

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

**Fiscal Year 2019–2020
Accountability Report**

SUBMISSION FORM

AGENCY MISSION	To prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
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AGENCY VISION	We will be the leader in quality employment outcomes for our consumers and business partners through our people, partnerships, and performance.
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

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

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and to the State Library? See also S.C. Code Ann. § 60-2-30.

	Yes	No
REPORT SUBMISSION COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

RECORDS MANAGEMENT COMPLIANCE:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?

REGULATION REVIEW:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SCVRD has conducted a review of the requirements in S.C. Code Ann. §1-23-120(J). The agency’s authority to operate the VR program is codified in state law at Section 43, Chapter 31 (The Vocational Rehabilitation Act of South Carolina). Federal authorizing legislation is the Workforce Innovation and Opportunity Act (Public Law 113-128, 29 U.S.C. §3101, et seq.). Title IV of WIOA amended Title I of the Rehabilitation Act of 1973. Federal regulations pertaining to the VR program are located within 34 C.F.R. part 361, 34 C.F.R. part 363 and 34 C.F.R. part 397. §361.50 requires the State Unit to develop and maintain written policies covering the nature and scope of each of the vocational rehabilitation services specified in §361.48. SCVRD has complied with Section 1-23-120 (H) to maintain written policies per federal regulation, and these policies meet the content requirements specified in section 43-31-80 of the S.C. code.

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

	<u><i>Name</i></u>	<u><i>Phone</i></u>	<u><i>Email</i></u>
PRIMARY CONTACT:	Jacob Chorey	803-896-7047	jchorey@scvrd.net
SECONDARY CONTACT:	Eric Moore	803-896-6506	emoore@scvrd.net

I have reviewed and approved the enclosed FY 2019–2020 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file
(TYPE/PRINT NAME):	Felicia W. Johnson

BOARD/CMSN CHAIR (SIGN AND DATE):	Signature on file
(TYPE/PRINT NAME):	Roxzanne B. Breland

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

AGENCY'S DISCUSSION AND ANALYSIS

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

WIOA measures and associated challenges for SCVRD:

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

- Percentage of program participants who are employed during the second quarter after exit
- Percentage of program participants who are employed during the fourth quarter after exit
- Median earnings of program participants who are employed during the second quarter after exit
- Percentage of program participants obtaining a recognized post-secondary credential or secondary school diploma during participation or within one year of exit
- Percentage of participants who are in education or training programs achieving Measurable Skill Gains (MSGs)
- Effectiveness in serving employers (these measures are shared across the state's WIOA partner programs)
 - Employer Penetration Rate (Percentage of the state's businesses receiving employer services)
 - Repeat Business Customer Rate (Percentage of business customers served during the year that received employer services multiple times during the last three years)

These performance measures replaced longtime standards and indicators that RSA had used to gauge VR agency success in employment outcomes for people with disabilities. The new measures are held commonly with other core partners of WIOA: the Department of Employment and Workforce and SC Works, Adult Education, and the Commission for the Blind. The partners worked together to develop a 4-year Unified State Plan in 2016. In accordance with WIOA, a modified State Plan was submitted to the U.S. Department of Labor and the U.S. Department of Education in 2018, and was approved. Partners submitted a new 4-year Combined State Plan (which included additional partners) in 2020, which was approved by the federal review panel.

While meeting all reporting requirements, VR remains in a baseline period for establishing performance levels on all but one of the WIOA CPMs. FY 2019-20 completed the baseline period for the Measurable Skill Gains rate, and a performance target for FY2020-21 has been negotiated with RSA for that measure. All of the CPMs are focused on longer term results—retention in employment, earnings, the quality and impact of services VR provides, and how VR meets employer needs in providing employees who have the skills and credentials required for career success. Unlike previous measures, these require assessing the status of participants well after their cases have closed. VR has entered into data sharing agreements for wage verification and post-exit data elements (education and employment data) to facilitate collection of required inputs for reporting.

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

The agency has had a longtime focus on school-to-work transition services and has devoted significant resources to maintain a strong presence in schools over the years. WIOA supports that focus and has furthered it by identifying a specific set of Pre-Employment Transition Services (Pre-ETS) for which VR agencies are required to devote 15 percent of their federal allotments. These services, in addition to other transition services provided by VR, will enhance career opportunities for students with disabilities as they complete their high school years and move on to employment or to post-secondary education or other career training. Adaptation to the new requirements has necessitated changes in staffing, tracking of personnel time devoted specifically to provision of Pre-ETS and further coordination of school and other agency partnerships associated with services to youth with disabilities.

Commissioner Felicia W. Johnson actively manages achievement of the agency mission, aligning efforts with the implementation of WIOA. Through her executive and senior management teams, and with Agency Board support, she conducts ongoing assessments of agency operations and spending. The required implementation of the new, federally mandated performance measures and redirection of resources to meet mandates for Pre-ETS revealed the need for significant internal restructuring efforts to attain required levels of programmatic achievement and resource efficiencies.

The agency has taken numerous steps to reduce its operational costs, including delayed vacancy postings for non-critical positions, reductions in part-time positions, a freeze on personnel reclassifications, increased coordination of travel, and other expenditure reductions. Vacancies are assessed to determine whether duties can be assigned to other staff with appropriate skill levels or if assistance from neighboring Area Offices is viable. The number of active caseloads remains at 251. Operational costs have been re-examined and reduced significantly. All actions have been evaluated through the lens of WIOA implementation and safeguarding the provision of quality services to program participants.

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

Accomplishments during SFY 2020:

- *Return on Investment:* People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families’ lives by earning income, lessening their reliance on government assistance, and stimulating the state’s economy by paying taxes, making purchases, and ultimately contributing to the state’s return on its investment in their services. Based on a **cost benefit analysis** of SFY 2020 successful outcomes, it is conservatively estimated that these rehabilitated consumers will pay back a minimum \$4.47 in taxes for every dollar spent on their services, repaying the cost of those services in approximately 4.52 years. This represents a 22.10% annual rate of return.
- *Successful Employment Outcomes:* In response to the COVID-19 pandemic, SCVRD evaluated the impact of labor market conditions on the employment outlook for its consumers – particularly data demonstrating that the occupations hardest hit by layoffs were those in which SCVRD consumers are typically most heavily represented. Based on this analysis, the Department adjusted its annual goal for number of successful outcomes accordingly. Despite these challenging circumstances, the Department exceeded the revised goal by 6.15%, assisting 4,007 consumers in achieving competitive, integrated employment during SFY 2019. VR served 27,636 people (including all applicants and consumers whose

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

services may have carried over from previous years). Over seventy-nine percent of the Department’s successfully rehabilitated consumers worked 30 or more hours per week.

