

AGENCY NAME:	DEPARTMENT OF VOCATIONAL REHABILITATION		
AGENCY CODE:	H730	SECTION:	032

Fiscal Year 2020–2021 Accountability Report

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.

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

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

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

VOCATIONAL REHABILITATION

Primary Contact:

First Name	Last Name	Role/Title	Phone	Email Address
Jacob	Chorey	Director of Planning & Program Evaluation	803-896-7047	JChorey@SCVRD.NET

Secondary Contact

First Name	Last Name	Role/Title	Phone	Email Address
Eric	Moore	Director of Administration	803-896-6506	EMoore@scvrd.net

Agency Mission

To prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.

Adopted in: 2014

Agency Vision

We will be the leader in quality employment outcomes for our consumers and business partners through our people, partnerships, and performance.

Adopted in: 2014

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
December	January	Discontinued the Information Technology Training Center	None	Program staff reassigned; facility to be re-purposed

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

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

VOCATIONAL REHABILITATION

Does the law allow the agency to promulgate regulations?

Yes

Please list the law number(s) which gives the agency the authority to promulgate regulations.

§ 43-31-80 of the SC Code; 34 CFR § 361.50

Has the agency promulgated any regulations?

No

AGENCY NAME:	Vocational Rehabilitation Department		
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 accomplished through an ever-sharpening focus on long-term success on career paths for the individuals served. The program is funded through a state-federal partnership consisting of 21.3 percent state funding and 78.7 percent federal funding.

WIOA measures and associated challenges for SCVRD:

The Agency and its national vocational rehabilitation colleagues remain 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. Data reported to RSA are used to determine the agency's success on 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 enrolled in education or training during participation who obtain a recognized credential during participation or within one year of exit
- Percentage of program participants enrolled in education or training during a program year who achieve 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 previous three years that received employer services again during the reporting year)

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, 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. SFY 2019-20 completed the baseline period for

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

the Measurable Skill Gains rate, and a performance target of 22% for SFY2020-21 was negotiated with RSA for that measure. This target is for aggregated performance across SCVRD and the Commission for the Blind, which is also a vocational rehabilitation agency.

All of the CPMs are focused on longer term impacts — employment two and four quarters after case closure, earnings two quarters after case closure, measurable skill gains and attainment of recognized credentials which will qualify consumers served for in demand occupations and position them for long-term career success.

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, 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.

COVID-19 and associated challenges for SCVRD:

While state employees began returning to state offices before the beginning of SFY 2021, many of SCVRD’s referral partners were closed for much longer. In fact, some have still not re-opened. These closures, combined with a decline in the labor force participation rate, resulted in a dramatic reduction in the number of individuals who were referred to and applied for services from the Department. Applications declined from 10,889 in SFY 2020 to 8,280 in SFY 2021, a decrease of 24%. Similarly, precautionary measures taken during SFY 2021 in response to the COVID-19 pandemic limited SCVRD access to students who could benefit from Pre-ETS and other school-to-work transition services. Despite these obstacles, SCVRD was able to meet its obligations for utilizing 15% of its federal allotment for the provision of Pre-ETS.

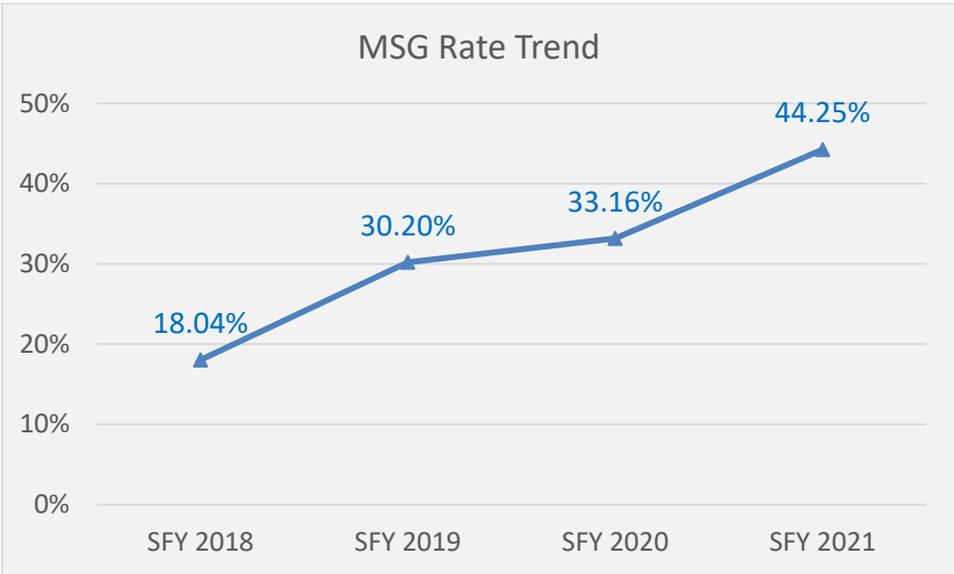
Accomplishments during SFY 2020:

- *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 2021 successful outcomes, it is conservatively estimated that these rehabilitated consumers will pay back a minimum \$4.08 in taxes for every dollar spent on their services, repaying the cost of those services in approximately 4.01 years. This represents a 24.90% annual rate of return.
- *Successful Employment Outcomes:* The Department achieved 96.7% of its successful employment outcomes goal (4,013) by assisting 3,880 consumers with overcoming the obstacles to employment they faced, due to their disabling conditions, so they could achieve

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

competitive employment. On the local level, 18 of the agency’s 22 Areas achieved 100% or more of their successful employment outcomes goals. The statewide SFY 2021 goal was an increase over the previous year’s goal; however, that increased goal was set with the belief that the COVID-19 pandemic would only affect the 1st quarter of the fiscal year, rather than extending throughout the entirety of the fiscal year, as it did. Even achieving 96.7% of the goal was somewhat remarkable, considering that for a variety of reasons, fewer people with disabilities were seeking employment. On average, the Department’s successfully rehabilitated consumers worked 35.13 hours per week.

