

<b>AGENCY NAME:</b>	<b>DEPARTMENT OF CHILD ADVOCACY</b>		
<b>AGENCY CODE:</b>	<b>L080</b>	<b>SECTION:</b>	<b>041</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>	Amanda F. Whittle

<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

**DEPARTMENT OF CHILD ADVOCACY**

**Primary Contact:**

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Amanda	Whittle	Director/State Child Advocate	803-315-2251	amanda.whittle@childadvocate.sc.gov

**Secondary Contact**

First Name	Last Name	Role/Title	Phone	Email Address
Petra	Clay-Jones	Deputy Director for Program Operations	803-622-6859	petra.clay-jones@childadvocate.sc.gov

**Agency Mission**

The S.C. Department of Children's Advocacy champions advocacy, accountability, and service to improve outcomes for children served by state agencies in South Carolina.

**Adopted in:** 2019

**Agency Vision**

Growing a community where children thrive.

**Adopted in:** 2019

**Recommendations for reorganization requiring legislative change.**

Yes

1. FCRB Division Director: The practice that occurred prior to the creation of the Department of Children's Advocacy (DCA) on 7/1/2019 was that the FCRB Director position was posted through careers.sc.gov. Interviews were held and a candidate was offered the position with a salary that was determined based on the candidate's knowledge, skills and abilities as well as the pay band in consultation with HR. The current statute provides that the FCRB Director is appointed by and serves at the pleasure of the Governor, who also establishes the Director's pay. We would seek to amend S.C. Code of Laws Ann. Section 63-11-700 to align with the existing practice of hiring division directors at DCA.

2. Continuum of Care Director: The provision of the statute regarding the Continuum of Care Director provides that this division director serves at the pleasure of the State Child Advocate. We would seek to amend S.C. Code of Laws Ann. Section 63-11-1340 to align with the exiting practice of hiring division directors at DCA and for this person to serve in a capacity consistent with other division directors at the agency as opposed to being an at-will employee.

**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
August	June	Implementation of Medicaid 1915C waiver	Strengthened capacity to serve youth through increased reimbursement rate and	Eliminated the need to request additional state funding for FY21
July	June	Virtual meetings and case reviews	Reduced travel and in-person contact with children, families and other agencies	Allowed essential services to continue
August		Implementation of Medicaid 1915C waiver	Strengthened capacity to serve youth through increased reimbursement rate and	Eliminated the need to request additional state funding for FY21
July		Virtual meetings and case reviews	Reduced travel and in-person contact with children, families and other agencies	Allowed essential services to continue

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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?
<b>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.</b>
Yes
We intend to add a division director-type position for the Investigations Unit based on the scope of the agency's work pertaining to responding to complaints and recommending improvements for services provided to children by state agencies.
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?
Yes
Please list the law number(s) which gives the agency the authority to promulgate regulations.
S.C. Code of Laws Ann. Section 63-11-700(E)
Has the agency promulgated any regulations?
Yes
Is the agency in compliance with S.C. Code Ann. § 1-22-120(J), which requires an agency to conduct a formal review of its regulations every five years?
Yes

## **Annual Accountability Report Narrative 2020-2021**

### **Annual Accountability Report Summary:**

During FY21, the S.C. Department of Children's Advocacy (DCA) has continued to establish capacity to fulfill its statutory obligations including promoting a broad vision for reform regarding services provided to children by state agencies in South Carolina. DCA operated successfully within DCA's budget and with a Continuing Resolution during FY21. DCA has worked with other agencies, including DHHS, DMH and DSS to optimize funding opportunities.

DCA administers the Foster Care Review Board; Cass Elias McCarter Guardian ad Litem Program; and S.C. Continuum of Care, and DCA operates an Investigations Unit. In addition to the complaints and concerns received through the Investigation Unit's 800 number and online submission process, the DCA receives critical incident notifications from other state agencies and the State Child Advocate serves on the Child Fatality Advisory Committee, Medical Care Advisory Committee, Bench Bar Committee, Children's Justice Act Task Force, Human Trafficking Task Force, and Governor's Juvenile Justice Advisory Council (ex officio).

