviso § 23.6	State	Statute	Provides that the methodology for allocating funds provided to the State Board for Technical and Comprehensive Education for E&G STEM programs must be created by the State Board in consultation with the Dept. of Commerce and DEW.	No	No - But relates to manner in which one or more agency deliverables is provided		

170	Proviso § 83.1	State	Statute	Provides that user fees collected by the South Carolina Occupational Information Coordinating Committee (SCOICC) through DEW may be retained by SCOICC	No	No - Does not relate directly to any agency deliverables		
171	Proviso § 83.2	State	Statute	Provides that all earmarked funds retained by DEW's LMI -Training-Development Sessions, Media Services and Program Contracts may be retained by DEW for operating those programs.	No	No - But relates to sources of funding for one or more agency deliverables		
172	Proviso § 83.3	State	Statute	Provides that DEW may pay prior year obligations with current year funds.	No	No - But relates to sources of funding for one or more agency deliverables		
173	Proviso § 83.5	State	Statute	Provides that DEW must publish a report on its website of all taxes, fees and payments	No	Yes	Report our agency must/may provide	
174	Proviso § 83.6	State	Statute	Provides for certain uses and conditions for usage of contingency assessment funds.	No	No - But relates to sources of funding for one or more agency deliverables		
175	Proviso § 83.7	State	Statute	Provides that DEW must attempt to negotiate a waiver of interest on the state's FUTA loan	No	Yes		DEW must negotiate debt service
176	Proviso §117.95	State	Statute	Provides for DEW to report how funds were expended in the prior fiscal year to provide	No	Yes	Report our agency must/may provide	
177	S.C. Regs. Ann. §§47-1 - 47-3	State	Statute	Regulations that provide general provisions, including how the cash value of certain	No	Yes		
178	S.C. Regs. Ann. §47-4	State	Statute	Explains how the Department assigns the classification of the legal entity for an employer.	Yes	No - Does not relate directly to any agency deliverables		
179	S.C. Regs. Ann. §47-5	State	Statute	Explains that missing contribution and wage reports on the rate computation date are delinquent for the purpose of experience tax rate calculation and tax rate assignment.	Yes	Yes	Other service or product our agency must/may provide	Authorizes assessment of penalties for Employer's failure to timely file contribution and wage report.
180	S.C. Regs. Ann. §47-6	State	Statute	Explains how the benefit ratio is determined for zero taxable wages	Yes	No - But relates to sources of funding for one or more agency deliverables		
181	S.C. Regs. Ann. §47-7	State	Statute	Requires all contributory employers to pay an interest surcharge.	Yes	No - But relates to sources of funding for one or more agency deliverables		
182	S.C. Regs. Ann. §47-8	State	Statute	Provides information regarding how the Department determines an Employer-Employee relationship, including the common law test.	No	No - Does not relate directly to any agency deliverables		
183	S.C. Regs. Ann. §§47-11 - 47-13	State	Statute	Provides employers shall display informational posters and coverage information, including where a worker reports in the event of becoming unemployed.	Yes	No - Does not relate directly to any agency deliverables		
184	S.C. Regs. Ann. §47-14	State	Statute	Requires employers to preserve for five years records regarding the number of workers in employment and their information. Employers must all keep their payroll records.	Yes	No - Does not relate directly to any agency deliverables		
185	S.C. Regs. Ann. §47-15	State	Statute	Requires employers to make reports, as instructed by the Department, including reports covering the wages of individuals in their employment.	Yes	No - Does not relate directly to any agency deliverables		
186	S.C. Regs. Ann. §47-16	State	Statute	Explains that contributions are to be paid quarterly and what happens when employers are delinquent. All collections remedies set forth in Chapter 12, Chapter 54 can be used to enforce payment of the amount due when there is a lien in favor of the Department.	Yes	No - But relates to sources of funding for one or more agency deliverables		
187	S.C. Regs. Ann. §47-17	State	Statute	Provides for the information that an employer must provide to the Department when there is a change in ownership. It includes information for the employer acquiring the business,	Yes	Yes	Other service or product our agency must/may provide	Procedure for calculation of experience rating upon change of ownership.
188	S.C. Regs. Ann. §47-18	State	Statute	Requires employers to collect the Social Security Account Number for each worker employed and includes the duty to provide application forms for workers that do not have a Federal Social Security Account Number.	Yes	No - Does not relate directly to any agency deliverables		
189	S.C. Regs. Ann. §47-19	State	Statute	Provides information regarding separation notices, including the Request to Employer for Separation Information and the handling of mass separations.	Yes	Yes	Other service or product our agency must/may provide	Procedure for issuance of separation notices
190	S.C. Regs. Ann. §47-20	State	Statute	Describes "non-job-attached unemployment" and "job-attached unemployment."	No	No - Does not relate directly to any agency deliverables		
191	S.C. Regs. Ann. §47-21	State	Statute	Provides information for filing claims for benefits and registration for work for both non-job-attached unemployment claims, including individual and mass claims, and job-attached claims.	Yes	Yes	Other service or product our agency must/may provide	Procedures for initial claims process
192	S.C. Regs. Ann. §47-22	State	Statute	Provides that benefits shall be paid by the Department from the Benefit Payment Account.	No	Yes	Distribute funding to another entity	
193	S.C. Regs. Ann. §47-23	State	Statute	Provides for what constitutes an offer of work (written or oral), which may result in disqualification for refusing to accept available work. This regulation includes as a failure to	Yes	Yes	Other service or product our agency must/may provide	Offer of work, availability, and circumstances affecting benefits.