- While the combined Measurable Skill Gains rate for the state’s two VR programs will be published in RSA’s WIOA Annual Performance Report in January, SCVRD as a single agency achieved a 44.25% MSG rate for the year, more than doubling the negotiated target of 22%, and continuing a trend of year-over-year increases.



- As focus shifts to longer-term success in career pathways, and how education, training and recognized credentials can lead to these successes, the proportion of individuals served by SCVRD who participated in education or training that leads to a recognized credential increased from 5.4% in SFY 2020 to 8.2% in SFY 2021.
- *COVID-19 response measures* resulted in newly developed flexibilities and innovation in service delivery and in collaborative work processes. The Agency resumed in person provision of most services, while some continued via technology; and, work units continued to meet virtually to plan and execute strategies via various digital platforms. Despite these challenging circumstances, the average number of days from application to establish eligibility, conduct a vocational assessment, establish a vocational objective and develop an individualized plan for employment was 74 days, which is less than half of the maximum federally permitted timeframe of 150 days.
- *Staff turnover* remained substantially lower than the national average for government entities. The SCVRD turnover rate was 13.8%, compared to a national average of 21.7%.

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

- *Partnerships with business and industry* are vital for providing high quality career opportunities for consumers. SCVRD now has 248 business partners outsourcing work on several hundred product lines 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 in their local communities and soft skills to enhance employability. Additionally, VR Business Development Specialists (BDSs) engage in sector strategies partnerships 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 talent pipelines are 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.
- *Job Preparedness Instruction* course offerings were enhanced to ensure the instruction addresses the soft skills in demand by SC employers, as identified by a survey conducted by the State Workforce Development Board.
- *Enhancements and development of performance reports and data models* continued on the Agency’s Reports Hub, which utilizes a Business Intelligence/ Data Warehouse platform that allows for more powerful, dynamic data models that can drill into performance data and enable better informed management decisions. Updates to the Reports Hub included:
 - Enhancements to reports pertaining to Measurable Skill Gains and Recognized Credential Attainment, with performance levels as of the prior business day displayed at the statewide, regional, Area, and caseload levels
 - Development of a new report for monitoring progress of consumers enrolled in education and training programs leading to recognized credentials
 - Preparation of data tables needed in order to incorporate WIOA performance measures into an existing Key Performance Indicators (KPIs) Dashboard
 - Completion of a report detailing types and quantities of Employer Services, and which staff delivered them
- *Administrative costs* as a percentage of the Agency’s total operating expenditures remained low at only 5.2%.
- *Data security* remained a priority, as the Agency’s Information Technology department introduced software add-ons enabling email users to more easily report phishing attempts. IT also initiated mock phishing campaigns so Agency employees are exposed to and have opportunities to practice recognizing and reporting suspicious emails in a controlled manner that does not involve actual malicious content.
- *Communications* continued to focus on building a cohesive online presence and increasing engagement. Engagement increased across Facebook, Twitter and LinkedIn 2.6%, 31.8% and 34.3% respectively. Followers on Facebook, LinkedIn, and Twitter increased 8.13%, 9.8% and 5.8% respectively. VR also shared, liked, and re-tweeted more social media posts from partner

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

organizations, not only to show support, but also to increase awareness of opportunities for people with disabilities. VR hosted the Be Pro Be Proud SC mobile workshop at offices in the Upstate, Midlands and Lowcountry. This interactive workshop was visited by area students, teachers and community leaders and provided hands on simulations of truck driving, welding, heavy equipment operation and fork lift driving. Virtual summer workshops were held across the state. The Communications department also continued to produce videos for staff with messages from the Commissioner to boost morale and maintain a connection with the Department’s offices across the state.

- *Disability Determination Services* continued to perform at high levels. This unit, which adjudicates Social Security disability claims, achieved a 95.8% rate for documentation accuracy on quality reviews.

Information about SCVRD that may be helpful when reviewing the Annual Accountability Report for SFY 2020-21:

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 throughout the state. Together, the consumer and VR Counselor develop an Individualized Plan for Employment. Career options are explored, and the consumer receives a 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 Agency’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; and a rehabilitation technology program, which uses an engineering approach to overcoming employment and independent living barriers. Many of these same services are provided to Upstate consumers at the Agency’s Bryant Center in Lyman.
- The Agency 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 proficiency in performing job duties); and substance abuse recovery services at an SCVRD residential recovery center in Florence.
- The Agency’s 25 Job Readiness Training Centers provide vital Job Readiness Training for consumers and a cost-effective outsourcing option for approximately 248 business and industry partners statewide. These centers also offer customized trainings designed to meet the needs of specific employers or industries, as well as other occupational and vocational trainings that are aligned with available, in-demand jobs in the local labor markets where they are located.

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

- The Social Security Disability Determination Services (DDS) program, located in the Columbia, Greenville and Charleston metro areas, processes Supplemental Security Income and Social Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the SC Department of Health and Human Services. In SFY 2021, the DDS program adjudicated 62,556 claims.
- As of June 2021, the Agency had 923 employees in full-time equivalent positions and 181 employees in temporary positions.