- *COVID-19 response measures* resulted in newly developed flexibilities and innovation in service delivery and in collaborative work processes. While only essential personnel were permitted to report in person to Agency offices for a substantial portion of the year, and no staff were able to travel to itinerant sites, most Agency services continued via technology; and, work units continued to meet virtually to plan and execute strategies via various digital platforms. Some staff whose normal duties cannot be performed remotely were temporarily assigned to other duties, which enabled them to continue to work rather than using leave days, and also enabled the Agency to fulfill its commitments to businesses and industry, whose products – some life-saving in nature – could not be brought to market without the work done in the SCVRD Job Readiness Training Centers.
- *Disability Mentoring Day* also demonstrated sustained participation. This program, conducted by VR Area Offices throughout the state, connects students with disabilities with employers from fields of their interest and provides mentoring and job shadowing opportunities. Nearly 2,000 students participated in SFY2020.
- *Partnerships with business and industry* are vital for providing high quality career opportunities for consumers. VR now has 404 agreements with businesses outsourcing work to VR Job Readiness training Centers. These agreements allow businesses to remain efficient with the utilization of their facilities while also providing valuable Job Readiness Training for thousands of VR consumers each year, including skills for in-demand occupations and soft skills to enhance employability. Additionally, VR Business Development Specialists (BDSs) engage in sector partnership in an effort to develop a system that supports strong regional economies by aligning the resources of all partners, public and private, toward developing a workforce supply chain that enhances development of consensus-based, targeted industry sectors and creates meaningful career pathways for a range of workers with various skill levels. They work collaboratively, in an integrated fashion, to address any skill gaps and to ensure that the talent pipeline process is fully developed. BDSs also participate on Integrated Business Services teams in all twelve of the State’s Workforce Development Areas, along with staff from SC Works and other workforce development partners, to provide a coordinated approach to business development activities.
- *WIOA technical assistance resources and trainings* were updated, created and delivered for all field, comprehensive and State Office staff, ensuring adherence to existing, revised and new guidance from federal partners and technical assistance centers. Data collection and reporting systems were also updated to reflect changing requirements and to ensure accurate data are available and submitted timely, per federal requirements. Additionally, data validation procedures were developed and implemented for new federal performance measures, and these measures were incorporated into the Agency’s existing Program Integrity model.
- The Agency addressed anticipated leadership needs within the organization through its Leadership Development Program (LDP), a targeted program for succession planning. This highly individualized approach focuses on specific agency roles with minimal concentration on classroom instruction and more on specific workplace settings and requirements, with assigned mentors. This year, a new graduate of the LDP became a senior administrative manager for the agency and another participant became an area supervisor. The agency continues to offer other professional development classes covering a wide range of skills for career and personal growth enhancement. During the COVID-19 pandemic, some trainings were converted to virtual instruction, and employees statewide utilized training modules available on the agency’s customized online learning management system.

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

- *Administrative costs* as a percentage of the Agency’s total operating expenditures remained below 6.5%.
- *Privacy and security* were also at the forefront as the Agency’s Privacy Coordinator worked with all staff on precautions for protecting sensitive or confidential information of consumers or staff. The Information Technology Department coordinated cybersecurity awareness training, which all required staff completed.
- *Communications* focused on building a cohesive presence. Information shared through social media had an engagement increase (link clicks, sharing, etc.) of 10.1%. Followers on Facebook, LinkedIn, and Twitter increased 16.6%, 11% and 15% respectively. An “SCVRD Strong” video, created specifically to reinforce VR availability during the COVID-19 pandemic, was shared 282 times. Website traffic boasted nearly 99,000 unique visitors and more than 306,000 page views. In the community, presentations were given at Rotary Clubs and Chamber of Commerce meetings highlighting the services offered by VR. Templates representing a more unified, professional VR look were provided to area offices to use when promoting office events/workshops. Posters were updated to reflect positive image reinforcement of VR services. A video acknowledging the 100th anniversary of Vocational Rehabilitation was produced and posted online. Internally, processes were streamlined whereby all memos are now funneled through the Communications department. A video thanking the staff for their ingenuity and perseverance during the pandemic was created, which featured photos from offices around the state as well as a personal message from the Commissioner. A separate staff portal on the website was developed to assist DDS with training during the pandemic.
- *Disability Determination Services* continued to perform at high levels. This unit, which adjudicates Social Security disability claims, achieved a 96% rate for documentation accuracy on quality reviews before SSA suspended reviews due to the COVID-19 pandemic.

Information about SCVRD that may be helpful in reviewing the accompanying Annual Accountability Report for 2019-2020:

Main products, services and delivery methods

- Eligible applicants with disabilities have a program of services coordinated by their Counselors at one of 31 local offices and spread throughout the state. Together, the consumer and VR Counselor develop an individualized plan for employment. Career options are explored, and the consumer receives vocational assessment and extensive counseling and guidance. Other services may include physical restoration services, job preparedness classes to enhance employability, Job Readiness Training at one of the Department’s 25 Job Readiness Training Centers, or additional services leading to job placement. Successful, suitable employment, in alignment with consumer interests, is the desired outcome of any combination of services provided.
- Many consumers, from all parts of the State, who have significant physical disabilities benefit from services at the Department’s campus in West Columbia, such as a comprehensive evaluation to determine vocational potential; pain management; brain injury sessions to learn coping skills; physical therapy, aquatic therapy and muscular development; rehabilitation technology program, which uses an engineering approach to overcome employment and independent living barriers; and an Information Technology training program, which provides consumers with a business community-driven training curriculum for technology jobs. Many of these same services are provided to Upstate consumers at the Department’s Bryant Center in Lyman.
- The Department has specialized services such as cardiac rehabilitation; deaf and hard of hearing services; job retention services for employees of businesses throughout the state whose jobs are jeopardized by disabling conditions; supported employment (on-site, systematic instruction to achieve

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

proficiency in performing job duties); and substance abuse recovery services at an SCVRD residential recovery center in Florence.

- The Department’s 25 Job Readiness Training Centers provide vital Job Readiness Training for consumers and a cost-effective outsourcing option for more than 400 business and industry partners statewide.
- The Social Security Disability Determination Services program, located in the Columbia, Greenville and Charleston areas, processes Supplemental Security Income and Social Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the Department of Health and Human Services.
- As of June 2020, the department had 944 employees in full-time equivalent positions and 239 employees in temporary positions.

Key customer segments and stakeholders

- ***Primary customers (consumers):*** The Department mission centers on preparing people with disabilities to secure, retain or regain employment. It does not provide lifelong services. To be eligible, an applicant must have a physical or mental impairment that substantially interferes with his or her ability to work. The person must also require and be able to benefit from vocational rehabilitation services that would lead to permanent, competitive employment. The Department is unique in that its primary customers are people with more than 135 different physically and mentally disabling conditions. The consumers’ expectation is to receive appropriate services that will result in successful employment that is consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.
- ***Business and industry partners:*** These include employers who expect the agency to provide well-qualified, reliable employees; companies that provide customized training opportunities for in-demand careers, outsource work for consumers in Job Readiness Training and that require high-quality, timely, and cost-effective production; companies that utilize job retention services, which help people whose jobs are jeopardized by disabling conditions; and businesses taking part in SCVRD work assessment, training, mentoring and job shadowing services. Business partners also include vendors who assist the Agency in providing needed goods and services that contribute to successful employment outcomes for consumers.
- ***State and local agencies and private, non-profit organizations:*** SCVRD has hundreds of cooperative agreements with organizations throughout the state. These agency partners expect SCVRD to provide the competitive employment outcome component that their consumers need to round out the scope of services that bring newfound independence for people with disabilities.
- ***Taxpayers/Legislators:*** The Agency must be accountable in its service delivery and its practices, and provide results that show efficiency and effectiveness.