194	S.C. Regs. Ann. §47-24	State	Statute	Defines week for non-job attached unemployment and job attached unemployment	No	No - But relates to manner in which one or more agency deliverables is provided		
195	S.C. Regs. Ann. §47-25	State	Statute	Explains the terms wages payable in a quarter.	No	No - But relates to manner in which one or more agency deliverables is provided		
196	S.C. Regs. Ann. §47-26	State	Statute	Provides for payment of benefits to a deceased claimant when the claimant has filed a valid	Yes	Yes	Distribute funding to another entity	
197	S.C. Regs. Ann. §47-27	State	Statute	Provides employers are automatically notified when benefit payments are charged against the	Yes	Yes	Report our agency must/may provide	
198	S.C. Regs. Ann. §47-28	State	Statute	Explains the benefit year for military service and that benefits for ex-service members are assigned based on the Title XV of the Social Security Act.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
199	S.C. Regs. Ann. §47-29	State	Statute	Provides for the payment of benefits to Interstate Claimants and the combination of wage	Yes	Yes	Distribute funding to another entity	
200	S.C. Regs. Ann. §§47-30 - 47-31	State	Statute	Explains that the terms shall be construed in the sense they were defined. The term "public employment office" means a free public employment office operated by the state or the U.S. Employment Service.	No	No - Does not relate directly to any agency deliverables		
201	S.C. Regs. Ann. §47-32	State	Statute	Provides the time for filing of continued claims for non-job attached unemployment.	Yes	Yes	Other service or product our agency must/may provide	Requires claimant to file weekly claims
202	S.C. Regs. Ann. §47-33	State	Statute	Provides how the Department handles employer elections to cover multi-state workers. The regulation include applicable definitions and the submission and approval of coverage election	Yes	Yes	Other service or product our agency must/may provide	Regulation for employer with multi-state workers.
203	S.C. Regs. Ann. §47-34	State	Statute	Provides for the Notice of benefit determinations	Yes	Yes	Report our agency must/may provide	
204	S.C. Regs. Ann. §47-35	State	Statute	Provides for what benefits are payable under Title XV of the Social Security Act, including	Yes	Yes	Distribute funding to another entity	
205	S.C. Regs. Ann. §47-36	State	Statute	Provides for the process of a review of rulings with respect to status, liability, and rate contributions of employers	Yes	Yes	Other service or product our agency must/may provide	Employer right of appeal for determinations on status, liability, and rate contributions.
206	S.C. Regs. Ann. §§47-39 - 47-40	State	Statute	Provides for a joint account between two or more employers and the establishment of joint account for parent employer and one or more subsidiary legal entity rendering no employment.	Yes	No - But relates to sources of funding for one or more agency deliverables		
207	S.C. Regs. Ann. §47-41	State	Statute	Provides the bonding requirements for certain nonprofit organization that become liable for benefits in lieu of contributions and do no own real property in S.C. valued in excess of two million dollars.	Yes	No - But relates to sources of funding for one or more agency deliverables		
208	S.C. Regs. Ann. §47-42	State	Statute	Provides for child support intercept of unemployment benefits.	Yes	Yes	Distribute funding to another entity	
209	S.C. Regs. Ann. §47-43	State	Statute	Provides for the exclusion of claims for extended benefits in determining the rate of insured unemployment.	No	No - But relates to manner in which one or more agency deliverables is provided		
210	S.C. Regs. Ann. §§47-44 - 47-45	State	Statute	Provides for limitations on Trade Readjustment Allowances and the prohibition against the disqualification from Trade Readjustment Allowances when enrolled for approved training.	Yes	No - Does not relate directly to any agency deliverables		
211	S.C. Regs. Ann. §47-48	State	Statute	Provides for what the suitable work requirements are for extended benefits.	Yes	Yes	Other service or product our agency must/may provide	Work requirements.
212	S.C. Regs. Ann. §47-49	State	Statute	Provides for the reduction of unemployment benefits by pension benefits on a pro-rata basis.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
213	S.C. Regs. Ann. §47-51	State	Statute	Explains the process for appeals to the Department's Appeal Tribunal, including the presentation of appeals, hearing of appeals are de novo in nature and conducting informally	Yes	Yes	Other service or product our agency must/may provide	Tribunal appeal, hearing, findings, and procedures.
214	S.C. Regs. Ann. §47-52	State	Statute	Explains the process of appeals to the Department's Appellate Panel, including the presentation of application for leave to appeal to the Appellate Panel; Hearing of Appeals, and	Yes	Yes	Other service or product our agency must/may provide	Panel appeal, hearing, findings, and procedures.
215	S.C. Regs. Ann. §47-53	State	Statute	Provides for subpoenas to compel witnesses and the production of records for an appeal	Yes	Yes	Other service or product our agency must/may provide	Tribunal subpoenas
216	S.C. Regs. Ann. §47-54	State	Statute	Provides for orders to supply information from the Department's record to claimant	Yes	Yes	Other service or product our agency must/may provide	Production of agency records.
217	S.C. Regs. Ann. §47-55	State	Statute	Provides for representation before the Appeal Tribunal and the Appellate Panel. An individual may represent himself or herself. A partnership may be represented by any of its partners. A corporation may only be represented by an attorney.	Yes	No - Does not relate directly to any agency deliverables		
218	S.C. Regs. Ann. §47-56	State	Statute	Provides for the inspection of the Appeal Tribunal's and the Appellate Panel's decisions.	Yes	Yes	Report our agency must/may provide	

219	S.C. Regs. Ann. §47-57	State	Statute	Any party that has exhausted his or her remedies before the Department may file a petition to the court designed for a review of the Appellate Panel's decision. A party filing a petition for review shall serve a copy on the Department's legal department.	Yes	No - Does not relate directly to any agency deliverables		
220	S.C. Regs. Ann. §47-100	State	Statute	Explains what constitutes "cause other than misconduct" as referred to in S.C. Code Ann. §41-35-120(2)(b).	Yes	No - Does not relate directly to any agency deliverables		
221	S.C. Regs. Ann. §47-101	State	Statute	Explains what the Department considers "substandard performance due to inefficient, inability, or incapacity" as referred to in S.C. Code Ann. §41-35-120(2).	Yes	No - Does not relate directly to any agency deliverables		
222	S.C. Regs. Ann. §47-103	State	Statute	Provides for the process when the Department may waive a non-fraudulent or no-fault overpayment.	Yes	Yes	Other service or product our agency must/may provide	Procedure for determining whether agency will waive repayment of overpayment.
223	S.C. Regs. Ann. §47-500	State	Statute	Unemployment Trust Fund	No	No - Does not relate directly to any agency deliverables		
224	S.C. Regs. Ann. §47-501	State	Statute	Unemployment Trust Fund	No	No - Does not relate directly to any agency deliverables		
225	26 U.S.C.A. §3301	Federal	Statute	Establishes, under the Federal Unemployment Tax Act (FUTA), employer's tax rate is set at 6.0% of total wages paid by the employer during the calendar year.	Yes	No - But relates to sources of funding for one or more agency deliverables		
226	26 U.S.C.A. §3302	Federal	Statute	Establishes tax credits for employers' contributions to state unemployment taxes.	Yes	No - But relates to sources of funding for one or more agency deliverables		
227	26 U.S.C.A. §3303	Federal	Statute	Establishes the Secretary of Labor's certification to the Secretary of Treasury with respect to additional credit allowance. The statute includes definitions used in FUTA. The statute also establishes the prohibition on noncharging an employer's account due to employer fault for	Yes	No - Does not relate directly to any agency deliverables		
228	26 U.S.C.A. §3304	Federal	Statute	Establishes the requirements for the Secretary of Labor to approve a State's laws. Requirements include compensation withdrawn from the unemployment fund must be used for the payment of unemployment compensation, with limited exceptions.	No	No - Does not relate directly to any agency deliverables		
229	26 U.S.C.A. §3305	Federal	Statute	Establishes the applicability of state laws to entities including but not limited to national banks and federal property	Yes	No - Does not relate directly to any agency deliverables		
230	26 U.S.C.A. §3306	Federal	Statute	Definitions for FUTA	Yes	No - Does not relate directly to any agency deliverables		
231	26 U.S.C.A. §3307	Federal	Statute	Permits deductions as constructive payments to employees under FUTA, an act of Congress, or a state law.	Yes	No - Does not relate directly to any agency deliverables		
232	26 U.S.C.A. §3308	Federal	Statute	Establishes that other tax exemptions, shall not be exempt from the FUTA tax unless the law specifically exempts FUTA.	Yes	No - Does not relate directly to any agency deliverables		
233	26 U.S.C.A. §3309	Federal	Statute	Establishes state law requirements for nonprofit organizations and governmental entities.	Yes	No - Does not relate directly to any agency deliverables		
234	26 U.S.C.A. §3310	Federal	Statute	Establishes judicial review in the event the Secretary of Labor makes a finding that requires the Secretary to withhold certification from a State. Filings are made in the U.S. Court of Appeals for the circuit in which State is located. Statute also establishes the stay of Secretary of Labor's	No	No - Does not relate directly to any agency deliverables		
235	26 U.S.C.A. §3311	Federal	Statute	The chapter may be cited as the "Federal Unemployment Tax Act."	No	No - Does not relate directly to any agency deliverables		
236	5 U.S.C.A. §§8501 -8509	Federal	Statute	Establishes unemployment compensation for Federal employees, including the assignment of service and wages to the state of last official station before filing, payments to state, and dissemination of information to the State.	Yes	No - Does not relate directly to any agency deliverables		
237	5 U.S.C.A. §§8521-8525	Federal	Statute	Establishes unemployment compensation for former service members	Yes	No - Does not relate directly to any agency deliverables		
238	42 U.S.C.A. §501	Federal	Statute	The Social Security Act establishes how unemployment funds may be used.	No	No - Does not relate directly to any agency deliverables		