Key customer segments and stakeholders

- **Primary customers (consumers):** The Agency mission centers on preparing people with disabilities to secure, retain or regain employment. It does not provide lifelong services. To be eligible, applicants must have a physical or mental impairment that substantially interferes with their ability to work. They must also require and be able to benefit from vocational rehabilitation services that would lead to permanent, competitive employment. The Agency 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 training opportunities for in-demand careers and outsource work for consumers in Job Readiness Training, which requires 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 and nation. 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.

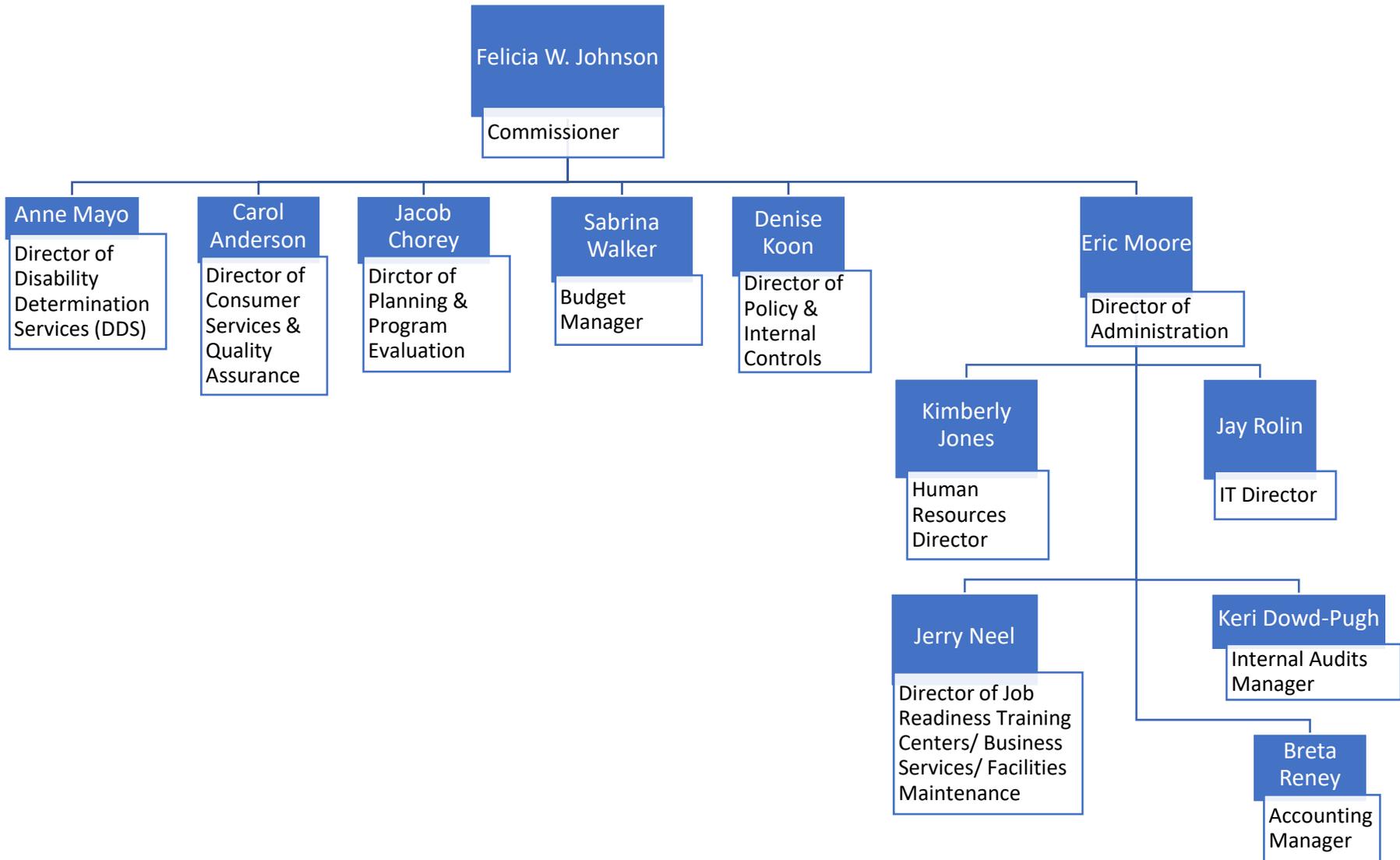
Should the Agency experience such negative impact, outside help is available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