Risk Assessment and Mitigation Strategies

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

Should the agency experience such negative impact, outside help would be available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal regulatory agency for the public vocational rehabilitation program. Historically, two consecutive years of substandard performance on primary indicators would trigger reviews by RSA. Several national technical assistance centers have also been

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

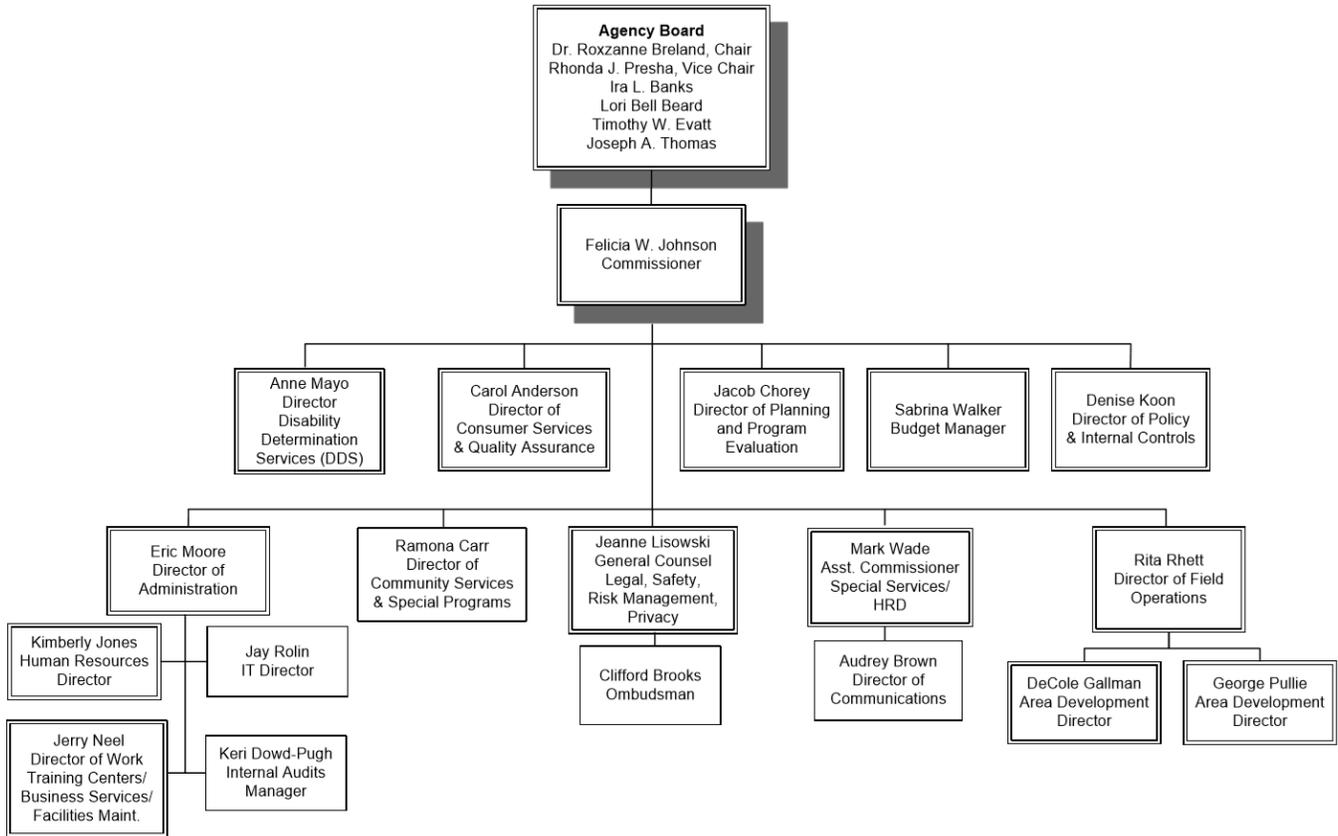
established in various topical areas to assist vocational rehabilitation agencies in successfully meeting the requirements of service provision required by the Workforce Innovation and Opportunity Act.

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

Restructuring Recommendations

The agency does not have any recommendations for restructuring.

South Carolina Vocational Rehabilitation Department



Rev. 07-01-2020

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.							
	S	1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.							
	M			1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	53.48%	Increase	56.52%	July 1-June 30	RSA and Internal Report	Percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	M			1.1.2	Percentage of program participants who are employed during 4th quarter after exit	52.20%	Increase	55.04%	July 1-June 30	RSA and Internal Report	Percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	S	1.2			Enhance school-to-work transition services.							
	M			1.2.1	Number of students receiving Pre-Employment Transition Services as specified by the Workforce Innovaton and Opportunit Act (WIOA)	10,560	Increase	14,820	July 1 - June 30	RSA and Internal	Number of students receiving the 5 required activities for Pre-Employment Transition Services: Job Exploration Counseling, Work-based Learning Experiences, Counseling on Opportunities for Transition or Post-secondary Education, Workplace Readiness Training, and Instruction in Self-advocacy; includes both VR consumers and potentially eligible students	Demonstrates outreach to students with disabilities who can benefit from this assistance in preparing for transition into employment; federally mandated services
	M			1.2.2	Percentage of individuals served by agency who are in transition age range (14-24)	39.3%	30%	39.8%	July 1 - June 30	Internal	Total number of individuals served who were between the ages of 14 and 24 at application, divided by the total number of individuals who received services, multiplied by 100	Maintains focus on services to students and youth, as mandated by WIOA
	M			1.2.3	Number of students participating in Disability Mentoring Day activities	2,692	Increase	1,972	October-November 2019	Internal	Total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadowing/mentoring opportunities	Maintains focus on services to students and youth, as mandated by WIOA
	S	1.3			Enhance job-driven vocational training programs.							
	M			1.3.1	Percentage of participants who are in education or training program achieving Measurable Skill Gains, as defined by WIOA	7.4%	Increase	30.2%	July 1-June 30	RSA	Of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment, percentage who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	Federally mandated performance measure; allows for assessment of skill development while in program
Government and Citizens	G	2			We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.							
	S	2.1			Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.							
	M			2.1.1	Percentage of new employees who completed all assigned training in their first year of employment	98%	90%	100%	July 1- June 30	Internal	Rate from training record system	Assurance that new employees have foundational knowledge and skills to succeed in their positions

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

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		Goal	Strategy	Measure		Base	Target	Actual				
	M			2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance.	93%	80%	96%	July 1 - June 30	Internal	Derived from post-training evaluation surveys	Assesses the degree to which training met expectations of participants in enhancing professional development skills
S 2.2 Foster an environment promoting professional growth and future leadership opportunities, employee accountability and ethical standards.												
	M			2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	91.7% (19th highest among state agencies)	100%	94.20%	October 1-September 30	SC Human Affairs Commission	Average percentage of goals met based on adjusted availability by category	Supports the Department's commitment to equal employment opportunity for the citizens of South Carolina; legal requirement
	M			2.2.2	Agency staff turnover rates compare favorably with the average for government entities nationally	13.82%	Lower than 19.2%	11.75%	SCVRD: July 1-June 30; most recent comparative data available	SCVRD's HR department, SC State Division of Human Resources, U.S. Department of Labor	Compiled from most recently available state and national data; current state comparative value estimated from available DHR data	Used to indicate employee satisfaction with the work environment; reduced turnover positively impacts consumer/claimant service delivery and reduces operational costs
	M			2.2.3	Percentage of consumer complaints resolved without need for formal administrative review	100%	90%	100%	July 1-June 30	VR Ombudsman database, reported to RSA	Percentage of complaints received by Ombudsman office resolved without a consumer request for a hearing with an independent hearing officer	Customer service quality indicator
G 3 Accountability to taxpayers through efficient and effective use of resources entrusted to us.												
S 3.1 Successful outcomes for consumers and claimants using resources effectively.												
	M			3.1.1	Median quarterly earnings of program participants who are employed during 2nd quarter after exit	\$3,882	Increase	\$4,057	July 1-June 30	RSA and Internal	Median earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; indicator of quality of employment outcomes
	M			3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$4.49	Increase	\$4.47	July 1-June 30	Internal	Validated Formula - factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	Represents the return on taxpayer investment in the VR program
	M			3.1.3	Percentage of consumers surveyed one year after successful employment outcome who say they would recommend VR to others	98.8%	Increase	98.9%	Cases closed during SFY 2019	Internal	Number of affirmative responses divided by total number of respondents to surveys mailed to consumers one year after successful outcome closure of their cases	Quality indicator - gauges former consumer satisfaction one year after conclusion of successful employment outcome
	M			3.1.4	Social Security Administration (SSA) Disability Determination Documentation Accuracy	98.40%	97%	96.00%	Oct. 1-Sept. 30 (Quality Reviews suspended due to COVID-19, stats issued January)	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	Indicator of correct decision-making on claims by individuals applying for Social Security disability benefits
S 3.2 Continued evaluation and improvement of key processes.												