The Department of Children's Advocacy worked with staff, volunteers, community partners and agency and organizational leadership to develop, and then promote, a broad vision of reform including recommendations to the General Assembly and Governor for improved services by state agencies.

The broad vision focuses on communication, coordination, training, collaboration, and accountability. This broad vision was shared with the Governor through a cabinet meeting, as well as with the Joint Citizens and Legislative Committee on Children. DCA published its first Annual Report in December 2020 which is available on our website or in print. [www.childadvocate.sc.gov](http://www.childadvocate.sc.gov)

### **Budget and Finances**

The Department of Children's Advocacy identified ways to continue providing essential services while teleworking and then submitted CARES Act reimbursement requests. The total submission from July through November 2020 was \$188,733.99, which offset certain COVID-19-related expenditures. DCA's first audit was conducted during FY21, and the report was successful with one concern that dealt with an over-projection of a FY23 monthly lease rate. The finding was due to an overestimate of an anticipated expenditure (related to a lease) and not an actual overpayment. DCA worked with Admin's Finance Department to provide a written response to the S.C. Auditor's Office.

## Annual Accountability Report Narrative 2020-2021

*Continuum of Care:* When DCA became effective on July 1, 2019, Continuum of Care's expenditures exceeded its appropriations and reimbursement. Based on spending at that time and based on Continuum of Care's carryforward funds, it was anticipated that Continuum of Care would not be soluble by July of 2021. DCA worked with agency leadership and DHHS to obtain a 1915(C) Medicaid Waiver in July of 2020. This changed the reimbursement structure from a unit billing system to an increased, per-child monthly reimbursement amount. The Medicaid waiver creates a sustainable reimbursement rate for the S.C. Continuum of Care as shown with actual and projected ending balances. The actual FY19 balance was -\$892,893; the actual FY20 ending balance was -\$756,964; the actual FY21 balance was -\$61,242, and the projected FY22 ending balance is \$655,654. Based on the Waiver, Medicaid reimbursement increased from \$724,885 in FY20 to \$1,188,404 in FY21. In June of 2021, DMH indicated it will seek to revise Proviso 35.1 in its FY22 budget request by ending a decades-long requirement that \$400,000 be transferred from DMH to the S.C. Continuum of Care. DCA plans to request additional funding to offset the projected reduction in funding for Continuum of Care.

*Guardian ad Litem Program:* GAL Program has sufficient state allocations and contracts for federal funding. The GAL Program submitted a grant application in February 2021 and was awarded a grant in the Fall of 2020 for a previous submission. The VOCA grants fund temporary grant positions within the GAL Program, and funding was decreased for the VOCA grant program during the last grant cycle. Leases have been reviewed and negotiated by the GAL Director LaDara Josey and Deputy Child Advocate of Operations Petra Clay-Jones to assess needs and terms.

*Foster Care Review Board:* Foster Care Review Board's workloads have increased, and the funding has not. DCA will engage in negotiations regarding the FCRB contract pertaining to IVE funding to determine whether the contract can be increased to support FCRB. This includes additional funding for a new case management and reporting system for FCRB.

*Investigations Unit:* DCA has not requested additional funding for the agency to support the Investigations Unit but will do so in the upcoming budget submission. DCA has been able to create the initial capacity to receive, refer, monitor and/or investigate complaints and critical incidents including hiring two full-time Investigators and a Deputy, who both supervises the Investigations Unit and serves in other capacities. A budget request will be submitted in 2021 regarding the overarching legislative requirements related to DCA. The Investigations Unit has had Fall 2020, Spring 2021 and Summer 2021 externs who have provided research and logistical support in addition to a strong relationship with the University of South Carolina School of Law. Deputy Child Advocate of Investigations Kayla Capps submitted a grant through the Department of Public Safety, and, if awarded, the grant would fund a new temporary grant position at DCA.