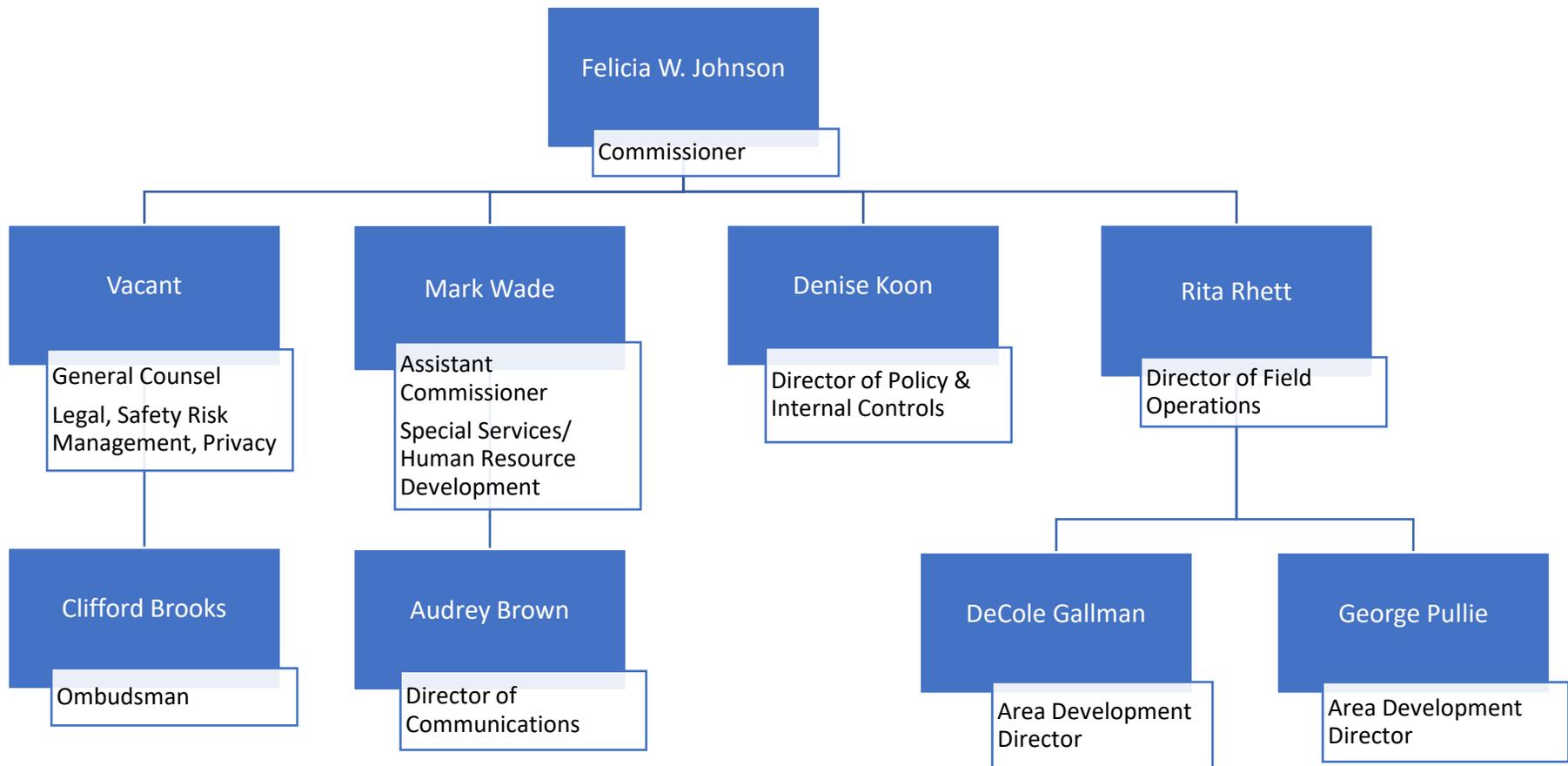
regulatory agency for the public vocational rehabilitation program and monitors performance. SCVRD has established and maintained contacts with its assigned RSA state liaison and his team of subject matter experts covering the key aspects of the rehabilitation program, who encourage dialogue and provide guidance and assistance. In addition, multiple grant-funded national technical assistance centers employing experienced vocational rehabilitation professionals have been established in various topical areas to assist agencies in the successful provision of services 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.

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32



AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32



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

Goal: Accountability to taxpayers through efficient and effective use of resources entrusted to us.														
Strategy: 3.1										Statewide Enterprise Objective				
Successful outcomes for consumers and claimants using resources effectively.										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	Median quarterly earnings of program participants who are employed during 2nd quarter after exit	\$4,055.00	\$4,058.00	\$5,720.00	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Median quarterly earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Agency consumers	Competitive wages sustained after case closure	0502.100000.000 Basic Service Program	
3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$4.47	\$4.48	\$4.08	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	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	Internal Economical Analysis Report (M7)	Planning & Program Evaluation department	Taxpayers	Return on investment	0502.100000.000 Basic Service Program	
3.1.3	Percentage of consumers surveyed one year after successful employment outcome who say they would recommend VR to others	99%	95%	98%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of affirmative responses divided by total number of respondents to surveys mailed to consumers one year after successful outcome closure of their cases	One-year follow-up surveys	SCVRD internal Consumer Follow-up Survey application (CBJT165)	Former agency consumers	Long-term satisfaction with services leading to successful employment outcomes	0502.100000.000 Basic Service Program	
3.1.4	Social Security Administration (SSA) Disability Determination Documentation Accuracy	96%	97%	96%	Percent	equal to or greater than	Federal Fiscal Year (October 1 - September 30)	Percentage of correct decisions from random sample selected and reviewed by SSA	SSA Management Information; issued internally by SSA	Disability Determination Services	Social Security disability benefits claimants	Accurate claims adjudication	2504.000000.000 Disability Determination Div	

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

Goal: Accountability to taxpayers through efficient and effective use of resources entrusted to us.														
Strategy: 3.2										Statewide Enterprise Objective				
Continued evaluation and improvement of key processes.										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	Agreed Upon Procedures audit findings	1	0	0	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Office of State Auditor	Finance department	Taxpayers	Internal controls in accounting	0100.000000.000 Administration	
3.2.2	Program Integrity Compliance Assurance results	83%	83%	97%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of correct procedural and substantial questions, divided by total number of correct and incorrect questions	State Office Quality Assurance reviews	Program Integrity report on SCVRD Reports Hub (Home > Program Integrity)	Field office staff	Adherence to Consumer Services policy	0502.100000.000 Basic Service Program	
3.2.3	Average number of days to develop Individualized Plan for Employment from application date	72	72	74	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	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	SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Agency consumers	Efficient service delivery without unnecessary delays	0502.100000.000 Basic Service Program	Performance was affected by the need to mail forms for signature due to office closures during the COVID-19 pandemic.