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

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	M			3.2.1	Agreed Upon Procedures audit findings	1 finding (for SFY 18)	0 findings	1 finding for SFY 20	July 1-June 30	Office of State Auditor	Application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Strengthening of internal controls and accounting records
	M			3.2.2	Program Integrity Compliance Assurance results	95.93%	Improvement	83.29%	July 1-June 30	Internal	Adherence to Consumer Services policy as evidenced in Quality Assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	Indicator of fidelity to internal polices for service delivery
	M			3.2.3	Average number of days to develop Individualized Plan for Employment from application date	63	Reduce	72	July 1 - June 30	Internal	Sum of the counts of days from date of application to date of plan development for each consumer who had a plan developed, divided by the number of consumers who had a plan developed	Indicator of how promptly cases progress from application, through eligibility determination and assessment, to development of an individualized plan for employment and provision of planned services; comparison to maximum number of days allowed, per federal regulations (150 days)
S 3.3 Ensure safety, security and adequacy of infrastructure.												
	M			3.3.1	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.00	Lower	1.36	July 1-June 30	State Accident Fund	EMOD for all 25 Job Readiness Training Centers added to EMOD for agency employees, then averaged	To promote a safe work environment for consumers and staff, and improve cost containment
	M			3.3.2	SOC alert incidents are addressed and reported within 24 hours	100%	100%	100%	July 1 - June 30	VR Information Technology and state Division of Information Security (DIS)	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	Reflects the Agency's success in preventing invasions of its network firewall
	M			3.3.3	Annual completion of cyber security awareness training by all VR general program employees	100%	100%	100%	July 1 - June 30	Internal	Number of VR employees completing DIS Cyber Security Awareness Training divided by the total number of employees required to complete the training	Educates all staff in prevention of malicious attacks or scams while using computers or other Internet-equipped devices
Public Infrastructure and Economic Development	G	4 Maintain a dynamic network of partnerships to shape a better future for all stakeholders.										
	S	4.1 Increase collaboration with other state agencies and community organizations.										
	M			4.1.1	New applicants referred for VR services	13,169	Increase	10,889	July 1- June 30	Internal	Count of new applicants statewide	Indicator of success in outreach to individuals who can benefit from VR services and of success in establishing and maintaining relationships with partner organizations and other referral sources.
	M			4.1.2	Increase in cooperative agreements associated with strategic goals	403	Increase	418	July 1-June 30	Internal	Count of new and continued memoranda of understanding with community partners, all types	Develop and maintain a dynamic network of partnerships in support of achieving the agency mission
	M			4.1.3	VR involvement level with Integrated Business Service teams for all Local Workforce Development Boards	100%	100%	100%	July 1-June 30	Internal and Local Workforce Development Boards	Number of local Integrated Business Services (IBS) teams with active participation by VR Business Development Specialists, divided by total number of IBS teams	Reflects collaboration with WIOA core partners and local business leaders in outreach to employers
	S	4.2 Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community.										

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	M			4.2.1	Employer penetration rate	11.5% (Nat'l 8.0%)	Increase	14% (Nat'l 8.3%)	July 1-June 30	RSA	Number of employers in the state using workforce system services, divided by the total number of employers in the state	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system
	M			4.2.2	Repeat business customer rate	47% (Nat'l 42.5%)	Increase	38% (Nat'l 50%)	July 1-June 30	RSA	Number of employers in the state who used workforce system services during the reporting year AND previously in the past three years, divided by the number of employers in the state who received workforce system services during the past three years	Federally mandated performance measure; assesses effectiveness of workforce system in serving the state's employers
	M			4.2.3	Agreements with business and industry for Job Readiness Training for VR consumers	400	Increase	404	July 1-June 30	Internal	Total number of business and industry partners who outsource work to VR's Job Readiness Training Centers	Provide valuable Job Readiness Training for thousands of VR consumers each year, including skills for in-demand occupations and soft skills to enhance employability

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.							
	S	1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.							
	M			1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	56.52%	Increase		July 1-June 30	RSA and Internal Report	Percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	M			1.1.2	Percentage of program participants who are employed during 4th quarter after exit	55.04%	Increase		July 1-June 30	RSA and Internal Report	Percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Federally mandated performance measure; assesses retention in employment after program exit
	S	1.2			Enhance school-to-work transition services.							
	M			1.2.1	Number of students receiving Pre-Employment Transition Services as specified by the Workforce Innovaton and Opportunit Act (WIOA)	14,820	Increase		July 1 - June 30	RSA and Internal	Number of students receiving the 5 required activities for Pre-Employment Transition Services: Job Exploration Counseling, Work-based Learning Experiences, Counseling on Opportunities for Transition or Post-secondary Education, Workplace Readiness Training, and Instruction in Self-advocacy; includes both VR consumers and potentially eligible students	Demonstrates outreach to students with disabilities who can benefit from this assistance in preparing for transition into employment; federally mandated services
	M			1.2.2	Percentage of individuals served by agency who are in transition age range (14-24)	39.8%	At least 30%		July 1 - June 30	Internal	Total number of individuals served who were between the ages of 14 and 24 at application, divided by the total number of individuals who received services, multiplied by 100	Maintains focus on services to students and youth, as mandated by WIOA
	M			1.2.3	Number of students participating in Disability Mentoring Day activities	1,972	Increase		October-November 2020	Internal	Total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadowing/mentoring opportunities	Maintains focus on services to students and youth, as mandated by WIOA
	S	1.3			Enhance job-driven vocational training programs.							
	M			1.3.1	Percentage of participants who are in education or training program achieving Measurable Skill Gains, as defined by WIOA	30.2%	22%		July 1-June 30	RSA	Of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment, percentage who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	Federally mandated performance measure; target is negotiated with RSA; allows for assessment of skill development while in program
	M			1.3.2	Consumers participating in Customized Training and Demand-driven Training	203	Increase		July 1-June 30	Internal	Total number of eligible VR consumers who receive Customized or Demand-driven Training	Focus on training programs jointly developed with specific employers or industries, which qualify participants/trainees for available, in-demand jobs
Government and Citizens	G	2			We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.							
	S	2.1			Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.							