239	42 U.S.C.A. §502	Federal	Statute	Establishes the payment of administration funds to the State	Yes	No - Does not relate directly to any agency deliverables	
240	42 U.S.C.A. §503	Federal	Statute	The Secretary of Labor cannot make a certification for payment of funds to any State unless the Secretary finds the State's laws approved by the Secretary under FUTA include specific provisions including: the methods of administration to insure full payment of unemployment	No	No - Does not relate directly to any agency deliverables	
241	42 U.S.C.A. § 504	Federal	Statute	Provides for the opportunity for judicial review in the United States Court of Appeals in the event the Secretary of Labor finds the State law does include a provision as specified in 42 U.S.C.A. 503. There is further appeal available to the Supreme Court. There is an opportunity	No	No - Does not relate directly to any agency deliverables	
242	42 U.S.C.A. §505	Federal	Statute	Permits the Secretary to enter into an agreement with a state for demonstration projects to test reemployment.	Yes	No - Does not relate directly to any agency deliverables	
243	42 U.S.C.A. §§1101 - 1103	Federal	Statute	Establishes the Employment Security Administration Account, transfers between the Federal Unemployment Account and the State's Employment Security Administration Account, and the transfer of any excess at the end of the fiscal year to the State's Unemployment Trust Fund.	No	No - Does not relate directly to any agency deliverables	
244	42 U.S.C.A. §1104	Federal	Statute	Establishes the State's Federal Unemployment Trust Fund	No	No - Does not relate directly to any agency deliverables	
245	42 U.S.C.A. §1105	Federal	Statute	Establishes the Extended Unemployment Compensation Fund.	No	No - Does not relate directly to any agency deliverables	
246	42 U.S.C.A. §§1106 - 1108	Federal	Statute	Establishes programs for unemployment research, personnel training, and an Advisory Council on Unemployment Compensation	No	No - Does not relate directly to any agency deliverables	
247	42 U.S.C.A. §1109	Federal	Statute	Establishes the Federal Employees Compensation Account.	No	No - Does not relate directly to any agency deliverables	
248	42 U.S.C.A. §1110	Federal	Statute	Permits the Secretary of Treasury to transfer funds from a Federal account that is determined to be exceed the amount needed for its anticipated payments to a Federal account, which is insufficient to meet its anticipated payments.	No	No - But relates to sources of funding for one or more agency deliverables	
249	42 U.S.C.A. §1111	Federal	Statute	Establishes data exchange and reporting standardization	No	No - Does not relate directly to any agency deliverables	
250	42 U.S.C.A. §1321	Federal	Statute	Allows for advances to be made to State Unemployment Trust Fund	Yes	Yes	Distribute funding to another entity
251	42 U.S.C.A. §1322	Federal	Statute	Allows the Governor to request funds be transferred to make repayments of advances. This section includes how interest on loans are established and what is required to avoid interest during a calendar year.	No	No - Does not relate directly to any agency deliverables	
252	42 U.S.C.A. §1323	Federal	Statute	Authorizes repayable advances to the Federal Unemployment Account.	No	No - Does not relate directly to any agency deliverables	
253	29 U.S.C.A. §49 et. seq	Federal	Statute	The national system of public employment office, the U.S. Employment Service will be established and maintained within the U.S. Department of Labor. Referred to as the Wagner-Peyser Act.	No	No - Does not relate directly to any agency deliverables	
254	29 U.S.C.A. §§49a-b	Federal	Statute	Definitions used within the Federal Employment Service chapter of Title 29, Labor and lists the duties of the Secretary of Labor.	No	No - Does not relate directly to any agency deliverables	
255	29 U.S.C.A. §§49c- d	Federal	Statute	The Governor shall designate or authorize a State agency to be vested with power to cooperate with the Secretary of Labor under Federal Employment Service. The Secretary of Labor is authorized to transfer to State property by the US Employment Service. The Secretary	No	No - Does not relate directly to any agency deliverables	
256	29 U.S.C.A. §§49-e-f	Federal	Statute	Provides for the allotment of funds for the disposition of funds for employment services	No	No - But relates to sources of funding for one or more agency deliverables	
257	29 U.S.C.A. 49g	Federal	Statute	States wanting to receive assistance under Federal Employment Service must submit a State plan, which must include information on workforce investment activities and one-stop delivery system	No	No - Does not relate directly to any agency deliverables	
258	29 U.S.C.A. 49h-i	Federal	Statute	Establishes auditing, fiscal controls, accounting procedures to assure proper disbursement of funds, recordkeeping, and accountability.	No	No - Does not relate directly to any agency deliverables	
259	29 U.S.C.A. §49j	Federal	Statute	Authorizes the Secretary of Labor to provide for the giving of notice of strikes or lockouts to applicants before they are referred to employment.	No	No - Does not relate directly to any agency deliverables	