Goal														Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	
Strategy										4.1				Statewide Enterprise Objective	
Increase collaboration with other state agencies and community organizations.										Public Infrastructure and Economic Development					
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	New applicants referred for VR services	10889	10890	8279	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of new applicants statewide	SCVRD Case Management System	SCVRD internal Caseload Activity Report application (CBJT185)	South Carolinians in the labor force who have disabilities	Opportunity to receive services and benefit from the agency	0502.100000.000 Basic Service Program	Many referral partners closed their offices during the COVID-19 pandemic, which resulted in reductions in the numbers of applicants referred to SCVRD.	
4.1.2	Increase in cooperative agreements associated with strategic goals	418	419	422	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of new and continued memoranda of understanding with community partners, all types	Active agreements on file in Legal, Safety and Risk Management department	SCVRD Contracts Database	Agency partners	Collaboration in support of the agency mission	0502.100000.000 Basic Service Program		
4.1.3	VR involvement level with Integrated Business Service teams for all Local Workforce Development Boards	100%	100%	100%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Number of local Integrated Business Services (IBS) teams with active participation by VR Business Development Specialists, divided by total number of IBS teams	Local Workforce Development Boards' Integrated Business Services team rosters	Business Services department	South Carolina businesses/employers	Integrated approach to business services	0502.100000.000 Basic Service Program		

Goal: Maintain a dynamic network of partnerships to shape a better future for all stakeholders.														
Strategy: 4.2										Statewide Enterprise Objective				
Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community.										Public Infrastructure and Economic Development				
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	Employer penetration rate	14%	8%	9%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of unique business establishments in the state using workforce system services, divided by the total number of unique business establishments in the state, as defined by the U.S. Bureau of Labor Statistics (BLS)	Employer services records among SCVRD and its WIOA core partners	U.S. Department of Labor, Employment and Training Administration @ https://www.dol.gov/agencies/eta/performance/results	South Carolina Employers	Effectiveness business services	0502.100000.000 Basic Service Program	This measure is shared across all WIOA core partner agencies (i.e., the public workforce system). The target during a federal baseline period is the national rate, which is not available at the time the target is set on the Strategic Plan. The previous year's national rate is entered initially, but at the time of reporting performance on the AAR, the target must be updated to reflect the most recent national rate available. After the baseline period ends, the target value will be the rate negotiated with federal partners.
4.2.2	Repeat business customer rate	38%	36%	30%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of unique business establishments in the state who used workforce system services during the reporting year AND previously in the past three years, divided by the number of unique business establishments in the state who received workforce system services during the past three years	Employer services records among SCVRD and its WIOA core partners	U.S. Department of Labor, Employment and Training Administration @ https://www.dol.gov/agencies/eta/performance/results	South Carolina Employers served in the previous 3 years	Continuing support for employers	0502.100000.000 Basic Service Program	This measure is shared across all WIOA core partner agencies (i.e., the public workforce system). The target during a federal baseline period is the national rate, which is not available at the time the target is set on the Strategic Plan. The previous year's national rate is entered initially, but at the time of reporting performance on the AAR, the target must be updated to reflect the most recent national rate available. After the baseline period ends, the target value will be the rate negotiated with federal partners.
4.2.3	Agreements with business and industry for Job Readiness Training for VR consumers	404	405	250	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of product lines outsourced to SCVRD's Job Readiness Training Centers by business and industry partners	Job Readiness Training Services records	Job Readiness Training Services department	Agency consumers receiving Job Readiness Training services	Training opportunities leading to competitive, integrated employment opportunities in the local job market	0502.100000.000 Basic Service Program	Many contracts were lost during the year due to training centers being closed to consumers during the COVID-19 pandemic.

Goal: Accountability to taxpayers through efficient and effective use of resources entrusted to us.														
Strategy: 3.1										Statewide Enterprise Objective				
Efficient service delivery that positively impacts long-term outcomes.										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	Median quarterly earnings of program participants who are employed during 2nd quarter after exit	\$5,720.00	\$5,700.00		Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Median quarterly earnings of program participants who are in unsubsidized employment during second quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Agency consumers	Competitive wages sustained after case closure	0502.100000.000 Basic Service Program	
3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$4.08	\$4.08		Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	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	Internal Economical Analysis Report (M7)	Planning & Program Evaluation department	Taxpayers	Return on investment	0502.100000.000 Basic Service Program	0
3.1.3	Median days from application to eligibility	28	30		Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date of application and date eligibility determined for all applicants determined eligible during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Applicants for agency services	Timely determination of eligibility for agency services	0502.100000.000 Basic Service Program	Indicator of timeliness in moving cases forward to value-added activities - Federal standard is 60 days
3.1.4	Median days from eligibility to vocational objective	12	30		Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date of eligibility and date vocational objective established for all consumers who set a vocational objective during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Applicants determined eligible for agency services	Timely establishment of a vocational objective	0502.100000.000 Basic Service Program	Indicator of timeliness in moving cases forward to value-added activities
3.1.5	Median days from vocational objective to Individualized Plan for Employment (IPE)	3	12		Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date vocational objective established and date IPE developed for all applicants who have a plan developed during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Consumers who have an individualized plan for employment developed during the year	Timely development of individualized plans for services	0502.100000.000 Basic Service Program	Indicator of timeliness in moving cases forward to value-added activities