### **DCA's FY21 Highlights**

**Suicide Prevention:** The Department of Children's Advocacy is striving to make a difference in suicide prevention. Suicide has become the number one cause of death in two age groups – ages 10-14 and 15-17. That means that, of all causes of death – cancer, car wrecks, homicides, or natural causes – suicide is the number one cause of death for children between the ages of 10 and 17. That's roughly 4<sup>th</sup> grade through 12<sup>th</sup> grade. The Department of Children's Advocacy was the 2<sup>nd</sup> state agency in South Carolina to have all staff complete the online suicide prevention training that is offered by the SC Department of Mental Health Office of Suicide Prevention and American Foundation for Suicide Prevention.

**Continuum of Care:** Obtaining approval through the Centers for Medicare and Medicaid Services (CMS) in collaboration with DHHS for a 1915(C) Medicaid Waiver to establish a sustainable reimbursement rate for the Continuum of Care was a major success. Deputy Child Advocate Petra Clay-Jones spent countless hours in negotiation and implementation of the Waiver, including Greg Wright's leadership as Director of Continuum of Care. That is a role Greg Wright began just prior to the Covid19 pandemic. Continuum of Care was established in 1983 and provides intensive care through the High Fidelity Wraparound Model to help youth who have severe emotional and behavioral challenges remain in their homes, schools and communities. This type of service supports youth and families to avoid foster care entry and juvenile justice involvement and to maintain youth in their schools and communities. It is important for South Carolina that Continuum of Care's intensive care coordination continues to be part of the system of care.

**Foster Care Review Board and Heart Gallery:** Our Foster Care Review Board and Heart Gallery are making a difference. Foster Care Review Board was established in 1973 and provides legal advocacy for permanency for foster care children by reviewing the status of children who are in foster care to determine whether permanency objectives have been established and whether progress is being made toward those objectives. The FCRB reviews children who are in foster care, and their goal is to promote permanency for children --to move children out of foster care and into a permanent home where they will have lifelong connections with people who commit to love and support them. Foster Care Review Board published its 2020 Annual Report in December of 2020. That report refers to 2019 data. In 2019, FCRB staff facilitated 8,048 reviews for children in foster care. Additionally, the SC Heart Gallery staff arranged photo shoots for 86 children and arranged 119 adoption exhibits throughout the state. SC had the highest number of adoptions in several years with 515 finalized adoptions in 2019.

**Cass Elias McCarter Guardian ad Litem Program:** The Cass Elias McCarter Guardian ad Litem Program (GAL), also known as the S.C. Guardian ad Litem Program, is the largest division within DCA. The Cass Elias McCarter Guardian ad Litem Program was established in 1984 and provides a court-appointed special advocate – or a Guardian ad Litem – for every child who has a pending

## Annual Accountability Report Narrative 2020-2021

DSS abuse and neglect legal action in Family Court. On July 1, 2019, almost 40% of GAL Program's FTE positions were vacant. Ideally, GAL staff would train, support, mentor and coach volunteer GALs who would serve as court appointed special advocates for abused and neglected children in DSS family court actions. In addition to these duties, GAL staff also serve as court-appointed special advocates for abused and neglected children in Department of Social Services (DSS) family court actions, because there are more children than volunteers. LaDara Josey became GAL Program's Director in March of 2021. Despite working remotely, she and the Guardian ad Litem Team worked faithfully to meet the needs of children and families and filling vacancies. Marilyn Thomas and Alicia Blackmon have been invaluable with assisting with onboarding new staff. The GAL Program vacancies decreased from approximately 40% to approximately 8%. In FY19 (as of 8-31-19), 8714 children were served by the Guardian ad Litem Program. In FY20, 9144 children were served by the Guardian ad Litem Program. Congratulations and thank you to the managers for diligently monitoring vacancies, posting positions, conducting interviews and onboarding new staff as well as to the staff who support volunteers and advocate for children.