260	29 U.S.C.A. §§491 -12	Federal	Statute	Authorizes the Secretary of Labor to establish performance standards for Federal Employment Service; prohibits the use of funds under Federal Employment Service to be used to pay for advertising; Authorizes Secretary of Labor to provide funds to operate statistical programs for	No	No - Does not relate directly to any agency deliverables	
261	29 U.S.C.A. §2801	Federal	Statute	Definitions for the Workforce Investment Act. (The Workforce Innovation and Opportunity	REPEALED		
262	29 U.S.C.A. §2811	Federal	Statute	Establishes the purpose of the Statewide and Local Workforce Investment	REPEALED		
263	29 U.S.C.A. § 2821	Federal	Statute	Requires the Governor to establish a State Workforce Investment Board and establishes the	REPEALED		
264	29 U.S.C.A. 2822	Federal	Statute	Establishes what a State Plan, as required by the Wagner-Peyser Act to receive funds, must	REPEALED		
265	29 U.S.C.A. §§2831-2833	Federal	Statute	Establishes the designation of Local Workforce Areas, the establishment and membership	REPEALED		
266	29 U.S.C.A. §2841	Federal	Statute	Establishes the one-stop delivery system, including required partners and permissible	REPEALED		
267	29 U.S.C.A. §§2842 - 2843	Federal	Statute	Establishes the eligible requirements for eligible training providers and providers of youth	REPEALED		
268	29 U.S.C.A. §§2851-2854	Federal	Statute	Establishes the authorization and funding methods and uses for youth activities.	REPEALED		
269	29 U.S.C.A. §§2861 - 2864	Federal	Statute	Establishes the authorization, funding, and use of funds for employment and training	REPEALED		
270	29 U.S.C.A. §2871	Federal	Statute	Establishes a performance accountability system to assess the State and local areas.	REPEALED		
271	29 U.S.C.A. §2872	Federal	Statute	Authorizes the appropriations for youth activities, adult employment and training activities,	REPEALED		
272	29 U.S.C.A. §§2881-2901	Federal	Statute	Establishes the Job Corps program to assist eligible youth who need an intensive program, and	REPEALED		
273	29 U.S.C.A. §2911	Federal	Statute	Establishes Native American programs.	REPEALED		
274	29 U.S.C.A. §2912	Federal	Statute	Establishes Migrant and Seasonal farmworker programs.	REPEALED		
275	29 U.S.C.A. §2913	Federal	Statute	Establishes Veterans' workforce investment programs.	REPEALED		
276	29 U.S.C.A. §2914	Federal	Statute	Establishes youth opportunity grants	REPEALED		
277	29 U.S.C.A. §2915	Federal	Statute	The Secretary of Labor shall provide technical assistance to the States and local areas.	REPEALED		
278	29 U.S.C.A. §2916	Federal	Statute	Establishes the Secretary shall every two years publish a plan that describes demonstration	REPEALED		
279	29 U.S.C.A. §2916a	Federal	Statute	The Secretary of Labor shall use funds to award grants for job training and related activities for workers to assist them in obtaining or upgrading employment in industries and economic sectors that are expected to have high growth.	Yes	No - But relates to sources of funding for one or more agency deliverables	
280	29 U.S.C.A. §2917	Federal	Statute	Establishes the continuing evaluation of the programs under 29 U.S.C.A. § 2916.	REPEALED		
281	29 U.S.C.A. §2918	Federal	Statute	Authorizes the Secretary of Labor to award national emergency grants to provide employment	REPEALED		
282	29 U.S.C.A. §§ 2918a -b	Federal	Statute	Establishes the YouthBuild program, which enables disadvantaged youth to obtain education	ca 2918b transferred to 29 usca 3226a		
283	29 U.S.C.A. § 2919	Federal	Statute	Authorizes appropriations for Native America, migrant and seasonal farmworkers, and	REPEALED		
284	29 U.S.C.A. § 2920	Federal	Statute	Authorizes the use of funds to provide for grants for education assistance and training. Describes the disbursements to states and the allocation of funds.	Yes	No - But relates to sources of funding for one or more agency deliverables	
285	29 U.S.C.A. §§2931 -2945	Federal	Statute	Establishes the administration of the Workforce Investment Systems. Includes authorization	ALL REPEALED		
286	29 U.S.C.A. §§3101 -3102	Federal	Statute	Establishes the purpose and the definitions for the Workforce Innovation and Opportunity Act (WIOA) goes into effect on July 1, 2015 and replaces the Workforce Investment Act of 1998.	Yes	No - Does not relate directly to any agency deliverables	
287	29 U.S.C.A. §§ 3111-3113	Federal	Statute	Establishes the State Workforce Development Board, the requirements for a unified State plan, and authority to submit a combined State plan for core programs.	Yes	No - Does not relate directly to any agency deliverables	
288	29 U.S.C.A. §§3121- 3123	Federal	Statute	Establishes Local Workforce Development Areas, the requirements for the Local Workforce Development Boards, and the requirements for the Local Plan.	Yes	No - Does not relate directly to any agency deliverables	
289	29 U.S.C.A. §3131	Federal	Statute	Establishes the funding of State and Local Boards	Yes	No - Does not relate directly to any agency deliverables	
290	29 U.S.C.A. §3141	Federal	Statute	Establishes the performance accountability system that applies to core programs. It lists the requirements for accountability measures, the indicators of performance, levels of performance for each primary indicator, and provisions for the State and the Secretary of	Yes	No - Does not relate directly to any agency deliverables	
291	29 U.S.C.A. §3151	Federal	Statute	Establishes the one-stop delivery system, including required partners and allows for additional	Yes	Yes	Distribute funding to another entity
292	29 U.S.C.A. §3152	Federal	Statute	Establishes the eligibility criteria for eligible training providers. In establishing the criteria, the Governor shall take into account the performance of providers, the need to ensure access to training, information reported to State agencies with respect to program involving training services, the degree to which training programs relate to in-demand industry sectors, State	Yes	No - But relates to manner in which one or more agency deliverables is provided	
293	29 U.S.C.A. §3153	Federal	Statute	Establishes the eligible providers for youth workforce investment activities.	Yes	No - But relates to manner in which one or more agency deliverables is provided	
294	29 U.S.C.A. §§ 3161 -3164	Federal	Statute	Establishes the authority to allot funds for Youth Workforce Investment Activities, including the use of funds, which establishes youth participant eligibility and required statewide youth activities. It is established that out-of-school youth have a priority and not less than 75 percent	Yes	No - But relates to sources of funding for one or more agency deliverables	

295	29 U.S.C.A. §§3171-3174	Federal	Statute	Establishes the authority to allot funds for Adult and Dislocated Worker Employment and Training Activities, including the allotment among the States, and the use of funds. The use of funds establishes the required statewide employment and training activities, including	Yes	No - But relates to sources of funding for one or more agency deliverables		
296	29 U.S.C.A. §3181	Federal	Statute	Authorizes the appropriations for youth activities, adult employment and training activities, and dislocated worker employment and training activities.	No	No - But relates to sources of funding for one or more agency deliverables		
297	29 U.S.C.A. §§ 3191-3212	Federal	Statute	Establishes the Job Corps program to assist eligible youth who need an intensive program, and includes the eligibility for job corps (e.g. not less than 16 years old, not more than age 21 on the date of enrollment, etc.), recruitment, enrollment, program activities, counseling and job placement, standards of conduct, establishes workforce councils and advisory committees,	Yes	No - But relates to manner in which one or more agency deliverables is provided		
298	29 U.S.C.A. §3221	Federal	Statute	Establishes Native American programs	Yes	No - But relates to manner in which one or more agency deliverables is provided		
299	29 U.S.C.A. §3222	Federal	Statute	Establishes Migrant and Seasonal farmworker programs.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
300	29 U.S.C.A. §3233	Federal	Statute	Establishes the Secretary of Labor shall ensure the Department has the capacity to provide and provides technical assistance, appropriate training, staff development, etc.	Yes	No - Does not relate directly to any agency deliverables		
301	29 U.S.C.A. §3224	Federal	Statute	Requires evaluations of the programs under WIOA.	No	No - Does not relate directly to any agency deliverables		
302	29 U.S.C.A. §3225	Federal	Statute	Establishes national dislocated worker grants to provide assistance for disaster relief	Yes	Yes	Distribute funding to another entity	
303	29 U.S.C.A. §3226	Federal	Statute	Establishes the YouthBuild program, which enables disadvantaged youth to obtain education and employment skills, meaningful work opportunities, and foster the development of leadership skills. Establishes the program requirements for eligible participants, what are eligible activities, the authorization of appropriations.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
304	29 U.S.C.A. § 3227	Federal	Statute	Authorizes appropriations for Native America and migrant and seasonal farmworkers, includes authorization for technical assistance, demonstration and pilot projects, evaluations, and incentive grants. Also establishes the carryover of unobligated funds to remain available for	No	No - But relates to sources of funding for one or more agency deliverables		
305	29 U.S.C.A. §§3241 -3255	Federal	Statute	Establishes the administration of the Workforce Investment Systems. Includes authorization for the Secretary of Labor to monitor, the establishment of fiscal controls, requirements for reports and recordkeeping, judicial review if the Secretary declines an award, the transfer of	Yes	No - Does not relate directly to any agency deliverables		
306	29 U.S.C.A. §§3271-3333	Federal	Statute	Subchapter in WIOA regarding Adult Education and Literacy. Includes: Authorizes funds to be used for carrying out corrections education and education of other institutionalized individualized, which can include academic programs for career pathways and the Secretary	Yes	Yes	Other service or product our agency must/may provide	Authorization, funding, and reporting requirements for WIOA/Adult Education and Literacy Program.
307	29 U.S.C.A. §§3341-3361	Federal	Statute	Establishes the general provisions of WIOA and references to prior legislation.	Yes	Yes	Other service or product our agency must/may provide	WIOA legislation.
308	19 U.S.C.A. §§ 2101, et. al	Federal	Statute	The Trade Act of 1974, which is the law under Title 19, Customs Duties, Chapter 12. The Trade Act includes adjustment assistance for workers, including benefit allowance, training, and	Yes	Yes	Other service or product our agency must/may provide	Provides assistance for job loss due to imports.
309	20 C.F.R. Part 601	Federal	Statute	Regulations regarding the Administrative Procedures of the U.S. Department of Labor, Employment and Training Administration.	Yes	Yes, IN PART	Other service or product our agency must/may provide	Approval and provisioning of State UI laws. Requires State issue reports to federal authorities to prove compliance and to receive funding from federal government.
310	20 C.F.R. Part 602	Federal	Statute	Regulations regarding the quality control in the Federal-State Unemployment Insurance system.	Yes	Yes, IN PART	Other service or product our agency must/may provide	Requires State to file compliance reports. Failure to do so can result in withholding of funds to state.
311	20 C.F.R. Part 603	Federal	Statute	Regulations regarding the Federal-State Unemployment Compensation (UC) Program: Confidentiality and Disclosure of State UC Information	Yes	Yes, IN PART	Other service or product our agency must/may provide	Governs confidentiality and disclosure of UI information by state to feds.
312	20 C.F.R. §603.4	Federal	Statute	Provides for the confidentiality requirement of Federal UC law.	Yes	Yes	Other service or product our agency must/may provide	State UI law must insure full payment of UI when due and comply with federal confidentiality laws.
313	20 C.F.R. §603.5	Federal	Statute	Provides for the exceptions to the confidentiality requirement, including what constitutes informed consent of an individual's or an employer's information.	Yes	No - Does not relate directly to any agency deliverables		Sets out exceptions to confidentiality requirement.