Goal Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Strategy 4.1 Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community. **Statewide Enterprise Objective** Public Infrastructure and Economic Development

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	Repeat business customer rate	5.5%	5.0%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of employers in the state who utilized Agency services during the report year AND previously in the past three years, divided by the number of employers in the state who received Agency services during the past three years	Service records created by agency personnel in SCVRD Universal Business System (UBS)	Annual Effectiveness in Serving Employers Report on internal SCVRD Reports Hub (Home > Business Services Development Testing)	South Carolina Employers served in the previous 3 years	Continuing support for employers	0502.100000.000 Basic Service Program	
4.1.2	Employers/businesses served	1169	1200		Count (whole number)	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total, unduplicated count of unique business establishment locations served	Service records created by agency personnel in SCVRD Universal Business System (UBS)	Annual Effectiveness in Serving Employers Report on internal SCVRD Reports Hub (Home > Business Services Development Testing)	South Carolina employers	Employer Services aimed at accessing untapped labor pools, information and support, engagement in strategic planning/ economic development, training, and workforce recruitment assistance	0502.100000.000 Basic Service Program	
4.1.3	Job Readiness Training Centers (JRTCs) business partner hiring	32%	32%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of JRTC business partners that hired Agency consumers during the report year, divided by the total number of businesses partnering with the JRTCs during the report year	Business profiles in SCVRD Universal Business System (UBS)	JRT dashboard on internal SCVRD Reports Hub (Home > Service Delivery > JRT Services)	Agency consumers who receive Job Readiness Training services	Job opportunities with JRTC business partners	0502.100000.000 Basic Service Program	Indicator of alignment between training available in JRTCs and jobs available in the local community, as well as evidence that training leads to related employment

Goal Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Strategy 4.2 **Statewide Enterprise Objective**

Enhance direct outreach to and development of referral sources for targeted populations. **Public Infrastructure and Economic Development**

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	Proportion of referrals and applicants with brain injury and spinal cord injury	1.3%	1.4%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Job seekers with brain or spinal cord injuries	Outreach to a potentially underserved population	0502.100000.000 Basic Service Program	0
4.2.2	Proportion of referrals and applicants with Intellectual Disability and Autism Spectrum Disorders	10.1%	10.0%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Job seekers with Intellectual Disability or Autism Spectrum Disorders	Outreach to a potentially underserved population	0502.100000.000 Basic Service Program	0
4.2.3	Proportion of referrals and applicants who identify as Hispanic/Latinx	2.9%	2.9%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Job seekers with disabilities who identify as Hispanic/Latinx	Outreach to a potentially underserved population	0502.100000.000 Basic Service Program	0

FY 2020-2021 Agency Accountability Report

Budget Responses:

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

VOCATIONAL REHABILITATION

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	Administrative functions of the Agency (Cost Allocation Plan calculations)	\$923,344.00	\$148,020.00	\$4,458,764.00	\$5,530,128.00	\$1,314,062.00	\$115,000.00	\$7,894,018.00	\$9,323,080.00
0502.100000.000	Basic Service Program	with disabilities to prepare and assist them to achieve and maintain competitive employment	\$11,810,898.00	\$12,719,573.00	\$31,839,669.00	\$56,370,140.00	\$10,711,916.00	\$29,982,118.00	\$49,043,612.00	\$89,737,646.00
0502.250000.000	Special Projects	Special grant programs and contracts targeted to specific areas, including In-Service Training and Supported Employment	\$19,267.00	\$103,206.00	\$230,468.00	\$352,941.00	\$66,557.00		\$1,452,619.00	\$1,519,176.00
2504.000000.000	Disability Determination Div	Adjudication of SSI/SSDI claims for the Social Security Administration		\$2,679,028.00	\$28,076,528.00	\$30,755,556.00		\$3,214,572.00	\$45,801,197.00	\$49,015,769.00
9500.050000.000	State Employer Contributions	Employee fringe benefits	\$4,305,334.00	\$1,013,573.00	\$16,232,906.00	\$21,551,813.00	\$4,966,308.00	\$2,028,511.00	\$18,150,661.00	\$25,145,480.00
9808.110000X000	Information Technology/Security - Computer Purchas	Computers compatible with an operating system that meets security requirements	\$5,653.00			\$5,653.00				
9812.100000X000	Equestrian Center PTSD Program	Pilot program to assist veterans with PTSD	\$7,447.00			\$7,447.00				

Legal Responses:

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

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Requires a manner of delivery	(A221, R263, H4698) Amending Section S.C. Code §40-47-32, 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.	Requires a manner of delivery	(A54, R80, S462) Amending Section S.C. Code §59-39-100, Code of Laws of South Carolina	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.	Requires a service	§12-37-250	State	Statute	Evaluation of disability claims for homestead exemption
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.	Requires a manner of delivery	§24-13-2110	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	Requires a manner of delivery	§24-19-60	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.	Requires a service	§24-19-80	State	Statute	Examine youthful offenders and make recommendations as to treatment
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.	Requires a service	§43-5-1125	State	Statute	Disability assessment