**Investigations Unit:** The Investigations Unit was created in July of 2019 to receive, review, refer, monitor, and investigate complaints and concerns regarding services provided to children by nine specific state agencies: Dept. of Health and Environmental Control (DHEC), Dept. of Social Services (DSS), Dept. of Mental Health (DMH), Dept. of Juvenile Justice (DJJ), Dept. of Health and Human Services (DHHS), Dept. of Disabilities and Special Needs (DDSN), John de la Howe School of Agriculture, School of the Deaf and of the Blind, and Wil Lou Gray Opportunity School. The Investigations Unit complaint line received 4,707 calls between July 1, 2019 and June 30, 2020 and approximately 4,000 calls between July 1, 2020 and June 30, 2021. Those calls provide an opportunity for DCA to educate the public regarding our role as well as the role of other state agencies. As examples of some of the unique types of calls, our Investigations Unit brought critical attention and aid to finding and securing a missing child and, in a separate matter, contacted law enforcement for a wellbeing check on a caller who was in distress. During FY21, the Investigations Unit disseminated approximately 150 posters to raise awareness about its role and launched an online Resource Library which is available on DCA's website. DCA's online Resource Library is an inventory of child-related services provided by state agencies in addition to resources provided by other agencies and organizations which work with state agencies. <https://childadvocate.sc.gov/resource-library>.

DCA's site visits resumed in June of 2021 with visits to all of DJJ evaluation centers; the DJJ Broad River Road Complex; the S.C. School for the Deaf and the Blind; the William J. McCord Adolescent Treatment Facility in Orangeburg; and the William S. Hall Psychiatric Institute.

DCA submitted its first solo grant application regarding deinstitutionalization of status offenders and alternatives to detention and worked with other agencies to submit grant applications for services that will improve outcomes for children and families.

## Annual Accountability Report Narrative 2020-2021

**Employee Recognition:** The Department of Children's Advocacy hosted a virtual employee celebration event during which we recognized employees for reaching state service milestones and assembled an Employee Appreciation Committee to create the event and select gifts for employee recognition month. We had twelve employees who were recognized for five years of state service; two employees with ten years of service, and one employee with twenty years of service as a state employee.

**Connectedness:** We began publishing a weekly newsletter and launched social media accounts when the state of emergency was declared. The regular employees newsletters have continued, and monthly partner updates began in January of 2021.

**Interagency Collaboration:** The Department of Children's Advocacy has also provided training for Pre-Merits Hearings Conferences, served on the State Leadership Team for Safe Babies Courts, advocated for legislative changes for children, and engaged in cross-agency collaborative efforts. The appropriate placement and treatment for seriously mentally ill, justice-involved youth has been a focused effort, and that work has led DCA leadership to visiting proposed sites for a new state-operated psychiatric residential treatment facility/ies (PRTF) and working with DMH and DJJ to identify and secure safe, stable and secure placements for youth who are currently placed at DJJ. Directors' meetings among DCA, DHHS, DMH, DJJ and DSS continued throughout FY21 to continue working toward identifying agency-shared priorities and strategies which include strengthening our state's placement and service array. DSS Director Mike Leach and his regional teams along with DCA Director Whittle and DCA's regional teams led four regional Joint Collaboration and Education trainings in April and May. DSS, FCRB, GAL and Richland County CASA (for the Midlands session) participated in the trainings which were interactive and engaging. Work among DHEC, DAODAS, DSS, DCA, MUSC, DHHS, and other organizations is underway for a Safe Sleep Summit and Safe Sleep Campaign in October of 2021.

### **Broad Vision for Reform**

The Department of Children's Advocacy has sought not only to meet and connect with state agency leadership teams but also to join and engage in learning, sharing, coordinating, and strategizing solutions from interagency relationship issues to matters involving complex systemic impasses. In 2020-2021, the SCA seeks to strengthen DCA's communication with the public, with state agencies and organizations, and with the Legislature to promote the following broad vision of reform:



## Annual Accountability Report Narrative 2020-2021

**Joint trainings and meetings to promote access and awareness of an array of services that allow children to safely remain in their homes and communities or in the least restrictive, most family-like setting based upon their needs**

**Safe Babies Courts are an example of this broad vision.** In July 2020, the South Carolina Infant Mental Health Association (SCIMHA) submitted a Zero to Three grant application with input and assistance from a State Leadership Team consisting of SCIMHA, S.C. Department of Mental Health, S.C. Department of Children's Advocacy, S.C. Network of Child Advocacy Centers, S.C. Department of Alcohol and Other Drug Abuse Services, and Department of Social Services. This team worked remotely and virtually to collaborate, brainstorm and enlist help from other organizations, agencies, community partners and members of the Judiciary. As a result, South Carolina was chosen for a grant award of \$425,000 to bring Safe Baby Courts to three South Carolina counties. Winning this grant was based on the readiness South Carolina displayed to work as a team. This grant creates a service that has never been available in this state for parents of infants and toddlers.