314	20 C.F.R. §603.9	Federal	Statute	Provides for the safeguards and security requirements that apply to information permitted to be disclosed.	Yes	Yes	Other service or product our agency must/may provide	State law must require recipient of UI information to safeguard confidential information and impose penalties for violation of confidentiality safeguards.
315	20 C.F.R. §603.10	Federal	Statute	Provides for the requirements of an agreements permitting disclosure.	Yes	Yes, IN PART	Other service or product our agency must/may provide	Sets out third party Contract/agreement requirements for disclosure of confidential information.
316	20 C.F.R. Part 604	Federal	Statute	Regulations for Eligibility for Unemployment Compensation	Yes	Yes	Other service or product our agency must/may provide	Implements and imposes upon state the able and available for work requirement as prerequisite to UI benefits
317	20 C.F.R. Part 606	Federal	Statute	Regulations regarding Tax Credits under FUTA; Advances Under Title XII of the Social Security Act.	Yes	No - Does not relate directly to any agency deliverables		
318	20 C.F.R. Part 609	Federal	Statute	Regulations Unemployment Compensation for Federal Civilian Employees	Yes	Yes, IN PART	Other service or product our agency must/may provide	Creates and sets forth rules governing state UI compensation for federal civilian employees.
319	20 C.F.R. Part 614	Federal	Statute	Regulations regarding Unemployment Compensation for Ex-Service Members	Yes	Yes, IN PART	Other service or product our agency must/may provide	Creates and sets forth rules governing state UI compensation for unemployed former members of the US Armed Forces.
320	20 C.F.R. Part 615	Federal	Statute	Regulations regarding Extended Benefits in the Federal-State Unemployment Compensation Program	Yes	Yes, IN PART	Other service or product our agency must/may provide	Governs and imposes state obligation to extend state UI compensation for those who have exhausted regular UI compensation during specified periods of unemployment per FUTA.
321	20 C.F.R. Part 616	Federal	Statute	Regulations regarding Interstate Arrangement for Combining Employment and Wages	Yes	Yes, IN PART	Other service or product our agency must/may provide	Creates and governs system of interstate agreements which allow UI claimant to combine employment and wages from more than one state to qualify for UI benefits.
322	20 C.F.R. Part 617	Federal	Statute	Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974	Yes	Yes	Other service or product our agency must/may provide	Creates and governs assistance to unemployed due to increased import. Allows compensation, training, and supportive services.
323	20 C.F.R. Part 618	Federal	Statute	Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974, as amended	Yes	Yes	Other service or product our agency must/may provide	Governs state staffing requirements and allocation of training funds to state under Trade Adjustment Act.
324	20 C.F.R. Part 619	Federal	Statute	Regulations regarding the Unemployment Compensation Data Exchange Standardization for Improved Interoperability	Yes	No - Does not relate directly to any agency deliverables		
325	20 C.F.R. Part 625	Federal	Statute	Regulations regarding Disaster Unemployment Assistance	Yes	Yes	Other service or product our agency must/may provide	Creates and governs federally funded UI compensation assistance directly resulting from a major disaster.
326	20 C.F.R. Part 639	Federal	Statute	Regulations regarding Worker Adjustment and Retraining Notification	Yes	No - But relates to manner in which one or more agency deliverables is provided		Requires employer to provide state with 60 day notice of plant closing or mass layoff.
327	20 C.F.R. Part 640	Federal	Statute	Regulations regarding Standard for Benefit Payment Promptness- Unemployment Compensation	Yes	Yes, IN PART	Other service or product our agency must/may provide	Imposes and requires that state create and implement standard of administration for prompt payment of UI benefits to eligible claimants.
328	20 C.F.R. Part 641	Federal	Statute	Regulations regarding Provisions Governing the Senior Community Service Employment Program	Yes	Yes	Other service or product our agency must/may provide	Creates federal program to facilitate self sufficiency and part-time employment low-income, over 55 individuals.
329	20 C.F.R. Part 645	Federal	Statute	Regulations regarding Provisions Governing Welfare-to-Work Grants	Yes	Yes	Other service or product our agency must/may provide	Creates and sets forth governance for administration and funding of welfare to work program.

330	20 C.F.R. Part 650	Federal	Statute	Regulations regarding the Standard for Appeals Promptness- Unemployment Compensation	Yes	Yes	Other service or product our agency must/may provide	Regulations regarding the appeal process of UI compensation claims so as to facilitate promptness and prevent delay in payment of benefits.
331	20 C.F.R. Part 651	Federal	Statute	Regulations regarding the General Provisions Governing the Federal-State Employment Service System	Yes	No - Does not relate directly to any agency deliverables		
332	20 C.F.R. Part 652	Federal	Statute	Regulations regarding the Establishment and Functioning of State Employment Services	Yes	Yes	Other service or product our agency must/may provide	Grants funding to state upon approval of state plan of one-stop delivery system facilitation match of job seekers and employers.
333	20 C.F.R. Part 653	Federal	Statute	Regulations regarding the Services of the Employment Service System	Yes	Yes	Other service or product our agency must/may provide	Regulations governing migrant and seasonal farmworkers.
334	20 C.F.R. Part 654	Federal	Statute	Regulations regarding the Special Responsibilities of the Employment Service System	Yes	No - Does not relate directly to any agency deliverables		
335	20 C.F.R. Part 655	Federal	Statute	Regulations regarding the Temporary Employment of Foreign Workers in the United States	Yes	No - Does not relate directly to any agency deliverables		
336	20 C.F.R. Part 656	Federal	Statute	Regulations regarding the Labor Certification Process for Permanent Employment of Aliens in the United States	Yes	No - Does not relate directly to any agency deliverables		
337	20 C.F.R. part 658	Federal	Statute	Regulations regarding the Administrative Provisions Governing the Job Service System	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administration of Wagner-Peyser Act and discontinuation /reinstatement of services to employers.
338	20 C.F.R. Part 660	Federal	Statute	Regulations regarding the Introduction to the Regulations for Workforce Investment Systems under Title I of the Workforce Investment Act	Yes	No - But relates to manner in which one or more agency deliverables is provided		
339	20 C.F.R. Part 661	Federal	Statute	Regulations regarding Statewide and Local Governance of the Workforce Investment System under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	State must create policies and guidelines to implement One-Stop programs consistent with federal law.
340	20 C.F.R. Part 662	Federal	Statute	Regulations regarding the Description of the One-Stop System Under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Describes how to implement One-Stop Centers and choose operating partners.
341	20 C.F.R. Part 663	Federal	Statute	Regulations regarding Adult and Dislocated Worker Activities under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing implementation and operation of adult and dislocated worker services through the One-Stop Delivery system.
342	20 C.F.R. Part 664	Federal	Statute	Regulations regarding Youth Activities under Title of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing implementation and operation of youth activities under One-Stop Services to youth.
343	20 C.F.R. Part 665	Federal	Statute	Regulations regarding Statewide Workforce Investment Activities under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing operation and funding for state workforce investment activities under Title I of WIA.
344	20 C.F.R. Part 666	Federal	Statute	Regulations regarding Performance Accountability under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administrative measures of performance, incentives and sanctions for state performance.
345	20 C.F.R. Part 667	Federal	Statute	Regulations regarding the Administrative Provisions under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administration and operation of the Workforce Investment Act, including funding and reporting by the state.
346	20 C.F.R. Part 668	Federal	Statute	Regulations regarding the Indian and Native American Programs under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing state administration and accountability measures for services to Indian and native Americans.
347	20 C.F.R. Part 669	Federal	Statute	Regulations regarding the National Farmworker Jobs Program under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administration, funding, performance accountability reporting for National Farmworker Jobs Program.