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

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Requires a service	§44-22-190	State	Statute	Counseling, referral, timely notification of job listings and other services provided by SCVRD
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.	Requires a service	§44-26-200	State	Statute	Counseling, referral, timely notification of job listings and other services provided by SCVRD
Requires SCVRD to provide care or treatment for eligible beneficiaries of a Disability Trust Fund created under Title 44, Chapter 28 and to be one of three agencies to promulgate regulations for the fund.	Requires a service	§44-28-360 & 370	State	Statute	Care or treatment for eligible beneficiaries
Requires SCVRD to provide care or treatment for a beneficiary of a Self-Sufficiency Trust Fund created under Title 44, Chapter 28	Requires a service	§44-28-40	State	Statute	Care or treatment for eligible beneficiaries
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.	Requires a service	§59-51-20	State	Statute	Personal and social adjustment and prevocational and vocational courses for persons with disabilities
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.	Requires a service	§9-1-1540	State	Statute	Evaluation of disability retirement applications submitted by members of SCRS
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.	Requires a service	§9-11-80	State	Statute	Evaluation of disability retirement applications for SC Police Officers Retirement System
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.	Requires a service	§9-9-68	State	Statute	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
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.	Requires a service	20 CFR 404 Subpart Q (for Disability Determination Services)	Federal	Regulation	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.

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

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Requires a service	20 CFR 404.1503 (for Disability Determination Services)	Federal	Regulation	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.
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.	Requires a service	South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.
(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.	Not related to agency deliverable	State Appropriations Act 94, 2020-2021 (R116, H4100) Section 32 - H730- Department of Vocational Rehabilitation; Section 32.1	State	FY 2019-20 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.	Not related to agency deliverable	State Appropriations Act 94, 2020-2021 (R116, H4100) Section 32 - H730- Department of Vocational Rehabilitation; Section 32.2	State	FY 2019-20 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.	Not related to agency deliverable	State Appropriations Act 94, 2020-2021 (R116, H4100) Section 32 - H730- Department of Vocational Rehabilitation; Section 32.3	State	FY 2019-20 Proviso	

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

Description	Purpose	Law Number	Jurisdiction	Type	Notes
(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.	Not related to agency deliverable	State Appropriations Act 94, 2020-2021 (R116, H4100) Section 32 - H730- Department of Vocational Rehabilitation; Section 32.4	State	FY 2019-20 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.	Not related to agency deliverable	State Appropriations Act 94, 2020-2021 (R116, H4100) Section 32 - H730- Department of Vocational Rehabilitation; Section 32.5	State	FY 2019-20 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.	Requires a service	State Appropriations Act, 2017-2018 (R128, H3720) Section 103 - E500- Revenue and Fiscal Affairs; 103.3- RFAO: SC Health & Human Services Data Warehouse	State	FY 2019-20 Proviso	Data that is required to be submitted according to the proviso
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.	Requires a service	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Statute	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.

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

Description	Purpose	Law Number	Jurisdiction	Type	Notes
<p>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.</p>	<p>Requires a service</p>	<p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Public Law #113-128; 34 CFR Parts 361, 363, 397,463.</p>	<p>Federal</p>	<p>Statute</p>	<p>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.</p>

FY 2020-2021 Agency Accountability Report
Services Responses:

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

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
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.	Eligible individuals with a physical or mental impairment that hinders them from working and who require and are able to benefit from vocational rehabilitation services that would lead to competitive, integrated employment	Adults and youth with disabilities in the labor force	Families and employers of individuals with disabilities	Area (Field) Offices	Direct service provision to Department consumers and business partners	Individuals with disabilities would not have services needed to obtain and maintain competitive employment and would instead rely more heavily upon taxpayer-funded public benefits for their support.
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.	Several hundred employers throughout South Carolina who hire VR consumers, provide work training opportunities for consumers, or both.	South Carolina businesses/ employers	Job seekers with disabilities	Area (Field) Offices	Direct service provision to Department consumers and business partners	Employers with hiring and outsourcing needs would have fewer qualified applicants and miss out on opportunities to build talent pipelines.
Process initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Perform continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	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).	Social Security and Supplemental Security Income claimants	Families of Social Security and Supplemental Security Income claimants	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.

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

VOCATIONAL REHABILITATION

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
Processes claims for Medicaid disability benefits.	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).	Medicaid applicants with disabilities	Families of Medicaid applicants with disabilities	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.
Process disability claims by South Carolina state employees.	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).	State employees with disabilities	Families of state employees with disabilities	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.

Agency Partnerships Responses:

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

Name of Partner Entity	Type of Partner Entity	Description of Partnership
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.
AccessAbility	Non-Governmental Organization	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.
Adult Education	State Government	WIN instruction and testing; WIOA core partner.
Brain Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.
Business Advisory Council	Non-Governmental Organization	Council provides guidance for SCVRD's Information Technology Training Program, including curricula recommendations, selection of candidates, mentoring of students.
Center for Disability Resources	Higher Education Institute	Mutual referrals; education and awareness; training and technical assistance.
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
Department of Commerce	State Government	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies.
Department of Corrections	State Government	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.
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.
Department of Health and Human Services	State Government	To provide complementary services leading to competitive employment of consumers; provide Medicaid disability claims processing.
Department of Juvenile Justice	State Government	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.
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.
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.
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.
Dept. of Social Services	State Government	To provide complementary services leading to competitive employment of consumers; WIOA state plan collaboration.
Developmental Disabilities Council	State Government	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.
Diabetes Outreach Council	Non-Governmental Organization	Mutual referrals of persons with diabetes; education and awareness activities.
Disability Rights South Carolina	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.
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.
Emergency Management Division	State Government	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.
Multiple Sclerosis Society of South Carolina	Non-Governmental Organization	Mutual referrals of persons with multiple sclerosis; education and awareness activities.
National Employment Team (The NET)	Non-Governmental Organization	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.
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.
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;
S.C. Assistive Technology Program	Higher Education Institute	Education and awareness; provision of assistive technology devices for persons with disabilities.
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.
S.C. School Districts/Dept. of Education	K-12 Education Institute	Pre-employment transition services in all districts.
S.C. State University Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.
S.C. Technical College System	State Government	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD consumers.
S.C. Workers' Compensation Commission	State Government	Referrals of persons with disabling conditions for SCVRD services.
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.
SC Industry Liaison Group	Professional Association	Promotion of employment of SCVRD consumers and exposure to federal contractors seeking qualified job candidates with disabilities.
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.