**Coordination of services and efforts for a system of care grounded in urgency, empathy and sustainability**

**Suicide Prevention needs our urgency, empathy and sustainability.** Suicide prevention is a vital issue to child health and wellness in South Carolina. The JCLCC Children's Committee's 2020 Data Reference Book indicates that suicide was the #1 cause of death among children ages 10 to 14 and #1 cause of death among children ages 15 to 17 in South Carolina. (JCLCC 2020 Data Book, <https://childaw.sc.edu>) Through an invitation by the Department of Mental Health's Office of Suicide Prevention (DMH OSP), DCA's Deputy Child Advocate of Investigations completed suicide prevention training programs which equipped her to bring life-saving intervention skills to DCA as well as to communities. Thereafter, in partnership with DMH OSP and the American Foundation for Suicide Prevention's (AFSP) South Carolina Chapter, all DCA staff and volunteers will be provided with valuable suicide prevention online training which is funded by OSP's Garrett Lee Smith SAMHSA grant (Grant: SM062901). Eliminating suicide as a cause of death is a priority.

## Annual Accountability Report Narrative 2020-2021

**Complex Behavioral and Mental Health Needs require coordination of services and efforts for our system of care.** The State Child Advocate has had regularly-scheduled meetings which include directors or their designees of DDSN, DHHS, DJJ, DMH, DSS, DHEC, DAODAS, Department of Education, Family Connection SC, Children's Trust, SCIMHA, NAMI, Continuum of Care, and other organizations. The relationships formed from communication and meetings are part of what is required for identifying cross-cutting program improvements; articulating recommendations that provide outcome-based solutions; and implementing effective complex and sustainable system changes. This collaboration has revealed that a relatively small number of children and adolescents in South Carolina have complex mental health and challenging behavioral needs, and their inability to get the help they need in their homes/communities increases foster care entries, involvement with juvenile justice and hospitalization. Part of the Department of Children's Advocacy's broad vision for reform is to promote access and awareness of an array of services that allow children to safely remain in their homes and communities or in the least restrictive, most family-like setting based upon their needs with the understanding that some children will need to receive services in a Psychiatric Residential Treatment Facility (PRTF) or other out-of-home setting. DCA is engaged in sharing and identifying coordinated solutions regarding gaps in services primarily concerning qualified, quality intensive community service providers. The resulting recommendations should include measuring and tracking outcome data.

**Continued collaboration with child welfare partners regarding communication, service coordination and planning strategies to improve outcomes for children**

**Child Fatality Advisory Committee is uniquely positioned to communicate and strategize improvement outcomes.** Pursuant to S.C. Code of Laws Ann. Section 63-11-1930(A), the State Child Advocate is a member of the Child Fatality Advisory Committee. The State Child Advocate worked with South Carolina Law Enforcement Division (SLED) to be screened and approved for access to confidential child fatality information. The State Child Advocate has participated in CFAC meetings every other month beginning in June of 2019. The committee continued to meet through web-based platforms. This committee's annual report is published at <https://scfacsc.wordpress.com/annualreports/>, and DCA has shared research information relevant to this committee through social media and newsletters specifically regarding dangers associated with unsafe sleep, drowning, and leaving children in hot cars. DCA is working with other members of the committee for campaigns to educate and equip parents and professionals with the information learned from fatality reviews.

