

<b>AGENCY NAME:</b>	<b>DEPARTMENT OF VETERANS' AFFAIRS</b>		
<b>AGENCY CODE:</b>	<b>E260</b>	<b>SECTION:</b>	<b>101</b>

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## Fiscal Year 2020–2021 Accountability Report

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### SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency's budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR</b> <b>(SIGN AND DATE):</b>	Signature on file.
<b>(TYPE/PRINT NAME):</b>	William Grimsley

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

FY 2020-2021 Agency Accountability Report  
**Reorganization and Compliance Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**VETERANS' AFFAIRS**

**Primary Contact:**

First Name	Last Name	Role/Title	Phone	Email Address
Candace	Terry	Director of Governmental Affairs	803-360-8228	candace.terry@scdva.sc.gov

**Secondary Contact**

First Name	Last Name	Role/Title	Phone	Email Address
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**Agency Mission**

The South Carolina Department of Veterans' Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans can thrive as valued and contributing members of the South Carolina community.

**Adopted in:** 2020

**Agency Vision**

Secretary's Intent: The purpose of the South Carolina Department of Veterans' Affairs is to serve Veterans and their families. They are our customers, and customer service is our first and most important job.

**Adopted in:** 2020

**Recommendations for reorganization requiring legislative change.**

No

**Please list significant events related to the agency that occurred in FY 2020-2021.**

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts

**Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?**

**Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.**

No

**Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.**

Yes

**If not, please explain why.**

**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. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).**

Yes


**Does the law allow the agency to promulgate regulations?**

No

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**I. Mission.** The South Carolina Department of Veterans' Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans can thrive as valued and contributing members of the South Carolina community.

**II. Scope of Report.** This report is the second annual report submitted by the Department of Veterans' Affairs, and the first reflecting an entire year under the first Secretary of Veterans' Affairs. During the fiscal year ending 30 June 2021, the Department developed an initial campaign plan, added the detailed analysis to identify strategic and operational objectives within each line of effort, and developed a detailed action plan for FY21-22 – to include specific goals and metrics. While this report focuses on the activity of the Department in FY20-21, it is organized in accordance with the Department's current objectives, as detailed in the graphic below.

 <b>Strategic and Operational Framework</b>		<b>Mission Statement</b> The South Carolina Department of Veterans' Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans can thrive as valued and contributing members of the South Carolina community.		<b>Secretary's Intent</b> The purpose of the South Carolina Department of Veterans' Affairs is to serve Veterans and their families. They are our customers, and customer service is our first and most important job.	
<b>Lines of Effort</b>	Line of Effort 1: Assist Veterans and their families in obtaining the benefits to which they are entitled	Line of Effort 2: Integrate the effects of all entities in the State that provide a service to Veterans or their families		Line of Effort 3: Advocate for Veterans, military installations, service members, and families	
	<b>Strategic Objective 1:</b> Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits	<b>Strategic Objective 2:</b> Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community	<b>Strategic Objective 3:</b> Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community	<b>Strategic Objective 4:</b> Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community	<b>Strategic Objective 5:</b> Sustain and expand the military presence in South Carolina
<b>Operational Objectives</b>	1.1 Operate and support SCDVA offices (USDVA Regional Office, Dorn VA Medical Center, Johnson VA Medical Center), and each county office at full-time capacity (hours and staffing)	2.1 Ensure reliable access to physical, emotional, and mental healthcare for all South Carolina Veterans	3.1 Ensure employment opportunities commensurate with Veteran skills and experience for those Veterans seeking work	4.1 Develop a network to enable the rapid and effective integration of transitioning service members into the South Carolina community	5.1 Sustain existing installations within or affecting South Carolina
	1.2 Maintain technical capability and capacity consistent with known and emerging standards of the USDVA information systems	2.2 Eliminate Veteran suicide in South Carolina	3.2 Ensure availability of adequate, safe, and secure housing for Veterans	4.2 Establish Veterans as respected, accepted, and contributing members of their communities	5.2 Develop opportunities to expand installation missions, resources, personnel, or funding
	1.3 Educate Veterans on USDVA benefits and entitlements		3.3 Ensure adequate nutrition security for Veterans	4.3 Adjust the justice system to provide more favorable long-term outcomes for Veterans	5.3 Meet the most critical quality of life issues for military service members and their families
	1.4 Provide timely and appropriate memorialization of Veterans				

Throughout the past year the Department has been focused on initiating operations to accomplish its mission. A key component of the Department's activities in the past year centered on establishing integrated, multi-organization working groups to gain a better understanding of the scope of Veteran needs and to solicit a broad range of ideas concerning potential solutions to those needs. These multi-organizational working groups have been essential in actively engaging our many partners across the state of South Carolina, building coalitions aimed at achieving the common goal of aligning resources to the Veteran need and enabling the Veteran community to become mentally, emotionally, and physically sound. It is the first step in understanding the landscape of Veteran service providers across the state, whether they be non-profit, governmental, private, etc. As we enter FY21-22, our focus has shifted to gaining a deeper understanding of the assets that each member of the coalition brings to the effort.

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**III. Agency Strategies, Goals, and Outcomes.** Our strategic plan includes four main lines of effort with five associated strategic objectives. The following section details how we have addressed each of our strategic objectives under the main lines of effort over the past fiscal year (2020-2021).

*A. Line of Effort 1: Assist Veterans and their families in obtaining the benefits to which they are entitled.*

1) Strategic Objective 1: Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits.

a) Claims and Appeals. The assist line of effort is associated with the Division of Administration whose primary responsibilities are the operation of the state cemetery and the oversight of the benefits and appeals representatives stationed at the United States Department of Veterans Affairs locations. The Division of Administration also oversees the War Roster and free tuition applications.

In FY20-21, the County offices reported assisting Veterans in the filing of 30,190 claims from Jul-Dec 2020 and filed 29,190 claims from Jan-Jun21. Seven counties reported no data for one or both periods. Three hundred seventy-three claims were processed by the SCDVA representatives at the USDVA Regional Office. In support of these claims, service officers conducted a total of 242,827 interviews or consultations (2,523 of which were conducted by SCDVA representatives at the USDVA Regional Office).

In December 2020, the SCDVA implemented a claims management system at no cost to the county offices to assist the County Veterans Affairs Offices in filing claims and appeals for Veterans. This system provides a higher level of security for personal information than other systems in use across the State. It also allows for the Department and State level stakeholders (such as legislative delegations) to verify the work being done by the county offices. This system allows for the creation of reports to show the different levels of interactions the county office has with a Veteran. Some offices use this system to track all interactions with Veterans, to include phone calls and office visits. The system is designed for error-free electronic submission directly to the US Department of Veterans' Affairs through a digital portal. Although the direct submission feature is available, some offices continue to print and fax forms in; this is a submission option the US Department of Veterans Affairs plans to discontinue soon. Overall, the state-provided claims management system allows for the easiest and most reliable way of tracking claims, increasing both accountability and transparency in claims management.