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	M			2.1.1	Percentage of new employees who completed all assigned training in their first year of employment	100%	90%		July 1- June 30	Internal	Rate from training record system	Assurance that new employees have foundational knowledge and skills to succeed in their positions
	M			2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance.	96%	80%		July 1 - June 30	Internal	Derived from post-training evaluation surveys	Assesses the degree to which training met expectations of participants in enhancing professional development skills
	S			2.2	Foster an environment promoting professional growth and future leadership opportunities, employee accountability and ethical standards.							
	M			2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	94.20%	100%		October 1- September 30	SC Human Affairs Commission	Average percentage of goals met based on adjusted availability by category	Supports the Department's commitment to equal employment opportunity for the citizens of South Carolina; legal requirement
	M			2.2.2	Agency staff turnover rates compare favorably with the average for government entities nationally	11.75%	Lower than 18.6%		SCVRD: July 1- June 30; most recent comparative data available	SCVRD's HR department, SC State Division of Human Resources, U.S. Department of Labor	Compiled from most recently available state and national data; current state comparative value estimated from available DHR data	Used to indicate employee satisfaction with the work environment; reduced turnover positively impacts consumer/claimant service delivery and reduces operational costs
	M			2.2.3	Percentage of consumer complaints resolved without need for formal administrative review	100%	90%		July 1-June 30	VR Ombudsman database, reported to RSA	Percentage of complaints received by Ombudsman office resolved without a consumer request for a hearing with an independent hearing officer	Customer service quality indicator
Government and Citizens	G			3	Accountability to taxpayers through efficient and effective use of resources entrusted to us.							
	S			3.1	Successful outcomes for consumers and claimants using resources effectively.							
	M			3.1.1	Median quarterly earnings of program participants who are employed during 2nd quarter after exit	\$4,057	Increase		July 1-June 30	RSA and Internal	Median quarterly earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Federally mandated performance measure; indicator of quality of employment outcomes
	M			3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$4.47	Increase		July 1-June 30	Internal	Validated Formula - factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	Represents the return on taxpayer investment in the VR program
	M			3.1.3	Percentage of consumers surveyed one year after successful employment outcome who say they would recommend VR to others	98.9%	95%		Cases closed during SFY 2020	Internal	Number of affirmative responses divided by total number of respondents to surveys mailed to consumers one year after successful outcome closure of their cases	Quality indicator - gauges former consumer satisfaction one year after conclusion of successful employment outcome
	M			3.1.4	Social Security Administration (SSA) Disability Determination Documentation Accuracy	96.00%	97%		Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	Indicator of correct decision-making on claims by individuals applying for Social Security disability benefits
	S			3.2	Continued evaluation and improvement of key processes.							

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure	
		Goal	Strategy	Measure		Base	Target	Actual					
	M			3.2.1	Agreed Upon Procedures audit findings	1 finding for SFY 20	0 findings		July 1-June 30	Office of State Auditor	Application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Strengthening of internal controls and accounting records	
	M			3.2.2	Program Integrity Compliance Assurance results	83.29%	Increase		July 1-June 30	Internal	Adherence to Consumer Services policy as evidenced in Quality Assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	Indicator of fidelity to internal polices for service delivery	
	M			3.2.3	Average number of days to develop Individualized Plan for Employment from application date	72	Reduce		July 1 - June 30	Internal	Sum of the counts of days from date of application to date of plan development for each consumer who had a plan developed, divided by the number of consumers who had a plan developed	Indicator of how promptly cases progress from application, through eligibility determination and assessment, to development of an individualized plan for employment and provision of planned services; comparison to maximum number of days allowed, per federal regulations (150 days)	
	S			3.3	Ensure safety, security and adequacy of infrastructure.								
	M			3.3.1	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.36	Lower		July 1-June 30	State Accident Fund	EMOD for all 25 Job Readiness Training Centers added to EMOD for agency employees, then averaged	To promote a safe work environment for consumers and staff, and improve cost containment	
	M			3.3.2	SOC alert incidents are addressed and reported within 24 hours	100%	100%		July 1 - June 30	VR Information Technology and state Division of Information Security (DIS)	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	Reflects the Agency's success in preventing invasions of its network firewall	
	M			3.3.3	Annual completion of cyber security awareness training by all VR general program employees	100%	100%		July 1 - June 30	Internal	Number of VR employees completing DIS Cyber Security Awareness Training divided by the total number of employees required to complete the training	Educates all staff in prevention of malicious attacks or scams while using computers or other Internet-equipped devices	
Public Infrastructure and Economic Development	G			4	Maintain a dynamic network of partnerships to shape a better future for all stakeholders.								
	S			4.1	Increase collaboration with other state agencies and community organizations.								
	M			4.1.1	New applicants referred for VR services	10,889	Increase		July 1- June 30	Internal	Count of new applicants statewide	Indicator of success in outreach to individuals who can benefit from VR services and of success in establishing and maintaining relationships with partner organizations and other referral sources	
	M			4.1.2	Increase in cooperative agreements associated with strategic goals	418	increase		July 1-June 30	Internal	Count of new and continued memoranda of understanding with community partners, all types	Develop and maintain a dynamic network of partnerships in support of achieving the agency mission	
	M			4.1.3	VR involvement level with Integrated Business Service teams for all Local Workforce Development Boards	100%	100%		July 1-June 30	Internal and Local Workforce Development Boards	Number of local Integrated Business Services (IBS) teams with active participation by VR Business Development Specialists, divided by total number of IBS teams	Reflects collaboration with WIOA core partners and local business leaders in outreach to employers	
	S			4.2	Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community.								

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	M			4.2.1	Employer penetration rate	14% (Nat'l 8.3%)	Increase		July 1-June 30	RSA	Number of employers in the state using workforce system services, divided by the total number of employers in the state	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system
	M			4.2.2	Repeat business customer rate	38% (Nat'l 50%)	Increase		July 1-June 30	RSA	Number of employers in the state who used workforce system services during the reporting year AND previously in the past three years, divided by the number of employers in the state who received workforce system services during the past three years	Federally mandated performance measure; assesses effectiveness of workforce system in serving the state's employers
	M			4.2.3	Agreements with business and industry for Job Readiness Training for VR consumers	404	Increase		July 1-June 30	Internal	Total number of business and industry partners who outsource work to VR's Job Readiness Training Centers	Provide valuable Job Readiness Training for thousands of VR consumers each year, including skills for in-demand occupations and soft skills to enhance employability

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Program Template

Program/Title	Purpose	FY 2019-20 Expenditures (Actual)				FY 2020-21 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. General Administration	Leadership, general operation and support of all agency programs	\$ 688,226	\$ 134,904	\$ 4,784,913	\$ 5,608,042	\$ 1,314,062	\$ 115,000	\$ 7,894,018	\$ 9,323,080	1.1.1 through 1.1.2, 2.1.1 through 2.2.3, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.3.1 through 3.3.3, 4.2.1, 4.2.2
II. A. Basic Service Program	Delivery of services to eligible South Carolinians with disabilities to prepare and assist them to achieve and maintain competitive employment	\$ 10,678,495	\$ 15,149,956	\$ 40,375,216	\$ 66,203,667	\$ 10,711,916	\$ 29,982,118	\$ 49,043,612	\$ 89,737,646	1.1.1 through 1.3.1, 2.2.3, 3.1.1 through 3.1.3, 3.2.2, 3.2.3, 4.1.1 through 4.2.3
II. B. Special Projects	Special grant programs targeted to specific areas, including In-Service Training and Supported Employment	\$ 10,115	\$ 20,687	\$ 257,085	\$ 287,888	\$ 66,557	\$ -	\$ 1,452,619	\$ 1,519,176	1.1.1, 1.1.2, 3.1.1
III. Disability Determination Services	Adjudication of SSI/SSDI claims for the Social Security Administration	\$ -	\$ 2,563,780	\$ 27,641,479	\$ 30,205,259	\$ -	\$ 3,214,572	\$ 45,801,197	\$ 49,015,769	3.1.4
IV. Employee Benefits	Employer Contributions	\$ 4,059,219	\$ 992,481	\$ 17,460,746	\$ 22,512,446	\$ 4,966,308	\$ 2,028,511	\$ 18,150,661	\$ 25,145,480	2.2.1, 2.2.2
V. Non-Recurring Appropriations	Proviso 118.15 and 118.16	\$ 1,258,173	\$ -	\$ -	\$ 1,258,173	\$ 625,935	\$ -	\$ -	\$ 625,935	4.1.1, 4.1.2
All Other Items including Capital Projects		\$ 591,519	\$ 119,731	\$ 2,029,583	\$ 2,740,833	\$ -	\$ 477,269	\$ 769,658	\$ 1,246,927	3.3.1, 4.2.3
Total Funds		\$ 17,285,747	\$ 18,981,538	\$ 92,549,023	\$ 128,816,308	\$ 17,684,778	\$ 35,817,470	\$ 123,111,765	\$ 176,614,013	