## Annual Accountability Report Narrative 2020-2021

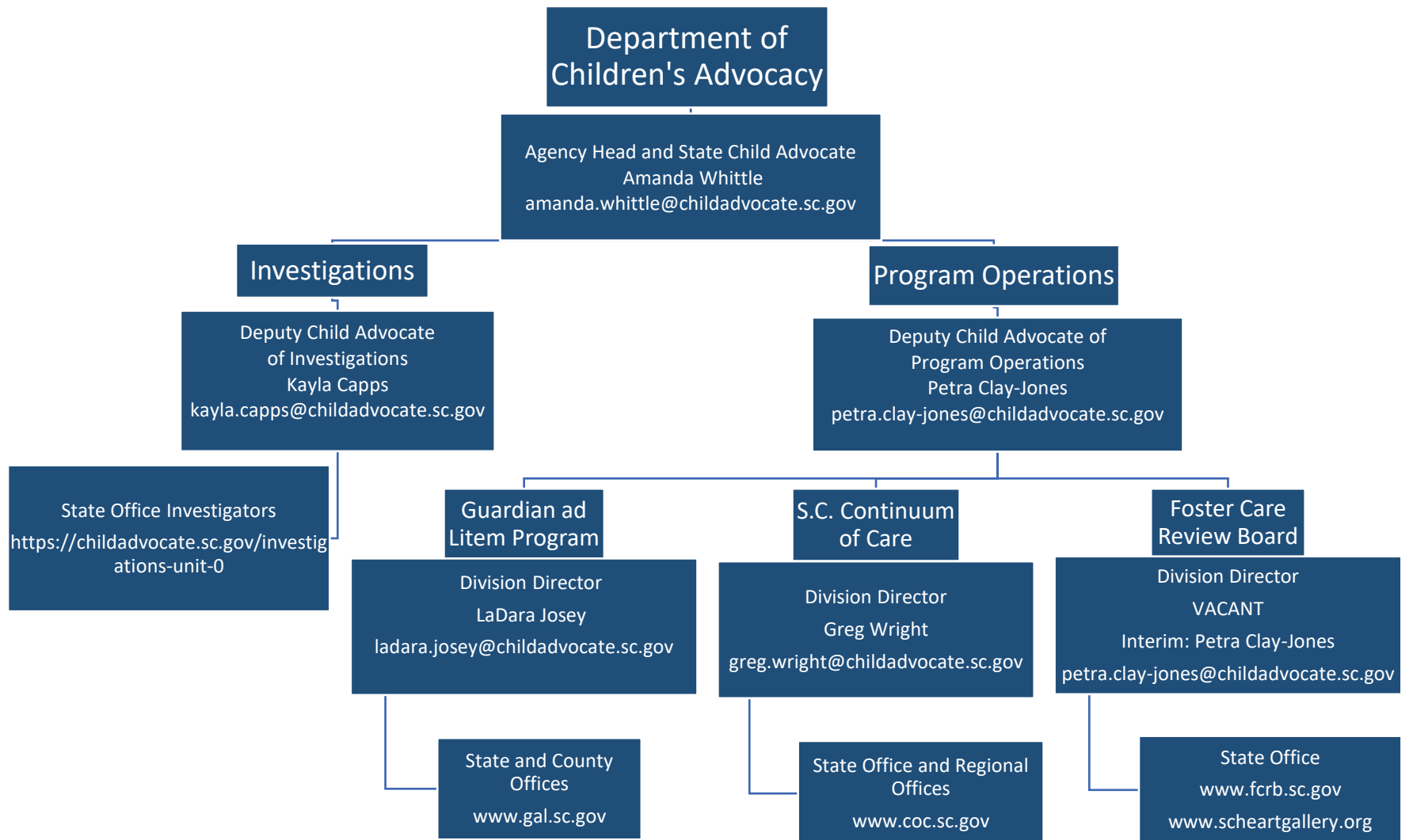
**Bench-Bar Committee is an example of how collaborative communication coordinated planning can improve outcomes.** The State Child Advocate is a member of the Bench-Bar committee which recognizes that court continuances negatively impact childhood wellbeing and timely permanence. The Department of Children's Advocacy, members of the Judiciary, Commission on Indigent Defense, Children's Law Center, Court Administration and Department of Social Services have been engaged in a court time work group subcommittee and recognize the need to gain traction and enhance momentum to reduce delays. During the Summer, 2020, virtual trainings were provided to hundreds of child welfare professionals, and dates were set to being Pre-Merits Hearing Conferences throughout the state. Pre-Merits Hearing Conferences will provide a forum and a structure for respectful, meaningful pre-court conferences among DSS, Guardians ad litem, parents and parents' attorneys. The goal is to decrease unnecessary delays for children who can safely return home.