Currently, only 31 counties are actively using the State-provided claims management system. Since the system became active on 1 January, 2021, these 31 counties created a total of 11,432 forms, of which 9,740 were electronically submitted to the US Department of Veterans' Affairs. To be clear, this means that, of the 29,190 claims County Offices report filing in the last six months of the fiscal year, the Department can only verify 9,740 (33.4%). Until all counties adopt the State-provided claims management system, we will remain largely reliant on self-reporting by the

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counties to determine the effectiveness and efficiency of the claims management efforts statewide.

County offices assisted in the appeals for a total of 78 cases and the SCDVA representatives at the USDVA regional offices conducted 27 local appeal hearings and 291 hearings at the Board of Veterans Appeals.

We currently lack the ability to determine with confidence the “amounts of benefits obtained for Veterans.” The US Department of Veterans’ Affairs reports award decisions (which detail the amount of benefit a Veteran will receive) directly to the Veteran, not to the agent assisting with the claim or the appeal.

In the absence of reliable State data, we are dependent upon that provided by the US Department of Veteran’s Affairs, which is aggregated at the State and County levels. In its most recent report, the USDVA reports that in FY20 (the year prior to the year covered in this report), South Carolina Veterans received \$2,760,668 in compensation and pension. With the data available, however, it is not possible to determine what portion of that total came as a result of assistance provided by SCDVA or county service providers. The USDVA data reflects the home location of the Veteran receiving the benefit, not the location from which he or she filed the claim. Given the significant number of Veterans who cross County and State lines when seeking assistance with their claims or those that file directly with USDVA without assistance, it is currently impossible to know how much of the benefits delivered in X County are the result of assistance of the service providers in X County.

As part of our effort to improve the services provided to Veterans at the County Offices, the Department signed a Memorandum of Understanding with the National Veterans Legal Services Program (NVLSP) to provide world-class, web-based training to service officers across the state. NVLSP is a highly regarded non-profit that provides direct legal services to Veterans appealing a US Department of Veterans’ Affairs benefit decision, and publishes a variety of written and video resources to train service officers on the latest changes to USDVA regulations and trends in court decisions bearing on Veteran benefits.

Since January, 2021, the Department has hosted three web-based training seminars, all free for county offices.

- The first focused on recent court decisions Veteran advocates need to know about. 50% of counties participated in this training.
- The second focused on recent changes to the USDVA’s rating system for musculoskeletal disabilities. 32% of counties participated in this training.
- The third focused on traumatic brain injuries and post-traumatic stress disorder in post-9/11 Veterans. 37% of counties participated in this training.

The low level of county participation in this highly relevant, world-class training is worrisome, especially in light of the changing demographics of our Veteran population. Nevertheless, the Department will continue to offer this training to any county office willing to participate.

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b) Cemetery operations. During this year, the M.J. "Dolly" Cooper Veterans Cemetery interred 522 remains (367 Veterans and 155 spouses). Of these, 398 were below-ground burials, 121 were columbarium placements, and 3 were scatterings. Additionally, the Cemetery processed 451 requests for pre-certification (advance arrangement for future burial). Of these, 419 were approved, 32 were denied as ineligible, and 11 were withdrawn by the Veteran or family member (interred elsewhere or moved out of state).

c) Free Tuition Program. The Department processed 1,607 requests for Free Tuition. Of these, 261 were from students already approved for Free Tuition and seeking an in-state transfer from one institution to another, and an additional 1,371 were approved for the first time. 194 were denied as ineligible.

d) War Records. As of Jul 2, 2021, the Department has added 43,875 DD-214s to the database. As of that date, an estimated total of 735,125 DD-214s remain to be scanned into the system. At the current pace and manning it will take more than 10 years to complete this task; the Department is expanding the resources committed to this task in order to accelerate its completion. Additionally, the Department is working with the US Department of Defense to gain automatic receipt of electronic DD-214s as service members transition; a number of regulatory obstacles must be overcome to make this a reality.

e) Nursing home operations. South Carolina Code Section 25-11-10(D)(4) requires us to provide specific information concerning "the department's domiciliary and nursing homes." The Department has no domiciliary or nursing homes but works closely with the South Carolina Department of Mental Health, which operates three nursing homes for Veterans. The data in Table 1 was provided by the South Carolina Department of Mental Health.

FY20-21	Veteran Nursing Facility		
	C.M. Tucker-Stone	Richard M. Campbell	Veterans Victory House
Number of beds	90	220	220
Admissions	17	70	64
Discharges	39	89	90
Occupancy rate	69.69%	97.22%	97.06%
Staffing (FTEs)	110	209.5	229
Receipts not CARE Funding	\$10,275,476	\$18,267,507	\$17,824,337
Expenditures	\$9,514,164	\$17,212,214	\$15,493,697

Table 1. Veteran Nursing Home Data

**B. Line of Effort 2: *Integrate* the effects of all entities in the State that provide a service to Veterans or their families**

The Division of Operations is responsible for the execution and completion of Line of Effort 2. Throughout FY20-21, the Division of Operations was staffed with a small number of temporary hires and focused primary on establishing the relationships necessary for building regional and state-wide coalitions to support Veterans. With the full funding of the Operations Division in FY21-22, we

anticipate a significant expansion of this Division's efforts in addressing three of the Department's strategic objectives.

In our engagements over the past year, we discovered two promising models for regional coalitions, and we are currently engaged in supporting and expanding these and similar models.

- In the Upstate, the Upstate Veterans Alliance Network uses a single non-profit, Upstate Warrior Solution, as a "quarterbacking" organization to connect Veterans to a wide array of service providers from across the group's service area. We believe this model, expanded to cover an entire region, will prove valuable in the state's other regions as well.
- The US Department of Veterans' Affairs was instrumental in creating a series of Community Veteran Engagement Boards (CVEBs) across the state to bring together everyone in the community with an interest in Veterans. We believe this model is also a powerful tool for connecting Veterans to resources, particularly if expanded to cover an entire region and augmented with similar, but smaller, boards at the county level.

As the Division grows over the current fiscal year, our focus will expand to organizing regional coalitions to create an integrated care network as part of the broader state-wide effort. This effort will be technologically enabled by a digital network known as the South Carolina Veterans Coalition, powered by a State-wide, web-based referral management system. We are currently in the process of establishing this referral management system in the Upstate, with an incremental plan to expand across the State in the months ahead.

2) Strategic Objective 2: Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community.

As we move forward, a major focus of the Operations Division will be on developing strategies to address the transportation needs of Veterans, especially as they relate to access to the US Department of Veterans' Affairs Health Care Centers, to include regional medical centers and community-based outpatient clinics. This is a multi-faceted problem, as US Department of Veterans' Affairs Veteran Integrated Services Networks cross State lines and some Veterans must therefore travel out of State to receive care. To address this, we are seeking local solutions for travel within 55 miles of the Veteran's home, regional solutions for travel beyond 55 miles, and potentially a state solution for specialty visits to remote medical sites in North Carolina, Georgia, and Florida. Over the next year, we will seek to work out the details of these solutions.