348	20 C.F.R. Part 670	Federal	Statute	Regulations regarding the Job Corps under Title I of the Workforce Investment Act	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administration, funding, and operation, and reporting requirements for the Job Corps Program.
349	20 C.F.R. Part 671	Federal	Statute	Regulations regarding National Emergency Grants for Dislocated Workers	Yes	Yes	Other service or product our agency must/may provide	Regulations governing administration, funding, and reporting for National Emergency Grants for dislocated workers.
350	20 C.F.R. Part 672	Federal	Statute	Regulations regarding Provisions Governing the YouthBuild Program	Yes	Yes	Other service or product our agency must/may provide	

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 83

Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
Unemployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA)	Claimants	Unemployment Insurance (UI) benefits	General Public	Individuals from the general public who qualify for Unemployment Insurance (UI) benefits based on criteria set forth by legal statutes.
Unemployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA)	Employers	UI, worker training, tax credits, layoff aversion, job postings, job candidate recruitment	Industry	All qualified organizations including state government, non-profit, and private entities that provide employment for the state of South Carolina.
Workforce Innovation and Opportunity Act (WIOA)	Jobseekers, to include veterans, individuals with disabilities, youth, ex-offenders, homeless, and the long-term unemployed	Provide resume writing training, interview skills training, access to job postings, access to educational programs, access to job training	General Public	Individuals from the general public who qualify for Employment Services (ES) based on criteria set forth by legal statutes.
Administration	General Assembly	Education on state Employment issues and to help keep the state in compliance with federal law	Legislative Branch	
Administration, Unemployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA)	Local Workforce Boards	Policy guidance, funding	Local Govts.	
Administration, Unemployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA)	SC Governor	Provide guidance and fulfill the mission of unemployment insurance and labor services	Executive Branch/State Agencies	
Trade	Claimants	TRA benefits and reemployment services to workers adversely impacted by increased imports or by a shift in production of services to another country	General Public	Individuals from the general public who qualify for benefits and service due to jobs that are lost or threatened base on trade related circumstances.
Appeals	Claimants	Provide assistance for claim adjudication	General Public	Individuals from the general public who qualify for Unemployment Insurance (UI) benefits based on criteria set forth by legal statutes.

**Agency Name:** DEPARTMENT OF EMPLOYMENT AND WORKFORCE

**Fiscal Year 2017-2018  
Accountability Report**

**Agency Code:** R600 **Section:** 083

**Partner Template**

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Department of Corrections	State Government	Work on Second Chance Initiatives	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Economic Developers	Local Government	Educate on services provided	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Department of Juvenile Justice	State Government	Work on Second Chance Initiatives	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 4 - Provide Customer Service Excellence to All Internal and External Stakeholders.
Veteran Affairs	Federal Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Commission on Higher Education	State Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
SC Veteran Affairs	State Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Fast Forward	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.

Teleman	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Army National Guard	State Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Army Reserves	Federal Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
One 80 Place	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Vocational Rehabilitation	State Government	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Upstate Warrior Solutions	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Lowcountry Warrior Solutions	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.

SC Serves	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Alston Wilkes	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
RECON SC	Non-Governmental Organization	Assist with providing services to Veterans	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
Office of Federal Contractor Compliance	Federal Government	Help contractors reach hiring benchmarks	2 - Facilitate a workforce system that fosters financial stability and economic prosperity. 3 - Become an Employer of Choice in the State of South Carolina.
U.S. Attorney's Office	Federal Government	Work on Second Chance Initiatives	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
SC Probation Pardon and Parole	State Government	Work on Second Chance Initiatives	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
AbleSC	Non-Governmental Organization	Work on employing individuals with disabilities	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Department of Education	State Government	State educational leader for Sector Strategies	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
State Technical College System	State Government	State post graduate educational leader for Sector Strategies	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Department of Commerce	State Government	State economic development leader for Sector Strategies	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.

Office of Aging	State Government	Hiring older workers	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Commission for the Blind	State Government	Hiring individuals with disabilities	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
SCMEP	Non-Governmental Organization	Engaging at risk firms	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Transitions	Non-Governmental Organization	Hiring individuals with low income	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Local Council of Government	Local Government	Coordination	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
State Workforce Development Board	State Government	Leadership	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
SC Chambers of Government	State Government	Partnership	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Council of Competiveness	Professional Association	Partnership	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Goodwill	Non-Governmental Organization	Hiring individuals with low income	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Department of Social Services	State Government	Hiring individuals with low income	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.
Phoenix Center	Non-Governmental Organization	Hiring individuals with low income	2 - Facilitate a workforce system that fosters financial stability and economic prosperity.

Agency Name: DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Fiscal Year 2017-2018  
Accountability Report