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

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	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Statute	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.
2	Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Public Law #113-128; 34 CFR Parts 361, 363, 397,463.	Federal	Statute	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services provided in accordance with a Unified State Plan submitted in cooperation with other core partner entities of the act, with an emphasis on competitive, integrated employment outcomes, pre-employment transition services, measurable skills gains, employment credential gains, and effectiveness in serving the business community.
3	20 CFR 404.1503 (for Disability Determination Services)	Federal	Regulation	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	Yes	Yes	Other service or product our agency must/may provide	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.
4	20 CFR 404 Subpart Q (for Disability Determination Services)	Federal	Regulation	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	Yes	Yes	Other service or product our agency must/may provide	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.
5	South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	Yes	Yes	Other service or product our agency must/may provide	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.
6	(A54, R80, S462) Amending Section S.C. Code §59-39-100, Code of Laws of South Carolina	State	Statute	Requires SCVRD to collaborate with the state Department of Education, the Department of Employment and Workforce, businesses and stakeholders, to develop criteria for a uniform state-recognized employability credential that is aligned with the program of study for students with a disability whose Individualized Education Program (IEP) team determines that a diploma pathway would not provide a free appropriate public education.	No	No - But relates to manner in which one or more agency deliverables is provided		
7	(A221, R263, H4698) Amending Section S.C. Code §40-47-32, Code of Laws of South Carolina	State	Statute	Waives licensing requirement of an additional state examination for physicians employed by SCVRD's Disability Determination Services as medical consultants who review records and do not perform clinical duties.	No	No - But relates to manner in which one or more agency deliverables is provided		
8	§9-1-1540	State	Statute	Allows the SC Retirement System to contract with SCVRD to evaluate medical evidence for disability retirement applications submitted by members of SCRS, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation. SCRS may condition the approval of a disability requirement application upon the member's participation in VR services.	Yes	Yes	Other service or product our agency must/may provide	Evaluation of disability retirement applications submitted by members of SCRS
9	§9-9-68	State	Statute	Allows the SC Retirement System to contract with SCVRD to evaluate medical evidence for disability retirements for members of the General Assembly elected prior to the general election of 2012, provide vocational rehabilitation services to members on disability retirement, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation.	Yes	Yes	Other service or product our agency must/may provide	Evaluation of disability retirement applications submitted by members of the General Assembly elected prior to the general election of 2012; provide vocational rehabilitation services to members on disability retirement; provide recommendations on vocational rehabilitation
10	§9-11-80	State	Statute	Allows the SC Police Officers Retirement System to contract with SCVRD to evaluate medical evidence for disability retirement applications submitted by members of SCRS, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation. SCRS may condition the approval of a disability requirement application upon the member's participation in VR services.	Yes	Yes	Other service or product our agency must/may provide	Evaluation of disability retirement applications for SC Police Officers Retirement System
11	§12-37-250	State	Statute	Requires SCVRD to, upon request of the person, evaluate any person for total and permanent disability, based upon SCVRD standards, for the purpose of claiming a homestead exemption from property taxes.	Yes	Yes	Other service or product our agency must/may provide	Evaluation of disability claims for homestead exemption
12	§24-13-2110	State	Statute	Requires SCVRD to collaborate and adopt a memorandum of understanding with the South Carolina Department of Corrections, Probation, Parole and Pardon Services, Department of Employment and Workforce, Alston Wilkes Society, and other private sector entities to establish each agency's responsibilities in assisting inmates in preparing for meaningful employment upon release from confinement.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
13	§24-19-60	State	Statute	Permits SCVRD to operate reception and evaluation centers for youthful offenders, in cooperation with and pursuant to a cooperative agreement with the Department of Corrections Youthful Offender Division, utilizing Department of Corrections funds that are appropriate for matching with Federal Vocational Rehabilitation funds	Yes	No - But relates to manner in which one or more agency deliverables is provided		

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.
14	§24-19-80	State	Statute	Permits SCVRD to operate reception and evaluation centers for youthful offenders to make a complete study of each committed youthful offender, including a mental and physical examination, to ascertain his personal traits, his capabilities, pertinent circumstances of his school, family life, any previous delinquency or criminal experience, and any mental or physical defect or other factor contributing to his delinquency, and make recommendations as to the offender's treatment.	Yes	Yes	Other service or product our agency must/may provide	Examine youthful offenders and make recommendations as to treatment
15	§43-5-1125	State	Statute	Requires SCVRD, upon request of the SC Department of Social Services, to perform a disability assessment of an AFDC recipient or a person for whom an AFDC recipient is caring if the recipient or the person for whom they are caring are incapacitated.	Yes	Yes	Other service or product our agency must/may provide	Disability assessment
16	§44-22-190	State	Statute	Requires SCVRD to work with SC DEW and SC DMH in a coordinated effort to find employment for mentally disabled citizens and provide services including, but not limited to, counseling, referral, timely notification of job listings, and other services provided by SCVRD.	Yes	Yes	Other service or product our agency must/may provide	Counseling, referral, timely notification of job listings and other services provided by SCVRD
17	§44-26-200	State	Statute	Requires SCVRD to work with SC DEW and SC DMH in a coordinated effort to find employment for intellectually disabled citizens and provide services including, but not limited to, counseling, referral, timely notification of job listings, and other services provided by SCVRD.	Yes	Yes	Other service or product our agency must/may provide	Counseling, referral, timely notification of job listings and other services provided by SCVRD
18	§44-28-40	State	Statute	Requires SCVRD to provide care or treatment for a beneficiary of a Self-Sufficiency Trust Fund created under Title 44, Chapter 28	Yes	Yes	Other service or product our agency must/may provide	Care or treatment for eligible beneficiaries
19	§44-28-360	State	Statute	Requires SCVRD to provide care or treatment for eligible beneficiaries of a Disability Trust Fund created under Title 44, Chapter 28	Yes	Yes	Other service or product our agency must/may provide	Care or treatment for eligible beneficiaries
20	§59-51-20	State	Statute	Requires SCVRD to cooperate with Wil Lou Gray Opportunity School to provide personal and social adjustment and prevocational and vocational courses for persons with disabilities.	Yes	Yes	Other service or product our agency must/may provide	Personal and social adjustment and prevocational and vocational courses for persons with disabilities
15	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.1	State	FY 2018-19 Proviso	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	No	No - Does not relate directly to any agency deliverables		
16	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.2	State	FY 2018-19 Proviso	(VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.	No	No - Does not relate directly to any agency deliverables		
17	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.3	State	FY 2018-19 Proviso	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	No	No - Does not relate directly to any agency deliverables		
18	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.4	State	FY 2018-19 Proviso	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	No	No - Does not relate directly to any agency deliverables		
19	State Appropriations Act, 2018-2019 (R293, H4950) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.6	State	FY 2018-19 Proviso	(VR: Deferred Maintenance, Capital Projects, Ordinary Repair and Maintenance) The Department of Vocational Rehabilitation is authorized to establish an interest bearing fund with the State Treasurer to deposit funds appropriated for deferred maintenance and other one-time funds from any source. After receiving any required approvals, the department is authorized to expend these funds for the purpose of deferred maintenance, capital projects, and ordinary repair and maintenance. These funds may be carried forward from the prior fiscal year into the current fiscal year to be used for the same purpose.	No	No - Does not relate directly to any agency deliverables		
20	State Appropriations Act, 2017-2018 (R128, H3720) Section 102.3 - E500-Revenue and Fiscal Affairs; 102.3-RFAO: SC Health & Human Services Data Warehouse	State	FY 2018-19 Proviso	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	No	Yes	Other service or product our agency must/may provide	Data that is required to be submitted according to the proviso
21	State Appropriations Act, 2018-2019 (R293, H4950) Section 118 - X910-Statewide Revenues; 118.15 -SR: Nonrecurring Revenue, (B)(9) and (B)(9.1)	State	FY 2018-19 Proviso	Appropriates \$500,000 in nonrecurring funding to Vocational Rehabilitation to "be used by the department to develop an equine therapy program with an emphasis on serving veterans with Post-Traumatic Stress Disorder. Any unexpended funds appropriated to Lander University in previous fiscal years for this purpose shall be transferred to the Department of Vocational Rehabilitation to be expended for this program. The department may utilize existing contract proposals to establish a pilot program at a single location and provide for potential expansion to other locations."	Yes	Yes	Other service or product our agency must/may provide	Equine therapy services for individuals with post-traumatic stress disorder, with an emphasis on services to veterans.