Another goal of this division will be to increase enrollment in the Veterans Healthcare Administration. This will largely be done through outreach of the State-wide referral system and through our strategic communication partnership with the US Department of Veterans' Affairs. As Veterans sign onto the South Carolina Veteran Coalition, they will be surveyed as to their enrollment in the Veterans Healthcare Administration. Those that are not enrolled will be referred to the appropriate entity to assist them in obtaining those benefits to which they are entitled.

In addition to increasing overall enrollment in the VA Health Care System, the Division has a staff member dedicated to ensuring that Women and Minority Veterans

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have access to the specialized care that they need. One of the major accomplishments of this Division this year was the hosting of the first annual Women Veterans Summit, where women Veterans came together to talk about their challenges they face in transitioning and reintegrating and to make recommendations about improving the support they receive. The information obtained from this Summit has been used to inform the Department's FY21-22 Action Plan.

3) Strategic Objective 3: Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community.

One of the major efforts of the Department this year has been improving employment among the Veteran population. As discussed in the Report of the Committee to Study Certain Veterans Issues (<https://www.scstatehouse.gov/CommitteeInfo/JointCommitteeToStudyCertainIssuesAffectingVeterans/FINAL%20%20Report%20of%20the%20Joint%20Committee%20to%20Study%20Issues%20Affecting%20Veterans%20-%20Final.pdf>), the major employment issue facing Veterans is not that Veterans have difficulty finding work; it is that Veterans have difficulty finding employment commensurate with their skills and abilities. Underemployment is the most common Veteran employment issue. In order to adequately address this problem, the Department worked with key coalition partners to create a Veteran Employment working group. This group meets monthly and has thus far held three Veteran-focused employment fairs.

We are currently in the process of hiring an Employment Coordinator for the Division who will take over the employment working group and continue to build our Veteran employment outreach in the State. Other key tasks of the Employment Coordinator will be to ensure that access to employment opportunities is available in all counties in the State through specialized Veteran employment assistance. Additionally, the Employment Coordinator will work with key stakeholders that specialize in Veteran small businesses to ensure that specialized training or counseling for Veteran business owners is available.

Another major effort of the Department, in conjunction with many state stakeholders, is to reduce the number of homeless Veterans in the State. The Division has created a homeless Veteran working group comprised of homelessness intervention specialists from across the State. The goal of this working group is to develop strategies for early intervention and outreach, as well as ensure the broadest use of available resources. The Department is in the process of hiring a Coordinator who will work with the regional integrators to address Veteran homelessness, with the goal of bringing Veteran homelessness to functional zero. Once again, the State-wide referral management system will play a major role in the early intervention to prevent Veteran homelessness.

4) Strategic Objective 4: Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community.

Another major discovery from the past year of experience is that a significant number of Veteran issues develop as a direct result of a poor transition from military



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service to post-service life. Enabling more effective transitions for South Carolina's Veterans can, therefore, translate directly into more successful Veterans. As a result of this discovery, the Department is currently in the process of building a series of networks to aid service members as they transition to civilian life. Over the next year the Operations Division will be working with key stakeholders and coalition members to create a network of Pathfinders who will be trained, certified, and serve as mentors and aid military members in their transition into South Carolina citizens. The goal of the Palmetto Pathfinder Program is to create a network of Veterans across the State who are willing and able to provide pre-emptive prevention measures for Veterans at risk of suicide.

One of the ways the Division will identify those in need of these services is through a database managed by the Department. The Division will work with key recruiting commands in South Carolina to provide outreach to individuals prior to their service and stay connected throughout their term of service to ensure that when it is time for them to transition to post-service life we are recruiting them back to South Carolina and helping them integrate into the community of their choosing. The Division will also work to continue to identify separating Service members in order to provide assistance before they are in need.

*C. Line of Effort 3: **Advocate** for Veterans, military Installations, service members, and families.*

5) Strategic Objective 5: Sustain and expand the military presence in South Carolina.

We have been engaged with our military bases and community leaders to understand how we as a state can better enable them to fulfill their mission in South Carolina. As we continue to understand the operational needs of the military bases, commanders, and service members and their families in South Carolina and Augusta we are developing strategies to address those operational needs and ensure that all South Carolina bases make a meaningful contribution to national defense in a manner that cannot be replicated more efficiently or more effectively from outside the state.

In October 2020, the military base commanders briefed the Governor of South Carolina and the Secretary of Veterans' Affairs in the annual Commanders' Brief, addressing the various challenges they face and the opportunities to improve or expand their operational capacity or improve the quality of life of their service members and families. The Department subsequently, worked with stakeholder state agencies to address a number of these concerns, in many cases resulting in solutions in the best interests of the military base and the state. For example, we connected personnel from Joint Base Charleston with the South Carolina Department of Transportation to make accommodations in the plan for the Don Holt Bridge expansion to ensure the expansion would not create traffic congestion for Joint Base Charleston. Additionally, we worked with the South Carolina Emergency Operations Center to ensure the Coast Guard receives timely notification of impending evacuation decisions associated with coastal weather, allowing the Coast Guard to simultaneously take measures to protect their own facilities and families while continuing to provide the support our coastlines depend upon. We also facilitated the creation of a working group of school district employees and community leaders to improve education concerns in the Sumter School

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District. Lastly, we advocated with federal legislators to resolve funding shortfalls on three military construction projects at Fort Jackson.

Although the risk of another Base Realignment and Closure proceeding is low at the moment, the risk of such an action, or a functional equivalent within the US Department of Defense, is increasing over time. With Department of Defense budgets seeing little or no growth, and with some service departments potentially experiencing a *de facto* decrease in funding, there will be increasing pressure to optimize efficiency and consolidate facilities.

When services examine the value of a military base, they consider operational effectiveness, environmental impact, and the quality of life provided to service members and their families. As the service Secretaries have consistently emphasized, they will heavily weight three key factors when determining quality of life: the quality of public education available to military children assigned to the base; the off-base employment opportunities for military spouses assigned to the base; and the availability of a robust off-base medical treatment network.

Our Military Base Task Force will continue to work closely with our military bases and their community stakeholders to make our bases as valuable as possible to the US Department of Defense. The General Assembly's decision to include a Base Protection Fund in this year's budget will greatly enhance our efforts.

In the past year the Military Base Task Force worked with stakeholders to streamline the process for spousal teacher certification, a key component of military spouse employment opportunity. For example, the South Carolina Department of Education has a military liaison who is a former military spouse. She walked each military spouse through the process and ensured their applications were processed quickly. The Department of Education changed its website as well so that applicants can provide the required information without excessive administrative challenges.