Agency Code: R600 Section: 083

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	Accountability Report	Executive Budget Office	State	Annually	September 15th	Annual accountability reports serve as a major tool to institute a statewide performance management system with an objective to ensure continuous improvement in government operations, programs and services.	<a href="http://www.admin.sc.gov/budget/agency-accountability-reports">http://www.admin.sc.gov/budget/agency-accountability-reports</a>
2	External Review and Report	SCUBI Consortium Report	US Congress	Federal	Quarterly	Jan, Mar, Jun, Dec	Status update keeping federal legislative and administrative bodies informed as to the disposition and level of completion of the SCUBI project.	dol.gov
3	External Review and Report	DOL Quarterly Narrative Progress Report ETA Form-9165	US Department of Labor	Federal	Quarterly	Mid February, Mid May, Mid August, Mid November	Status update keeping DOL informed of initiatives being funded through Supplemental Budget Requests/Funds given to SC DEW.	Copies can be obtained through SC DEW's Department of Business Solutions
4	External Review and Report	Appeals Pending Supplement	US Department of Labor	Federal	Monthly	by the 20th of every month	workload measurement review	US Department of Labor
5	External Review and Report	South Carolina Attorney General's Annual Insurance Fraud Report	SC Attorney General	State	Annually	first quarter of calendar year	To assist SC Attorney General with its annual report to the General Assembly on Insurance Fraud.	SC Attorney General
6	External Review and Report	Benefit Appeals Report ETA-5130	US Department of Labor	Federal	Monthly	by the 20th of every month	workload measurement review	US Department of Labor
7	External Review and Report	Energy Annual Progress Report	Office of Regulatory Staff	State	Annually	September 15th	Energy conservation plan	<a href="http://www.regulatorystaff.sc.gov">www.regulatorystaff.sc.gov</a>
8	External Review and Report	CPIP - Comprehensive Permanent Improvement Plan	Executive Budget Office	State	Annually	Early March	Permanent improvement plan	<a href="http://www.admin.sc.gov">www.admin.sc.gov</a>
9	External Review and Report	Property Report	Dept. of Administration	State	Upon Request	Upon Request	Inventory of Agency's Real Property	<a href="http://www.admin.sc.gov">www.admin.sc.gov</a>
10	External Review and Report	Recycling Report	DHEC	State	Annually	September 15th	Report on agency's recycling efforts	<a href="http://www.scdhec.gov">www.scdhec.gov</a>
11	External Review and Report	Bank Account Transparency Proviso Report	SC Legislature	State	Annually	October 31st	Promotion of fiscal transparency for agencies utilizing composite reservoir accounts.	<a href="http://www.dew.sc.gov">www.dew.sc.gov</a>
12	External Review and Report	Fines and Fees Report Proviso Report	Chairman of Senate Finance and Chairman of Ways and Means	State	Annually	September 30th	Promotion of fiscal transparency for agencies collecting fees and fines.	<a href="http://www.dew.sc.gov">www.dew.sc.gov</a>
13	External Review and Report	Unemployment Compensation Fund Audited Financial Statements	Office of the SC State Auditor, Office of the SC Comptroller General	Outside Organization	Annually	September 15 (draft); September 30 (final)	To promote transparency and facilitate measurement of agency financial operations via independently audited financial statements prepared in accordance with GAAP.	<a href="http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx">http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx</a>
14	External Review and Report	Agency-Wide Audited Financial Statements and A-133 'Single' Audit Report	USDOL	Outside Organization	Annually	November 30 (draft); December 15 (final); March 31 (Single Audit)	To promote transparency and facilitate measurement of agency financial operations via independently audited financial statements prepared in accordance with GAAP.	<a href="http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx">http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx</a>
15	External Review and Report	Unemployment Insurance (UI) Resource Justification Model (RJM)	USDOL	Federal	Annually	January 31st	To provide data to USDOL on agency expenditures for the UI program, by USDOL-stipulated function code, which is then compared to actual/forecasted workloads by function, and used to determine base funding levels for subsequent fiscal years for South Carolina's UI program.	<a href="http://www.ows.doleta.gov/rjm/">http://www.ows.doleta.gov/rjm/</a>
16	External Review and Report	Agency Debt Collection Report	Dept. of Admin Executive Budget Office	State	Annually	February 28th	To provide a report of all agency debt.	Department of Admin
17	External Review and Report	Work Opportunity Tax Credit (WOTC)	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm">https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm</a>

18	External Review and Report	Youth Demo Grant	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	Submit narrative and performance metrics report electronically to DOL
19	External Review and Report	Dislocated Worker Training Grant (DWTG) - National Emergency Grant (NEG)	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm">https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm</a>
20	External Review and Report	National Dislocated Worker Grant (NDWG) - Disaster	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm">https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm</a>
21	External Review and Report	Trade Adjustment Assistance (TAA) - TAPR (Trade Activity Participant Report)	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm">https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm</a>
22	External Review and Report	Workforce Innovation & Opportunity Act (WIOA)	DOL	Federal	Quarterly	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm">https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm</a>
23	External Review and Report	WIOA Annual Report	DOL	Federal	Annual	up to 45 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	<a href="https://www.scworks.org/wia.asp">https://www.scworks.org/wia.asp</a>
24	External Review and Report	Veteran's 200 A, B, C Performance Report (Services provided by Veteran Program staff)	DOL	Federal	Quarterly	up to 15 days after QTR ends	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	FOIA - Veterans Program Manager
25	External Review and Report	Veteran's 9002-D (Vets Labor Exchange Performance Report)	DOL	Federal	Annual	February, May, August, November	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	FOIA - Veterans Program Manager
26	External Review and Report	Veterans Technical Performance Narrative	DOL	Federal	Quarterly	April	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	FOIA - Veterans Program Manager
27	External Review and Report	Foreign Labor Report (ETA 9127)	DOL	Federal	Quarterly	February	In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program.	FOIA - Veterans Program Manager
28	External Review and Report	SC TAPR Report	N/A	Federal	Quarterly	February, May, August, November	Report statewide participant data for the Trade Adjustment Assistance Program (TAPR)	<a href="http://www.doleta.gov">www.doleta.gov</a>
29	External Review and Report	TPS Report	US Department of Labor	Federal	Annually	April 30th	Provide DOL with detailed information on UI performance measures.	Request to Keri Dowd-Pugh at <a href="mailto:kpugh@dew.sc.gov">kpugh@dew.sc.gov</a>
30	External Review and Report	Employment & Training Administration (ETA)227 Report	US Department of Labor	Federal	Quarterly	Feb 1st, May 1st, Aug 1st, Nov 1st	The report reflects detections and recovery of improper payments.	US Department of Labor
31	External Review and Report	WIOA Monitoring Report	US Department of Labor	Federal	Annual	October 1st	To provide oversight and compliance monitoring as required by the Workforce Innovation and Opportunity Act of Federal grant funds.	Request to Jake Sherbert at <a href="mailto:jsherbert@dew.sc.gov">jsherbert@dew.sc.gov</a>
32	External Review and Report	Annual Summary of Job Services to Migrant Seasonal Farm Workers (MSFW)	US Department of Labor	Federal	Annually	August 31st	To collect and disseminate information about farmworker needs, characteristics, services provided, and concerns to improve the provision of services to farmworkers.	Request to Jake Sherbert at <a href="mailto:jsherbert@dew.sc.gov">jsherbert@dew.sc.gov</a>
33	External Review and Report	Labor Exchange Agricultural Reporting System (LEARS) ETA 5148 Report	US Department of Labor	Federal	Quarterly	55 days after each quarter; February, May, August, November	To collect and disseminate information about farmworker needs, characteristics, services provided, and concerns to improve the provision of services to farmworkers.	Request to Jake Sherbert at <a href="mailto:jsherbert@dew.sc.gov">jsherbert@dew.sc.gov</a> or <a href="http://www.etareports.doleta.gov">www.etareports.doleta.gov</a>