### **Conclusion**

In addition to administering the Guardian ad Litem Program, Foster Care Review Board and S.C. Continuum of Care and receiving and responding to complaints about the nine legislatively-identified agencies, the State Child Advocate and Department of Children's Advocacy must also be a partner within the child and family wellbeing system:

- (1) DCA is part of the system of care that includes three child-serving divisions (Guardian ad Litem, Continuum of Care and Guardian ad Litem Program) that work closely with most of the nine agencies;
- (2) DCA's Investigations Unit, along with the State Child Advocate, should not only identify areas which need improvement but also effectively advocate toward action steps and outcomes. DCA should be part of the collaboration, coordination and communication toward sustainable transformation of the child and family wellbeing system.

# SOUTH CAROLINA DEPARTMENT OF CHILDREN'S ADVOCACY



FY 2020-2021 Agency Accountability Report FY2020-21 Strategic Plan:														
These responses were submitted for the FY 2020-2021 Accountability Report by the DEPARTMENT OF CHILD ADVOCACY														
Goal To serve as advocates for timely, safe, and effective services for children														
Strategy 1.1										Statewide Enterprise Objective				
Establish, maintain, and continue to improve innovative and competitive recruitment efforts										Healthy and Safe Families				
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	Increase the number of active volunteers such that all children have a court-appointed volunteer advocate by 2024.	59%	70%	61%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of children served by volunteer Guardian ad Litem/Total number of children served by the Guardian ad Litem program.	GAL ETO System "Case Listing by Volunteer" as of 8-31-19 and 6-30-2020	Guardian ad Litem	Children and families involved in the Family Court legal actions regarding abuse/neglect; staff employed by GAL Program; judicial system who rely on an independent best-interest advocate	Children and families; the public; judicial system	0500.050100.000	The goal for this measurement is 100% by 2024. The interim target for this fiscal year was 70% which was not reached during this reporting cycle. In an effort to reach the interim measurements and the FY24 goal, recruiter positions have been developed and will be posted and filled during FY22.





[illegible]