The Task Force also worked closely with the Military Child Education Coalition to help certify a total of nine South Carolina public school districts with Purple Star School status. In addition, the Governor signed a Purple Star Proclamation establishing the goal of making every public school district in South Carolina a Purple Star School. Because military families (Active, Reserve, and Guard) live in every county of the state, schools across the state need to address the unique challenges facing military children.

*D. Line of Effort 4: **Inform** and educate the public, State and local leaders, and Veterans on all matters pertaining to Veterans.*

A perpetual challenge in the field of Veteran service is that many Veterans are not aware of the federal, state, and local services available to them. Every day, some Veteran need goes unaddressed not because there is no resource available but because the Veteran is simply not aware of its existence.

Over the past year, the Department's Public Information Division has worked to build and expand a robust media presence focused on informing Veterans of the many tools available to Veterans in the South Carolina. The result has been significant growth in reach and influence over the past year.

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In the last fiscal year, the South Carolina Department of Veterans' Affairs has been featured in more than 60 stories (40+ listed on [scdva.sc.gov](http://scdva.sc.gov)), and more than five TV/digital and radio advertisement campaigns that resulted in hundreds of commercial ad plays on air and online, and subsequent viewings by the general public.

South Carolina Department of Veterans' Affairs has more than doubled views of our web site (30,000+ visitors in the 20-21 fiscal year), gained 5,000+ subscribers to our monthly newsletter, and added 1,000+ followers on our Facebook page. We have also grown significantly in our social media outreach, to include 153 Twitter followers, 1,061 Facebook followers, and 531 LinkedIn connections. This increased social media presence is one of the primary forms of communication with the community to inform them of all things Veteran and military in the State of South Carolina. In addition to social media outreach, the Department implemented a weekly newsletter that highlights outstanding Veterans in the community, major events surrounding the Veteran and military community, and key interactions the Department is undertaking. There are 5,635 subscribers to the newsletter as of the close of the fiscal year.

**IV. Risk Assessment.** Table 2 depicts our current assessment of the risk of mission failure along each of our Lines of Effort. Generally, we assess risk to be lower this year than in last year's report, primarily as a result of funding decisions made by the General Assembly in the FY21-22 budget. The exception to this general trend is in Advocacy; as discussed in Strategic Objective 5 we assess the risk of another Base Realignment and Closure proceeding, or its functional equivalent, to be increasing as Department of Defense and service budgets see little or no growth.

Line of Effort	Last Year's Assessment	This Year's Assessment	Trend	Explanation
LOE 1: Assist	Very High	High	↓	Improved training and cooperation with county offices has partially mitigated the risk of failure. Many counties remain poorly resourced and narrowly focused, however.
LOE 2: Integrate	Very High	Moderate	↓	Significant resourcing by the General Assembly has reduced the risk and postured the Department to exploit a number of state and regional opportunities.
LOE 3: Advocate	Low	Moderate	↑	Although a formal round of Base Realignment and Closure procedures is not likely, the possibility of a functional equivalent of BRAC appears to be growing.
LOE 4: Inform	Moderate	Low	↓	Increased capacity, resulting from improved resourcing by the General Assembly, has largely mitigated this risk.

Table 2. Risk Assessment



# South Carolina Department of Veterans' Affairs Proposed Organizational Chart

Duty positions in black have an approved FTE.  
Duty positions in red do not have an approved FTE.

## Office of the Secretary

**Government Affairs Liaison Officer**  
Classification: AI10-06 (Exec Asst I)

**Executive Assistant**  
Classification: AH20-07 (Admin Man)

**Secretary of Veterans Affairs**  
Classification: UA01 (Agency Head)

**Chief of Staff**  
Classification: UA02 (Chief of Staff)

**General Counsel**  
Classification: AE40-08 (Attorney IV)

## Division of Administrative Services

**Director**  
Classification: AH50-08 (Program Manager II)

**VA Medical Center (Columbia) Supervisor**  
Classification: AH35-05 (Prog Coord I)

**VA Medical Center (Charleston) Supervisor**  
Classification: AH35-05 (Prog Coord I)

**Administrative Assistant**  
Classification: AA75-04 (Admin Asst)

**Administrative Assistant**  
Classification: AA75-04 (Admin Asst)

### VA Regional Office (Field Office)

**Supervisor**  
Classification: AH40-06 (Prog Coord II)

**Free Tuition Coordinator**  
Classification: AH10-05 (Admin Coord I)

**Claims Representative**  
Classification: GA45-05 (Eligibility Coord I)

**Claims Representative**  
Classification: GA45-05 (Eligibility Coord I)

**Administrative Assistant**  
Classification: AA75-04 (Admin Asst)

**Claims Representative**  
Classification: GA45-05 (Eligibility Coord I)

**Claims Representative**  
Classification: GA45-05 (Eligibility Coord I)

### MJ "Dolly" Cooper Veterans Cemetery

**Supervisor**  
Classification: AH40-06 (Prog Coord II)

**Building & Grounds Supv**  
Classification: KA25-05 (B&G Supv II)

**Administrative Assistant**  
Classification: AA75-04 (Admin Asst)

**Administrative Specialist**  
Classification: AA50-03 (Admin Spec II)

**B&G Specialist**  
Classification: KA10-02 (B&G Spec II)

**B&G Specialist**  
Classification: KA10-02 (B&G Spec II)

**B&G Specialist**  
Classification: KA10-02 (B&G Spec II)

**B&G Specialist**  
Classification: KA10-02 (B&G Spec II)

**Gen Main Tech**  
Classification: KC34 (Gen Maint Tech II)

**B&G Specialist**  
Classification: KA10-02

## Office of Public Information

**Director**  
Classification: BC20-05 (Public Info Coord)

**Public Information Coordinator**  
Classification: BC10-04 (Public Info Specialist)

**Outreach Coordinator**  
Classification: BC10-04 (Public Info Specialist)

**Social Media Coordinator**  
Classification: BC10-04 (Public Info Specialist)

## Division of Training and Standardization

**Director**  
Classification: AG44-06 (Training Coord II)

**Internal Training Coordinator**  
Classification: AG35-05 (Instructor / TC II)

**Accreditation Coordinator**  
Classification: AG35-05 (Instructor / TC II)

**War Records Coordinator**  
Classification: AA75-04 (Admin Asst)

**Assessments and Reports Coordinator**  
Classification: AG30-04 (Instructor / TC I)

## State Coalition Integration Division

**Chief Integration Officer**  
Classification: AH50-08 (Program Manager II)

**Women Veterans Coordinator**  
Classification: AH35-05 (Program Coord I)

**Upstate Regional Integrator**  
Classification: AH45-07 (Program Man I)

**Grant and Donation Coordinator**  
Classification: BE20-05 (Grant Coord II)

**Midlands Regional Integrator**  
Classification: AH45-07 (Program Man I)

**VSO Relations Coordinator**  
Classification: AH35-05 (Program Coord I)

**Pee Dee Regional Integrator**  
Classification: AH45-07 (Program Man I)

**Veteran Health Promotion Coordinator**  
Classification: AH35-05 (Program Coord I)

**Low County Regional Integrator**  
Classification: AH45-07 (Program Man I)

**Veteran Employment Coordinator**  
Classification: AH35-05 (Program Coord I)

**Veteran Education and Training Coordinator**  
Classification: AH35-05 (Program Coord I)

## Military Base Task Force

**Program Coordinator**  
Classification: AH40-06 (Prog Coord II)

FY 2020-2021 Agency Accountability Report  
**FY2021-22 Strategic Plan:**

These responses were submitted for the FY 2020-2021 Accountability Report by the  
**VETERAN'S AFFAIRS**