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code and Section: H730 32

Customer Template

Service/Product Provided to Customers	Customer Segments	Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.	Divisions or Major Programs	Description
Counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; pre-employment transition services; job readiness and skills training; assistive technology; job retention services; substance abuse recovery; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.	General Public	To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Demographics are a wide range: male or females as young as age 13 and with no upper age limit as long as the person wants to work and is otherwise eligible. Any disabling condition other than blindness--the Commission for the Blind provides vocational rehabilitation services for that population.	VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
Provision of qualified, well-prepared candidates for employment, internships or apprenticeships; supported employment services (on-site job coaching), on-the-job training; rehabilitation technology applications such as job site modifications to accommodate employees with disabilities; job retention services for employees whose jobs are jeopardized by disabling conditions, including substance abuse recovery; outsource opportunities at SCVRD work training centers, where agency consumers in job readiness training perform tasks outsourced by industry.	Industry	Several hundred employers throughout South Carolina who hire VR consumers, provide work training opportunities for consumers, or both.	VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
Processes initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Performs continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	General Public	To be eligible an individual must not be able to engage in any substantial gainful activity because of a physical or mental impairment that is expected to last for a continuous period of 12 months or result in death. For SSI Disabled Child's benefits a child must have a medically determinable impairment that results in marked and severe functional limitations. Demographics range from children at birth up to individuals under full-retirement age (currently age 66).	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.
Processes claims for Medicaid disability benefits.	General Public	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.
Processes disability claims by South Carolina state employees.	General Public	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code and Section: H730 32

Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Rehabilitation Services Administration	Federal Government	Administers the formula grant program for state vocational rehabilitation agencies. Is charged with evaluating, monitoring, and reporting on the implementation of Federal policy and programs and the effectiveness of vocational rehabilitation, supported employment, and other related programs for individuals with disabilities;	1,2,3,4
Social Security Administration	Federal Government	Adjudication of initial and reconsideration claims for Social Security and Supplemental Security Income disability benefits; continuing disability reviews; participation in Cooperative Disability Investigations Unit.	3
S.C. School Districts/Dept. of Education	K-12 Education Institute	Pre-employment transition services in all districts.	1,3,4
Adult Education	State Government	WIN instruction and testing; WIOA core partner.	1,3,4
Department of Employment and Workforce	State Government	Unified planning for implementation of Workforce Innovation and Opportunity Act (WIOA); coordinated business services teams; youth programs. DEW coordinates the State Workforce Development Board and Local Workforce Development Boards, as well as the SC Works system. WIOA core partner.	1,3,4
Dept. of Disabilities and Special Needs	State Government	VR provides complementary, non-duplicative services leading to competitive employment of consumers; DDSN is an extended complementary service provider beyond the term of VR involvement; also partner in assistive technology services.	1,3,4
Dept. of Mental Health	State Government	To provide complementary, non-duplicative services leading to competitive employment of consumers. To process pre-release applications for Social Security and Supplemental Security Income Disability benefits to assist in the release and placement of DMH patients. To provide expedited processing of SOAR Social Security and Supplemental Security Income Disability applications for homeless individuals with mental illnesses.	1,3,4
Dept. of Social Services	State Government	To provide complementary services leading to competitive employment of consumers; WIOA state plan collaboration.	1,3,4
Department of Health and Human Services	State Government	To provide complementary services leading to competitive employment of consumers; provide Medicaid disability claims processing.	1,3,4
Developmental Disabilities Council	State Government	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.	1,3,4
Department of Juvenile Justice	State Government	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.	1,3,4
Department of Corrections	State Government	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.	1,3,4
Department of Probation, Pardon and Parole Services	State Government	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities.	1,3,4
Wil Lou Gray Opportunity School	State Government	To provide vocational rehabilitation services for "at risk" youth with disabilities.	1,3,4
S.C. Commission for the Blind	State Government	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency. WIOA core partner.	1,3,4
SC School for the Deaf and the Blind	State Government	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1,3,4
S.C. Technical College System	State Government	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD consumers.	1,3,4
Veterans Administration	Federal Government	Agreement for VR to provide work evaluations for the VA's Vocational Rehabilitation and Employment program; local VR office referrals from the VA's community based outpatient clinics. DDS has partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for veterans who are inpatients at VA facilities.	1,3,4
Brain Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.	1,3,4
Spinal Cord Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with spinal cord injuries; education and awareness activities.	1,3,4
Diabetes Outreach Council	Non-Governmental Organization	Mutual referrals of persons with diabetes; education and awareness activities.	1,3,4
Project HOPE Foundation	Non-Government Organization	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior Analysis therapy, education, training, social groups and adult programs. SCVRD provides employment services.	1,3,4
S.C. Assistive Technology Program	Higher Education Institute	Education and awareness; provision of assistive technology devices for persons with disabilities.	1,2