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

VOCATIONAL REHABILITATION

Name of Partner Entity	Type of Partner Entity	Description of Partnership
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.
SOS Healthcare	Non-Governmental 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.
Spinal Cord Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with spinal cord injuries; education and awareness activities.
State Accident Fund	State Government	Insurance issues and advisory capacity.
State and Local Chambers of Commerce	Non-Governmental Organization	Development of business relationships to enhance employment opportunities for SCVRD consumers.
State Auditor's Office	State Government	Provision of audits.
Transition Alliance of South Carolina	Non-Governmental Organization	Brings multiple agencies and organizations together to enhance school-to-work transition services.
Unumb Center	Non-Governmental 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.
USC Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.
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.
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.
Wil Lou Gray Opportunity School	State Government	To provide vocational rehabilitation services for "at risk" youth with disabilities.

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

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

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."	9/15/2020	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	
Agreed Upon Procedures		Agreed upon procedures audit.	6/30/2020	Annually	South Carolina state agency or agencies	Available on another website	http://osa.sc.gov/reports/
Bank Account Transparency and Accountability		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	9/13/2021	Annually	South Carolina state agency or agencies	Electronic file available upon request	Luanne Curry, Administrative Coordinator Finance department LCurry1@scvrd.net 803-896-6601
Debt Collection Report		Amount of agency's outstanding debt and all methods it has used to collect that debt.	3/16/2021	Annually	Legislative entity or entities	Electronic copy available upon request	Luanne Curry, Administrative Coordinator Finance department LCurry1@scvrd.net 803-896-6601
EEO Report		Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	10/22/2020	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	https://dc.statelibrary.sc.gov/bitstream/handle/10827/36728/HAC_Status_of_Equal_Employment_Opportunity_in_SC_State_Government_2021-02-01.pdf?sequence=1&isAllowed=y
Energy Conservation Annual Progress Report		Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	9/10/2021	Annually	South Carolina state agency or agencies	Available on another website	http://energy.sc.gov/files/view/State%20Energy%20Use%20Report%202020.pdf
Federal Project Review	Title 2, Chapter 65 of the SC Code of Laws	Detailed statements on sources of federal funds	2/25/2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Budget Manager Swalker@scvrd.net 803-896-6504

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

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
Internal Audits		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.	7/23/2021	Other	South Carolina state agency or agencies	Electronic file available upon request	Keri Dowd-Pugh, Audits Manager Kdowd-Pugh@scvrd.net 803-896-4838
Minority Business Enterprise Utilization Plan		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	7/30/2021	Quarterly	South Carolina state agency or agencies	Electronic file available upon request	Jennifer Coleman, Procurement Manager jcoleman@scvrd.net 803-896-6333
RSA-2 Annual VR Program Cost Report		Program cost information	12/29/2020	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-2
RSA-722 Annual Report on Appeals Process	Public Law 93-112, as amended in P.L. 114-95 34 CFR Part 361	Data on complaints received from SCVRD clients and the resolution/results of appeals	10/21/2020	Annually	Entity within federal government	Electronic copy available upon request	https://rsa.ed.gov/data/view-submission-rsa-722
RSA-911 Case Services Report	Public Law 113-128 34 CFR 361	Captures a variety of demographic and service data for each individual who applies for and receives services during the fiscal year	8/12/2021	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/performance/rsa-911-policy-directive
Schedule of Expenditures of Federal Awards		Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	8/14/2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Breta Rheney, Accounting Manager Finace Department BRheney@scvrd.net 803-896-6601
SF-425 Federal Financial Report		Financial report to assess grantee compliance with fiscal requirements of the Rehabilitation Act	5/1/2021	Twice a year	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-sf-425
State Fiscal Year Closing Packages		Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	9/9/2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Breta Rheney, Accounting Manager Finace Department BRheney@scvrd.net 803-896-6601

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

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
State Information Technology Plan		Information about state technology purchases	7/22/2021	Other	South Carolina state agency or agencies	Electronic file available upon request	Jay Rolin, Chief Information Officer Information Technology department jrolin@scvrd.net 803-896-6825
Travel Report		Agency travel expenses for the prior fiscal year.	11/1/2020	Annually	South Carolina state agency or agencies	Available on another website	https://dc.statelibrary.sc.gov/bitstream/handle/10827/35499/CG_Travel_Report_2019-2020.pdf?sequence=1&isAllowed=y
Vocational Rehabilitation Financial Report (RSA-17)		The RSA-17 collects data on VR program activities for agencies funded under the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by title IV of the Workforce Innovation and Opportunity Act (WIOA).	07/31/2021	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-data
WIOA Annual Performance Report (ETA-9169)	Public Law 113-128 34 CFR 361	Statewide performance report that captures participants served, participants exited, funds expended, cost per participant served, participant characteristics, and WIOA common performance measures	9/24/2020	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/wioa-resources/wioa-annual-reports