**Goal** Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits.

**Strategy** 1.1

**Statewide Enterprise Objective**

Operate and support SCDVA offices (USDVA Regional Office, Dorn VA Medical Center, Johnson VA Medical Center), and each county office at full-time capacity (hours and staffing).

Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Percentage of county and state office with a minimum of 2 fully accredited full time equivalent staff members	61%	80%		percent	equal to or greater than	FY 21-22	number of county offices with at least 2 full time accredited staff members divided by total number of county offices	self report by county	not stored	Veteran	increased resource availability	0501.050100.000	
1.1.2	Percentage of county offices operating a fully automated claims management system	65%	100%		percent	equal to or greater than	FY 21-22	number of counties operating a fully automated claims management system divided by total number of counties	VETPRO data	VetPro System	Veteran	improved customer service	0501.050100.000	
1.1.3	Percentage of county and state offices with continuous access to secure wireless	71%	100%		percent	equal to or greater than	FY 21-22	Number of county offices with continuous access to secure wireless divided by total number of county offices	self report by county	not stored	Veteran	improved customer service	0501.050100.000	
1.1.4	Percentage of county and state offices providing a safe and secure workplace for employees and visitors.	89%	100%		percent	equal to or greater than	FY 21-22	number of county offices providing a safe and secure workplace for employees and visitors divided by total number of county offices.	self report by county	not stored	County offices	improved moral of county offices	0501.050100.000	
1.1.5	Percentage of county and state offices that are processing all Veteran claims requests, to include appeals and hearings.	0%	100%		percent	equal to or greater than	FY 21-22	number trained divided by total number	training records by SCDVA	training office	Veteran	increased access to appeals representation	0501.050100.000	
1.1.6	Percentage of county and state offices trained and capable of processing all Veteran claims requests to include appeals and hearings.	63%	100%		percent	equal to or greater than	FY 21-22	number trained divided by total number	VETPRO data	VetPro System	Veteran	increased access to appeals representation	0501.050100.000	
1.1.7	Percentage of Veterans seen within 2 business days of requesting assistance	0%	100%		percent	equal to or greater than	FY 21-22	count	VETPRO data	VetPro System	Veteran	improved customer service	0501.050100.000	
1.1.8	Percentage of submissions made within 24 hours of receipt of required documentation	0%	90%		percent	equal to or greater than	FY 21-22	count	VETPRO data	VetPro System	Veteran	improved customer service	0501.050100.000	
1.1.9	Percentage of submissions that are error-free	0%	95%		percent	equal to or greater than	FY 21-22	count	VETPRO data	VetPro System	Veteran	improved customer service	0501.050100.000	

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Goal Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits.														
Strategy 1.2											Statewide Enterprise Objective			
Educate Veterans on USDVA and state benefits and entitlements											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.2.1	Number of military installations that connect transitioning service members to their County Veterans Affairs Officer while in the Transition Assistance Program		2	9	count	equal to or greater than	FY 21-22	count	self report by instillation	not stored	Veteran	improved transitioning	0501.150100.000	

Goal Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits.														
Strategy 1.3										Statewide Enterprise Objective				
Provide timely and appropriate memorialization of Veterans										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.3.1	Percentage of personnel employed at a State Veterans Cemetery that have completed all required and recommended National Cemetery Administration training.	40%	100%		percent	equal to or greater than	FY 21-22	divide number trained by total number of cemetery employees	training records by SCDVA	training office	Veterans and their families	improved customer service	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the  
**VETERAN'S AFFAIRS**

Goal Build and sustain a coalition of service providers to meet the physical, emotional, and mental health needs of the Veteran community.														
Strategy 2.1											Statewide Enterprise Objective			
Ensure reliable access to physical, emotional, and mental healthcare for all South Carolina Veterans.											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.1.1	Percentage of counties in which Veterans have access to reliable, county-wide public transport for Veteran movement to and from medical facilities (to include appropriate US Department of Veterans Affairs (USDVA) facilities) at least three days a week.	60%	75%		percent	equal to or greater than	FY 21-22	number of counties with transportation for veterans divided by total counties	self report by county	not stored	Veterans	improved access to health care	0501.050100.000	
2.1.2	Percentage of the South Carolina Veteran population enrolled in the Veterans Health Administration healthcare system within the US Department of Veterans Affairs	47%	60%		percent	equal to or greater than	FY 21-22	total number of veterans enrolled divided by total veteran population	USDVA Data	USDVA stored	Veterans	increased access to health care	0501.050100.000	
2.1.3	Percentage of counties in which adequate specialized care for female Veterans is available	69%	75%		percent	equal to or greater than	FY 21-22	total counties providing specialized care for female veterans divided by total counties	self report by county	not stored	Female Veterans	improved services for female Veterans	0501.050100.000	



Goal Build and sustain a coalition of service providers to meet the physical, emotional, and mental health needs of the Veteran community.														
Strategy 2.2										Statewide Enterprise Objective				
Eliminate Veteran suicide in South Carolina										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.2.1	The rate of Veteran suicide in South Carolina declines over time - Trendline of Veteran suicide rate in South Carolina (as defined by the indicated value per 100,000).	27.8	26		Ratio	equal to or less than	FY 21-22	count	USDVA Data	USDVA stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the  
**VETERAN'S AFFAIRS**

Goal Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community.														
Strategy 3.1										Statewide Enterprise Objective				
Ensure employment opportunities commensurate with Veteran skills and experience for those Veterans seeking work										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Veteran unemployment rate	5%	5%		percent	equal to or less than	FY 21-22	external report	DEW data	DEW stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	
3.1.2	Percentage of Veterans population in the work force	50%	60%		percent	equal to or greater than	FY 21-22	percentage of veterans in the workforce divided by total veterans eligible to work	external data DEW	not stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	
3.1.3	Percentage of counties in which employment assistance specializing in Veterans is available	80%	85%		percent	equal to or greater than	FY 21-22	Counties with specialized employment assistance for Veterans divided by total counties	self report by county	not stored	Veterans and their families	increased access to employment resources for Veterans and their families	0501.050100.000	
3.1.4	Percentage of counties in which training or counseling tailored to Veteran business owners is available	23%	45%		percent	equal to or greater than	FY 21-22	total number of counties providing training or counseling tailored to Veteran business owners divided by total number of counties	self report by county	not stored	Veterans	improve quality of life for Veterans	0501.050100.000	
3.1.5	Percentage of counties in which life skills training is available to Veterans	40%	50%		percent	equal to or greater than	FY 21-22	total number of counties providing life skills training divided by the number of total counties	self report by county	not stored	Veterans	improve quality of life for Veterans	0501.050100.000	