34	External Review and Report	Budget Provisos	Executive Budget Office	State	Annually	September 30th	The state budget request requires each agency to submit printed and electronic versions in the state PBF system of the following: Form D: Proviso Revision Request (MS Word). Agencies will also submit any decision packages through the PBF system..	<a href="http://scstatehouse.gov">http://scstatehouse.gov</a>
35	External Review and Report	Annual Assessment and Transparency Report	SC General Assembly	State	Annually	October 1st	To provide an overview of health of the trust fund as well as details regarding tax contributions from employers and benefits paid to unemployed individuals.	<a href="http://www.dew.sc.gov">www.dew.sc.gov</a>
36	External Review and Report	BAM Methods and Procedures review	US DOL Atlanta Regional Office	Federal	Annually	No specific submission date. Depending on Regional Representative request.	To provide a review process of the BAM policy manual with supporting documentation of BAM methods and procedures. The BAM NDNH input files with detail records for each BAM sampled paid claim process is also verified that the recorded submission complies with the required parameters. A full review is conducted bi-annually and a partial review is conducted on the off year.	Request to the BAM Manager Eddie Porter at <a href="mailto:eporter@dew.sc.gov">eporter@dew.sc.gov</a>
37	External Review and Report	UI-1 Report	DOL	Federal	Annually	September 30th	The UI-1 reports staff hours worked by quarter and staff hours paid by quarter and is part of determining our base UI admin grant.	Request to Miranda Thompson at <a href="mailto:mthompson@dew.sc.gov">mthompson@dew.sc.gov</a>
38	External Review and Report	UI-3 Report	DOL	Federal	Quarterly	30 days after each calendar quarter ends	The UI-3 report calculates the amount of above base UI admin funding we earn per quarter (if any).	Request to Miranda Thompson at <a href="mailto:mthompson@dew.sc.gov">mthompson@dew.sc.gov</a>
39	External Review and Report	Budget Carry Forward General Appropriations	Executive Budget Office	State	Annually	July 31st	The Budget Carry Forward of General Appropriations Form is required to be completed on an annual basis and submitted to EBO.	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
40	External Review and Report	Plans for Agency Restructuring	Executive Budget Office	State	Annually	August 31st	The restructuring request is required if a state funded program is being changed or if a new state funded program is being added. A form is completed with budget information along with state or federal mandates to quantify the addition or revision.	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
41	External Review and Report	State Budget	Executive Budget Office	State	Annually	September 30th	The state budget request requires each agency to submit printed and electronic versions in the state PBF system of several forms	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
42	External Review and Report	Hidden Earmarks Survey	Executive Budget Office	State	Annually	November 1st	The Hidden Earmarks Survey is required to be completed on an annual basis and submitted to EBO.	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
43	External Review and Report	Other Funds Survey	Executive Budget Office	State	Annually	November 1st	Carry Forward Authority (Statute or Proviso) and detail of how revenue is generated. Fees, Fines, Assessments, Charges, etc. amount(s). Identify who pays the fee, fine charge, etc.	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
44	External Review and Report	General Fund Reduction Analysis	Executive Budget Office	State	Annually	September 30th	Governor's Office is requests that each agency conduct a General Fund Reduction Analysis whereby you identify areas in your budget that you would reduce or eliminate if you received a 3% General Fund budget reduction and complete Form E.	<a href="https://sceisgateway.sc.gov/">https://sceisgateway.sc.gov/</a>
45	External Review and Report	Safeguard Security Report	IRS	Federal	Annually	September 30th	The agency must update and submit the SSR annually to encompass any changes that impact the protection of FTI.	SC DEW
46	External Review and Report	Corrective Action Plan	IRS	Federal	Bi-annually	March 31st and September 30th	To report to the IRS on identified findings.	SC DEW
47	External Review and Report	Agency's Management and Trust Fund Review Report	SC Legislature	State	Annually	January 15th	To provide a management review of the SC DEW's Unemployment Insurance Trust Fund.	Copies can be obtained through SC DEW's Department of Business Solutions

48	External Review and Report	Agency Head Evaluation	SC Governor's Office	State	Annually	July 15th	To provide annual performance evaluation results for the Agency's Director.	Copies can be obtained through SC DEW's Department of Business Solutions
49	External Review and Report	Agency Head Planning	SC Governor's Office	State	Annually	August 15th	Serves as the planning document for the upcoming annual performance evaluation for the Agency's Director.	Copies can be obtained through SC DEW's Department of Business Solutions
50	External Review and Report	Workforce Information Grant Annual Narrative	ETA	Federal	Annually	September 30th	Narrative on the deliverables met under the Workforce Information Grant and SC successes.	<a href="https://www.doleta.gov/performance/results/AnnualReports/annual_report.cfm">https://www.doleta.gov/performance/results/AnnualReports/annual_report.cfm</a>
51	External Review and Report	Workforce Information Grant Economic Report	ETA	Federal	Annually	September 30th	Narrative report on the economic state of South Carolina	scworkforceinfo.com
52	External Review and Report	South Carolina Short Term Occupation/Industry Projections	ETA	Federal	Annually	February 28th	Statewide Industry and Occupation two-year employment projections	ProjectionCentral.com
53	External Review and Report	Long-term Industry/Occupation Projections	ETA	Federal	Annually	June 30th	Statewide and Workforce Region 10 year employment projections	ProjectionCentral.com
54	External Review and Report	Quarterly Census of Employment and Wages	BLS	Federal	Quarterly	Jan, Apr, Jul, Oct	Statewide Industry Employment and Wages	scworkforceinfo.com
55	External Review and Report	Local Area Unemployment Statistics	BLS	Federal	Monthly	March	Statewide and Area Unemployment Rates	scworkforceinfo.com
56	External Review and Report	Current Employment Statistics	BLS	Federal	Monthly	March	Statewide and Area Industry Employment	scworkforceinfo.com
57	External Review and Report	Occupational Employment and Wage Statistics	BLS	Federal	Semi-Annual	November 30th and May 30th	Statewide and Area Industry Occupational Employment and Wages	scworkforceinfo.com
58	External Review only	SC Legislative Audit Council	SC Legislative Audit Council	State	Annually	May-14	A Management Review of the Department of Employment and Workforce	<a href="https://lac.sc.gov/reports/reports-agency-k/employment-and-workforce-management-review-department-2014">https://lac.sc.gov/reports/reports-agency-k/employment-and-workforce-management-review-department-2014</a>
59	External Review only	Social Security Administration	Social Security Administration	Federal	Annually	07/01/2017 - 06/30/2018	Ticket To Work Program??	<a href="https://choosework.ssa.gov/findhelp/profile?einid=012293203">https://choosework.ssa.gov/findhelp/profile?einid=012293203</a>
60	External Review only	SC Governor's Office	SC Governor's Office	State	Annually	07/01/2017 - 06/30/2018	Shining a Light on Government Spending	<a href="https://applications.sc.gov/SpendingTransparency/CategorySearchResult.aspx">https://applications.sc.gov/SpendingTransparency/CategorySearchResult.aspx</a>
61	External Review only	SC Office of the State Auditor	SC Office of the State Auditor	State	Annually	07/01/2017 - 06/30/2018	Unemployment Compensation Fund	<a href="http://osa.sc.gov/wp-content/uploads/2018/02/R6017Comp-Fund.pdf">http://osa.sc.gov/wp-content/uploads/2018/02/R6017Comp-Fund.pdf</a>
62	External Review only	US Department of Labor Unemployment Insurance Tax Performance Measures	DOL	Federal	Annually	07/01/2017 - 06/30/2018	Tax Performance System - Computed Measures Data Compilation	<a href="https://oui.doleta.gov/unemploy/tps.asp">https://oui.doleta.gov/unemploy/tps.asp</a>
63	External Review only	US Department of Labor Unemployment Insurance State Quality Service Plan(SQSO) Data Validation	DOL	Federal	Annually	07/01/2017 - 06/30/2018	Benefits Data Validation Populations Results for VY 2017	<a href="https://oui.doleta.gov/dv/pdf/results_vy17.pdf">https://oui.doleta.gov/dv/pdf/results_vy17.pdf</a>
64	External Review and Report	Quarterly Accident Report	State Fleet Management - SC Dept. of Admin.	State	Quarterly	07/01/2017 - 06/30/2018	Provides information on any incidents involving motor pool vehicles	<a href="https://www.admin.sc.gov/stateagenciesupportservices/state-fleet-management">https://www.admin.sc.gov/stateagenciesupportservices/state-fleet-management</a>