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Transition Alliance of South Carolina	Non-Governmental Organization	Brings multiple agencies and organizations together to enhance school-to-work transition services.	1,4
Center for Disability Resources	Higher Education Institute	Mutual referrals; education and awareness; training and technical assistance.	1,2
Multiple Sclerosis Society of South Carolina	Non-Governmental Organization	Mutual referrals of persons with multiple sclerosis; education and awareness activities.	1,3,4
SC Association for the Deaf	Non-Governmental Organization	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1,3,4
Business Advisory Council	Private Business Organization	Council provides guidance for SCVRD's Information Technology Training Program, including curricula recommendations, selection of candidates, mentoring of students.	1,2,4
Council of State Administrators of Vocational Rehabilitation (CSAVR)	Professional Association	CSAVR is composed of the chief administrators of the public rehabilitation agencies serving individuals with physical and mental disabilities in the States, District of Columbia, and the territories. These agencies constitute the state partners in the State-Federal program of rehabilitation services provided under the Rehabilitation Act of 1973, as amended	1,2,3,4
National Employment Team (The NET)	Professional Association	National and regional collaboration of the public vocational rehabilitation program and major companies/businesses to generate employment opportunities for people with disabilities. Coordinated by Council of State Administrators of Vocational Rehabilitation.	1,2,3,4
Department of Commerce	State Government	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies.	1,2,4
SC Industry Liaison Group	Professional Association	Promotion of employment of SCVRD consumers and exposure to federal contractors seeking qualified job candidates with disabilities.	1,3,4
State and Local Chambers of Commerce	Professional Association	Development of business relationships to enhance employment opportunities for SCVRD consumers.	4
USC Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	1,2
S.C. State University Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	1,2
Protection and Advocacy for People with Disabilities Inc.	Non-Governmental Organization	Advocacy for people with disabilities and resolution of service issues. Operates the Client Assistance Program, representing and advocating for SCVRD's consumers.	1,2,3
Able SC	Non-Governmental Organization	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.	1,2,3,4
Walton Options for Independent Living	Non-Governmental Organization	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.	1,3,4
AccessAbility	Non-Governmental Organization	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.	1,3,4
Division of State Human Resources	State Government	Staff training resources; classification and compensation; professional growth training such as Certified Public Manager Program. HR policy approvals and delegation audits related to salary, classification, and temporary salary adjustments.	2
State Auditor's Office	State Government	Provision of audits.	3
State Accident Fund	State Government	Insurance issues and advisory capacity.	3
S.C. Workers' Compensation Commission	State Government	Referrals of persons with disabling conditions for SCVRD services.	1,3,4
Emergency Management Division	State Government	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.	3,4

Agency Name: VOCATIONAL REHABILITATION

Fiscal Year 2019-2020
Accountability Report

Agency Code: H730 Section: 32

Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	External Review and Report	Agency Accountability and Restructuring Report	Executive Budget Office, Governor and General Assembly	State	Annually	September 13, 2019	Ties together agency strategic plan with performance measures/outcomes; demonstrates accountability in efficiency and effectiveness; allows opportunity to describe current initiatives, achievements, partnerships, oversight procedures, and challenges	https://www.scstatehouse.gov/reports/reports.php
2	External Review and Report	State Information Technology Plan	Department of Administration	State	Annually	August 3, 2019	Information about state technology purchases	irolin@scvrd.net
3	External Review and Report	Bank Account Transparency and Accountability	Executive Budget Office	State	Annually	July 1 - June 30	Information on all transactions in accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or SCEIS	LCurry1@scvrd.net
4	External Review and Report	GCR-1	Executive Budget Office	State	Other	Ongoing	Information on each new federal allocation of funds	Executive Budget Office
5	External Review and Report	Federal Project Review	Executive Budget Office	State	Annually	February 8, 2019	Detailed statements on sources of federal funds	Executive Budget Office
6	External Review and Report	SF-425 Federal Financial Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Twice a year	December 19, 2019	Financial report to assess grantee compliance with fiscal requirements of the Rehabilitation Act	https://rsa.ed.gov/
7	External Review and Report	RSA-2 Annual VR Program Cost Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	December 19, 2019	Program cost information	https://rsa.ed.gov/
8	External Review and Report	RSA-911 Case Services Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Quarterly	November 15, 2019 February 15, 2020 April 15, 2020 August 15, 2020	Captures a variety of demographic and service data for each individual who applies for and receives services during the fiscal year	www.rsa.ed.gov
9	External Review and Report	WIOA Annual Performance Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	October 1, 2019	Statewide performance report that captures participants served, participants exited, funds expended, cost per participant served, participant characteristics, and WIOA common performance measures	www.rsa.ed.gov
10	External Review and Report	State Fiscal Year Closing Packages	SC Comptroller General's Office	State	Annually	July 1 - June 30	Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	EMoore@scvrd.net
11	External Review and Report	Debt Collection Report	General Assembly	State	Annually	February 5, 2020	Amount of agency's outstanding debt and all methods it has used to collect that debt.	LCurry1@scvrd.net
12	External Review and Report	Travel Report	SC Comptroller General's Office	State	Annually	September 10, 2019	Agency travel expenses for the prior fiscal year.	https://cg.sc.gov/sites/default/files/Documents/Publications and Reports/Travel Reports/FY19TravelReport.pdf
13	External Review and Report	EEO Report	SC Human Affairs Commission	State	Annually	October 1, 2018 - September 30, 2019	Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	https://www.scstatehouse.gov/reports/HumanAffairsComm/2020 Report to General Assembly.pdf
14	External Review and Report	Energy Conservation Annual Progress Report	SC Energy Office	State	Annually	September 11, 2019	Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	wstokes@scvrd.net
15	External Review and Report	RSA-722 Annual Report on Appeals Process	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	October 28, 2019	Data on complaints received from SCVRD clients and the resolution/results of appeals	jisowski@scvrd.net
16	External Review and Report	Schedule of Expenditures of Federal Awards	Office of State Auditor	State	Annually	August 12, 2020	Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	SWalker@scvrd.net
17	External Review and Report	Minority Business Enterprise Utilization Plan	Small and Minority Business Contracting and Certification Division	State	Quarterly	August 20, 2019	Establishment of goal for spending a certain percentage of each governmental body's total dollar amount of funds expended with minority business enterprises (MBEs) certified by the Office of Small and Minority Business Assistance	icoleman@scvrd.net
18	External Review and Report	Division of State Human Resources (DSHR) Reporting	DSHR and General Assembly	State	Other	Ongoing	Reporting on various aspects of human resource-related agency activity, tied to budget provisos or state code of laws. Includes several situational reporting requirements, such as information on bonuses, furloughs, voluntary separation incentive actions, etc. Requirements may be found at http://admin.sc.gov/humanresources/agency-information/reporting-and-recordkeeping	kiones@scvrd.net
19	External Review only	Senate Oversight Review	Senate Oversight Committee	State	Other	March 8, 2018 - September 18, 2019	Reviews a variety of data and conducts interviews to determine if agency laws and programs are being implemented as intended by the General Assembly	senateoversight@scsenate.gov
20	External Review only	Agreed Upon Procedures	Office of State Auditor	State	Annually	July 1 - June 30	Agreed upon procedures audit.	http://osa.sc.gov/reports/

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
21	External Review only	Single Audit	Office of State Auditor	State	Other	July 1 - June 30	Single audit	http://osa.sc.gov/reports/
22	External Review only	Delegation Audit	Division of State Human Resources	State	Annually	April 1 - March 31	Audit of compliance with the agency's delegated authority in establishment of salaries, classifications, and temporary salary adjustments.	kiones@scvrd.net
23	External Review only	Not Applicable; year-round review	Social Security Administration	Federal	Annually	October 1-September 30	SSA conducts ongoing reviews of VR's Disability Determination Services unit's performance in disability claim adjudication	shirley.jarrett@ssa.gov
24	Internal Review and Report	Internal Audits	SCVRD Internal Audits Unit	State	Annually	July 1 - June 30	Perform independent assurance and consulting engagements in compliance with Institute of Internal Audit Standards; Federal and State laws; and Vocational Rehabilitation Policy and Procedures. Audit engagements are derived from an annual enterprise risk assessment that incorporates feedback from all levels of the agency. Types of engagements to be performed include financial audits, compliance audits, information technology audits, process audits. Internal audits also conducts special request audits as directed by the Commissioner or Director of Administration.	Kdowd-Pugh@scvrd.net
25	Internal Review and Report	Safety Assessments	SCVRD Legal, Safety and Risk Management Unit	State	Annually	July 1 - June 30	Safety assessments of all SCVRD facilities	jlisowski@scvrd.net