Goal Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community.														
Strategy 3.2											Statewide Enterprise Objective			
Ensure availability of adequate, safe, and secure housing for Veterans											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Veterans homelessness rate	1528	0		count	equal to or less than	FY 21-22	Count, target is Functional 0	HMIS Data	HMIS Stored	Veterans and their families	improve quality of life for Veterans	0501.050100.000	
3.2.2	Percentage of counties in which adequate emergency temporary housing is available	29%	40%		percent	equal to or greater than	FY 21-22	percent of counties providing adequate temporary housing divided by total number of counties	self report	not stored	Veterans and their families	improve access to housing	0501.050100.000	
3.2.3	Percentage of counties in which assistance in obtaining necessary household items (furniture, etc.) is available	54%	75%		percent	equal to or greater than	FY 21-22	number of counties with assistance in obtaining necessary household items divided by total counties	self report	not stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	
3.2.4	Percentage of counties in which housing assistance that addresses the unique needs of female Veterans is available	40%	45%		percent	equal to or greater than	FY 21-22	number of counties female Veteran specific housing assistance is available divided by total number of counties	self report	not stored	Female Veterans	improved access to services for female Veterans	0501.050100.000	

Goal Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community.														
Strategy 3.3										Statewide Enterprise Objective				
Ensure adequate food security for Veterans.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	Percentage of counties in which short-term emergency food assistance is available.	89%	95%		percent	equal to or greater than	FY 21-22	number of counties providing emergency food assistance divided by the total number of counties	self report	not stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	

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Goal Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community.														
Strategy 4.1										Statewide Enterprise Objective				
Develop a network to enable the rapid and effective integration of transitioning service emembers into the South Carolina community.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Percentage of transitioning service members that are connected to an appropriate South Carolina volunteer peer sponsor prior to their transition date	0%	5%		percent	equal to or greater than	FY 21-22	number of transitioning services members connected to an SC volunteer peer sponsor divided by total number of transition service members to SC	military bases and self report	not stored	Veterans and their families	improved transitioning for Veterans and their families	0501.050100.000	
4.1.2	Percentage of South Carolina residents entering active duty service who are registered in the South Carolina Department of Veteran Affairs (SCDVA) Veteran database prior to departure for initial entry training	0%	10%		percent	equal to or greater than	FY 21-22	number of SC residents going onto active duty registered divided by total number of SC residents going into active duty.	Military data	SCDVA database	Veterans and their families	improved transitioning for Veterans and their families	0501.050100.000	
4.1.3	Percentage of service members transitioning from active duty service while in South Carolina, and service members transitioning from active duty service with the intent to reside in South Carolina, who are enrolled in the SCDVA database prior to their transition date	0%	5%		percent	equal to or greater than	FY 21-22	total number of qualifying members registered divided by the total number of qualifying members	Military data	SCDVA database	Veterans and their families	improved transitioning for Veterans and their families	0501.050100.000	

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**VETERAN'S AFFAIRS**

Goal Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community.														
Strategy 4.2 Establish Veterans as respected, accepted, and contributing members of their communities.										Statewide Enterprise Objective Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.2.1	Number of counties with a Veteran Engagement Council (VEC) or similar body to serve as a local voice for Veterans and address local Veteran issues.	29	23		count	equal to or greater than	FY 21-22	total number of counties with a VEC	self report	not stored	Veterans and their families	improved quality of life for Veterans and their families	0501.050100.000	
4.2.2	Percentage of counties in which female Veterans have access to assistance in making connections with existing female networks.	57%	65%		percent	equal to or greater than	FY 21-22	total number of counties with female veteran networks divided by total number of counties	self report	not stored	Female Veterans	improved quality of life for female veterans	0501.050100.000	

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**VETERAN'S AFFAIRS**

Goal: Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community.														
Strategy: 4.3										Statewide Enterprise Objective				
Adjust the justice system to provide more favorable long-term outcomes for Veterans										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.3.1	Number of judicial districts/counties with a functional Veteran Treatment Court (VTC)	5	6	6	count	equal to or greater than	FY 21-22	total number of judicial districts with a Veteran treatment court	self report	not stored	Veterans and their families	improved outcomes for justice involved Veterans	0501.050100.000	

Goal Sustain and expand the military presence in South Carolina														
Strategy 5.1										Statewide Enterprise Objective				
Sustain existing installations within or affecting South Carolina										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
5.1.1	Number of obstructive legal barriers to the accomplishment of installation missions as a result of South Carolina state, county, or municipal law or ordinance reported by installations	1	0		count	equal to or less than	FY 21-22	count	self report	not stored	Military bases	Improve bases' ability to function effectively	0501.150100.000	



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**VETERAN'S AFFAIRS**

**Goal** Sustain and expand the military presence in South Carolina  
**Strategy** 5.2  
 Develop opportunities to expand installation missions, resources, personnel, or funding

**Statewide Enterprise Objective**  
 Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
5.2.1	Number of obstructive barriers resulting from a South Carolina state, county, or municipal law or ordinance installations report as interfering with potential expansion.		2	0	count	equal to or less than	FY 21-22	count	self report	not stored	Military bases	Improve bases' ability to function effectively	0501.150100.000	

Goal Sustain and expand the military presence in South Carolina														
Strategy 5.3										Statewide Enterprise Objective				
Meet the most critical quality of life issues for military service members and their families.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
5.3.1	Percentage of public school districts that meet the standards for Purple Star designation	11%	16%		percent	equal to or greater than	FY 21-22	number of Purple Star school districts divided by total number of school districts	Purple Star Certifications	SCDVA database	Military children and their families	Improve quality of life for military children	0501.150100.000	

FY 2020-2021 Agency Accountability Report  
**Budget Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the  
**DEPARTMENT OF VETERANS' AFFAIRS**

State Funded Program Number	State Funded Program Title	Description of State Funded Program	FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
			General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	SCDVA Regional Office	\$312,360.00			<b>\$312,360.00</b>	\$862,355.00			<b>\$862,355.00</b>
0500.050500X000	POW Commission	POW Commission					\$2,080.00			<b>\$2,080.00</b>
0500.051000X000	Veterans Counseling	Veterans Counseling	\$11,017.00			<b>\$11,017.00</b>	\$65,279.00			<b>\$65,279.00</b>
0500.150500X000	Military Connected Children	Military Connected Children	\$350,000.00			<b>\$350,000.00</b>	\$350,000.00			<b>\$350,000.00</b>
0501.050100.000	Veterans' Affairs	Operations, Training, Office of the Secretary	\$789,535.00	-\$500.00	\$177,110.00	<b>\$966,145.00</b>	\$1,288,163.00	\$300,000.00		<b>\$1,588,163.00</b>
0501.150100.000	Military Base Task Force	Military Based Task Force	\$291,599.00		\$3,161.00	<b>\$294,760.00</b>	\$227,000.00			<b>\$227,000.00</b>
0503.100100.000	Veterans' Cemetery	State Cemetary	\$393,644.00	\$139,099.00	\$2,081.00	<b>\$534,824.00</b>	\$337,873.00	\$245,000.00		<b>\$582,873.00</b>
9500.050000.000	State Employer Contributions	State Employer Contributions	\$459,756.00	-\$273.00	\$765.00	<b>\$460,248.00</b>	\$819,423.00			<b>\$819,423.00</b>
9806.090000.000	D170 Veteran Cemetary-Nonrecurring	D170 Veteran Cemetary-Nonrecurring		\$125,067.00		<b>\$125,067.00</b>				

FY 2020-2021 Agency Accountability Report

Legal Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF VETERANS' AFFAIRS

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Mandates Veteran hiring preference for all State public departments and public works	Not related to agency deliverable	1-1-550	State	Statute	
Exempts athletic events which include a junior American Legion athletic team from Admissions Tax	Not related to agency deliverable	12-21-2420(2)	State	Statute	
Exempts from ad valorem taxation the home of a Veteran who is permanently and totally disabled	Not related to agency deliverable	12-37-220(B)(1)(e)(i)(A)	State	Statute	
Exempts National Guard retirement compensation from calculations of gross income for tax purposes	Not related to agency deliverable	12-6-1120(7)	State	Statute	
Provides earned income tax credit against Active duty retirement compensation	Not related to agency deliverable	12-6-1171	State	Statute	
Allows for voluntary tax contributions to the Military Family Relief Fund and the Veterans' Trust Fund	Funding agency deliverable(s)	12-6-5060	State	Statute	
Establishes the Military Base Task Force	Board, commission, or committee on which someone from our agency must/may serve	2013-04	State	Executive Order	
Establishes the Veterans Policy Advisory Committee	Board, commission, or committee on which someone from our agency must/may serve	2016-24	State	Executive Order	
Establishes the Department of Veterans' Affairs	Report our agency must/may provide	25-11-10	State	Statute	
Establishes the Military Base Task Force	Requires a service	25-11-100	State	Statute	Advocacy for military bases located in South Carolina
Establishes the duties, responsibilities, and authorities of the Secretary of Veterans' Affairs	Funding agency deliverable(s)	25-11-20	State	Statute	
Establishes location of Department and support to be provided by Department of Administration	Not related to agency deliverable	25-11-30	State	Statute	
Establishes the Military Family Relief Fund and requires the Department to administer the Fund	Distribute funding to another entity	25-11-310 through 25-11-400	State	Statute	
Establishes relationship between Department and County Veteran Affairs Officers	Requires a manner of delivery	25-11-40	State	Statute	
Establishes funding authority for County Veteran Affairs Offices	Requires a manner of delivery	25-11-45	State	Statute	
Establishes relationship between Secretary and County Veteran Affairs Officers	Requires a manner of delivery	25-11-50	State	Statute	
Establishes the South Carolina Prisoner of War Medal and requires the Department to oversee implementation	Requires a service	25-11-510 through 25-11-560	State	Statute	Award of a state medal to those eligible
Requires County Veteran Affairs Officers to submit semi-annual report to Secretary	Requires a manner of delivery	25-11-60	State	Statute	
Requires Department to assist SC Agent Orange Advisory Council and Agent Orange Information and Assistance Program	Board, commission, or committee on which someone from our agency must/may serve	25-11-70	State	Statute	
Requires the Secretary to appoint an additional claims representative	Requires a service	25-11-75	State	Statute	Additional claims representative to assist Veterans

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DEPARTMENT OF VETERANS' AFFAIRS**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Requires the Department to maintain and supervise all state Veterans' cemeteries	Requires a service	25-11-80	State	Statute	Interment of eligible Veterans and family members
Requires Department to maintain a roster of South Carolinians who served on Active Duty during specified periods of war or conflict	Report our agency must/may provide	25-11-90	State	Statute	
Establishes procedures for the disposition of unclaimed Veteran remains	Not related to agency deliverable	25-12	State	Statute	
Removes the disability of minority for property transactions under the Servicemen's Readjustment Act of 1944	Not related to agency deliverable	25-15-10	State	Statute	
Makes illegal the improper use of Crosses of Honor	Not related to agency deliverable	25-15-20	State	Statute	
Makes illegal the improper use of the emblems of American Legion and other service organizations	Not related to agency deliverable	25-15-30	State	Statute	
Attaches the Prisoners of War Commission to the Department	Requires a service	25-19-20	State	Statute	Administrative support
Establishes the Veterans' Trust Fund and makes the Department responsible for its administration	Funding agency deliverable(s)	25-21	State	Statute	
Establishes requirements for counties to maintain a permanent record of military discharges	Not related to agency deliverable	30-15	State	Statute	
Establishes South Carolina Veterans Homes under the South Carolina Mental Health Commission	Not related to agency deliverable	44-11-30	State	Statute	
Exempts the US Department of Veterans' Affairs and SC county veteran affairs officers from fees associated with requests for birth, death, and divorce verification when such verification is needed for processing a Veterans' claim	Not related to agency deliverable	44-63-110	State	Statute	
Provides for 3-year disability hunting and fishing licenses for Veterans who are disabled and receiving benefits from the USDVA	Not related to agency deliverable	50-9-525(A)	State	Statute	
Exempts permanently and totally disabled Veterans from state park exemption fees	Not related to agency deliverable	51-3-60	State	Statute	
Establishes Disabled Veterans license plates	Not related to agency deliverable	56-3-1110 through 56-3-1130	State	Statute	
Provides for free vehicle registration for former Prisoners of War	Not related to agency deliverable	56-3-1150	State	Statute	
Establishes license plates for retired members of the National Guard	Not related to agency deliverable	56-3-1815 through 56-3-1840	State	Statute	
Provides for free license plates and parking privileges for Medal of Honor recipients	Not related to agency deliverable	56-3-1850 and 56-3-1855	State	Statute	
Establishes special license plate for Purple Heart recipients	Not related to agency deliverable	56-3-3310 through 56-3-3340	State	Statute	
Establishes special license plate for military retirees	Not related to agency deliverable	56-3-4310 through 56-3-4340	State	Statute	

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF VETERANS' AFFAIRS**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Establishes special license plate for Veterans who participated in the Normandy invasion	Not related to agency deliverable	56-3-5350	State	Statute	
Establishes special license plate for Veterans who participated in the defense of Pearl Harbor	Not related to agency deliverable	56-3-5910 through 56-3-5950	State	Statute	
Establishes special license plate for Veterans of World War II	Not related to agency deliverable	56-3-8800	State	Statute	
Exempts from parking fees Veterans with a disabled Veteran or Purple Heart license plate	Not related to agency deliverable	56-5-2585	State	Statute	
Provides for free tuition at state institutions for the children of certain Veterans	Requires a service	59-111-20 through 59-112-20	State	Statute	Verification of eligibility
Authorizes leaves of absence for public employees serving in the Armed Forces	Not related to agency deliverable	8-7-20	State	Statute	
Allows for up to 6 years of credit toward State Retirement system for military service	Not related to agency deliverable	9-1-1140(C)	State	Statute	

FY 2020-2021 Agency Accountability Report  
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

**DEPARTMENT OF VETERANS' AFFAIRS**

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Assistance with claims, appeals, and hearings	Veterans who are hospitalized at an USDVA medical center in South Carolina	Veterans	Veteran Families	Division of Administrative Services	Liaisons to USDVA medical centers	Decreased access to entitled benefits
Determination of eligibility for free tuition under SC 59-111-20	Veterans who meet eligibility requirements for free tuition	Veterans	Veteran Families	Division of Administrative Services	Free Tuition Coordinator	Decreased access to entitled benefits
Assistance with appeals and hearings associated with a Veterans benefit claim	Veterans who wish to appeal a decision of the USDVA concerning a benefits claim	Veterans	Veteran Families	Division of Administrative Services	Representatives at USDVA Regional Office	Decreased access to entitled benefits
Interment services	Veterans who meet eligibility requirements for interment in a state Veteran cemetery	Veterans	Veteran Families	Division of Administrative Services	MJ "Dolly" Cooper Veterans Cemetery	Decreased access to entitled benefits
Public information designed to provide Veterans with information on benefits and other relevant topics	South Carolina Veterans	Veterans	Veteran Families	Office of Public Information	Outreach to Veterans	Lack of awareness of Veteran related programming in SC
Public information designed to keep VSOs informed on South Carolina Veteran issues	Veteran Service Organizations (American Legion, VFW, Rubicon, etc.)	Veterans	none	Office of Public Information	Outreach to Veteran Service Organizations	Lack of awareness of Veteran related programming in SC
Public information designed to highlight the positive impact Veterans have on our community	South Carolina citizens	Veterans	none	Office of Public Information	Outreach to Public	Lack of awareness of Veteran related programming in SC
Training and certification on USDVA case management and service to Veterans	County Veteran Affairs Offices	Veterans	none	Division of Training and Standardization	Training for County Veteran Affairs Offices	Decreased ability to provide services connecting Veterans to entitled benefits
Improved alignment of resources to Veteran needs	South Carolina Veterans	Veterans	none	State Coalition Integration Division	Integration of all entities in the state that provide a service to Veterans	Decreased access to entitled benefits and resources
Assistance in getting Veteran-friendly laws in place and funded	South Carolina Veterans	Veterans	none	Military Base Task Force	Advocacy for Veterans	Key advocacy issues go unaddressed
Assistance in realizing opportunities for growth in the scope or scale of military base missions	Military bases in or near South Carolina	Military bases in or near South Carolina	none	Military Base Task Force	Advocacy for military bases	Increased BRAC risks
Assistance in getting military-friendly laws in place and funded	Active duty service members and their families in South Carolina	Active duty service members and their families in South Carolina	none	Military Base Task Force	Advocacy for military service members and families	Key advocacy issues go unaddressed
Assistance in identifying and realizing growth of defense industry in South Carolina	Defense industry	Defense industry	none	Military Base Task Force	Advocacy for defense industry	Key advocacy issues go unaddressed
Advice to the Governor on Veteran matters	Governor	Governor	none	Office of the Secretary	Subject matter expertise on Veteran matters	results in a lack of expert advise
Advice to the General Assembly	General Assembly	General Assembly	none	Office of the Secretary	Subject matter expertise on Veteran matters	results in a lack of expert advise
Advice to the state's courts	State's courts	State's courts	none	Office of the Secretary	Subject matter expertise on Veteran matters	results in a lack of expert advise

**Agency Partnerships Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**DEPARTMENT OF VETERANS' AFFAIRS**

Name of Partner Entity	Type of Partner Entity	Description of Partnership
US Department of Veteran Affairs	Federal Government	Pilot program for the use of a single, state-wide case management system
USDVA Medical Centers	Federal Government	Close coordination on matters pertaining to Veterans hospitalized in USDVA medical centers in South Carolina
USDVA Regional Office	Federal Government	Coordination of appeals and hearings for benefit claims
SC Mental Health Council	State Government	Coordination on matters pertaining to the Veteran nursing homes
State Department of Mental Health	State Government	Coordination on efforts to address Veteran suicide
SC Department of Employment and Workforce	State Government	Coordination on efforts to address unemployment and under-employment in the Veteran population, to include the application of a Veteran preference in State hiring practices
SC Department of Alcohol and Other Drug Abuse	State Government	Coordination on efforts to address alcohol and drug abuse in the Veteran population
College of Charleston	State Government	Development and execution of a state-wide Veteran need survey
University of South Carolina	State Government	Use of ROTC and other students as interns to fill critical positions for which we currently lack Full Time Equivalent authorizations
SC Department of Labor, Licensing, and Regulation	State Government	Coordination on implementation of military family-friendly licensing and certification procedures
SC Department of Motor Vehicles	State Government	Coordination on the implementation of license plates and registration fees under a variety of Veteran-related programs
Name of Partner Entity	Type of Partner Entity	Description of Partnership
Prisoner of War Commission	State Government	Provide administrative support to this Commission
Community Veteran Engagement Councils	Non-Governmental Organization	Integrate the efforts of Federal, State, non-profit, and private sector activity on behalf of Veterans at the regional level
Veteran Service Organizations	Non-Governmental Organization	Integrate the efforts of Federal, State, non-profit, and private sector activity on behalf of Veterans



**FY 2020-2021 Agency Accountability Report  
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF VETERANS' AFFAIRS**

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Agency Accountability Report	§1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."		Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	
Annual Report		1) The number, nature, and kind of cases handled by the Department and by county and city Veteran service officers of the State; 2) the amount of benefits obtained for Veterans; 3) the names and addresses of all certified veteran service officers of the State; 4) the current status and condition of the Department's domiciliary and nursing homes; and 5) any actions taken by the Department to implement Chapter 11 of SC Code Section 25.		Annually	Governor or Lt. Governor AND Legislative entity or entities	Available on another website	