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Goal To ensure that children, parents, and concerned citizens in South Carolina know how to connect children in need to the right services														
Strategy 2.2										Statewide Enterprise Objective				
Develop process to provide an excellent customer experience.										Healthy and Safe Families				
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	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Guardian ad litem)	50%	100%	75%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	Guardian ad litem offices will have consistent operational policy and procedure.	Guardian ad Litem	Guardian ad Litem Program staff; parents, children and family members and other agencies that work with Guardians ad Litem and who benefit from clear, consistent and informed policies and procedures	Employees, the public	0500.050100.000	A Quality Assurance position has been developed and will be filled to continue to ensure quality assurance and continuous quality improvement.
2.2.2	Create consistent and effective policies and procedures for improved efficiency for all Department of Children's Advocacy programs.	25%	100%	75%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	The Dept. of Children's Advocacy began on July 1, 2019 and adopted Admin policy at that time.	Administration/Investigations Unit	Dept of Children's Advocacy staff; parents, children and family members and other agencies that work with DCA and who benefit from clear, consistent and informed policies and procedures	Employees, the public	0100.000000.000	During this reporting period, there was an unanticipated focus on HR policy related to teleworking, returning to the workplace, quarantining, isolation, facemask, social distancing and visitation policies. Reviewing and updating of other policy, specifically related to procurement and IT, continue to be underway.
2.2.3	Ensure 87% of Continuum of Care parents interviewed will feel satisfied with the services they receive overall.	0%	87%	72%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of parents who report being satisfied with the services they receive overall from the Continuum of Care program/total number of parents who complete the survey.	Continuum of Care will administer regular surveys regarding parental satisfaction of services.	Continuum of Care	Parents, families, children and youth should feel satisfied with the services provided by the S.C. Continuum of Care	Employees, the public, other agencies	0500.150100.000	This percentage is the average of the four region's survey results (Region A 73.7%; Region B 68.8%; Region C 67.6%; Region D 78.3%)
2.2.4	The average Child Adolescent Functional Assessment Scale (CAFAS) score of total youth will support the efficacy of Continuum of Care (COC) services through a 30 point reduction in the youth's baseline crisis score. For example, if the youth scores 100 at the beginning of care coordination, this goal is that the youth's score would be reduced to 70 or less after receiving COC services.	0%	30%	2500%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Comparison of youths' beginning and ending CAFAS scores - the measure shows as a percentage but is actually a point measurement rather than a percentage measurement	Continuum of Care maintains CAFAS scores as part of the requirements of its high fidelity Wrap Around quality control and assurance.	Continuum of Care	A child's improvement is the single-most important goal of DCA. Continuum of Care's ability to objectively measure a youth's improvement is fundamental to the effectiveness of COC's model and professionals	parents, children/youth, families, the public	0500.150100.000	Comparison of youths' beginning and ending CAFAS scores - the measure shows as a percentage but is actually a point measurement rather than a percentage measurement. 25 is the average difference between the baseline and current scores as of 6/30/2021. Region A (140-100); Region B (130-120); Region C (150-120); and Region D (140-120). These scores indicate that youth are getting better, but we did not meet the goal. This can be attributed to impact of COVID-19 and dynamics associated with implementing High Fidelity Wraparound.
2.2.6	Initial response to complaints occurs within one business day of the Agency's receipt of telephone, website-submitted, or emailed complaints.	80%	98%	98%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints for which agency's initial response was within one business day of agency's receipt of the complaint/total number of complaints received by the agency.	Capacity will need to be developed to measure the timeliness of complaint response times.	Administration/Investigations Unit	A 24-hour response would provide excellent customer service and reassurance to parents, families and children that someone is listening to them and reviewing their concerns.	Employees, the public, other agencies	0100.000000.000	To measure the response timeliness, the first five entries of each month during FY21 were reviewed to determine when the initial response was made. The number of timely contacts was divided by the number of total contacts and multiplied by 100 to get the percentage rate.
2.2.7	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Foster Care Review Board)	0%	100%	50%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	FCRB policies will be reviewed, updated for consistent and streamlined operational policy and procedure.	Foster Care Review Board	FCRB staff; parents, children and family members and other agencies that work with FCRB and who benefit from clear, consistent and informed policies and procedures	FCRB staff, the public	0502.100100.000	Policies were reviewed and proposed updates were submitted during this period. Upon hiring a new FCRB Director, these proposals will be reviewed with the new FCRB Director during FY22. Any changes will be considered, and, if approved, will be implemented in FY22.
2.2.8	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Continuum of Care)	0%	100%	75%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	COC policies will be reviewed, updated for consistent and streamlined operational policy and procedure.	Continuum of Care	Continuum of Care staff; parents, children and family members and other agencies that work with Continuum of Care and who benefit from clear, consistent and informed policies and procedures	Continuum of Care staff, the public	0500.150100.000	Policies were reviewed and updated by Continuum of Care leadership, and plans will be underway to implement final updates during FY22.





These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal	Develop and promote a broad vision for reform, driven by the values and goals of child-serving agencies, to make the services and programs provided by state agencies more effective for children, youth, families and communities													
Strategy	3.3									Statewide Enterprise Objective				
Establish the capacity to manage, monitor, and report on statewide and/or internal projects.										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	Monitor and report progress quarterly and annually in achieving permanent plans for children in foster care through an external system of accountability and advocacy by June 30, 2020.	0%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent completion	FCRB will track and report the achievement of timely permanence for children by permanence type and by time achieved.	Foster Care Review Board	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who benefit from systemic improvement regarding services provided to children	General Assembly; public; state agencies	0502.100100.000	FCRB provides quarterly reports to DSS and publishes an Annual Report each calendar year. FCRB published its Annual Report in December of 2020, and it is available in print and online at fcrb.sc.gov.

<p>FY 2020-2021 Agency Accountability Report</p> <p><b>FY2021-22 Strategic Plan:</b></p>	
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These responses were submitted for the FY 2020-2021 Accountability Report by the DEPARTMENT OF CHILD ADVOCACY	
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Goal	To serve as advocates for timely, safe, and effective services for children
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Strategy	1.1
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Statewide Enterprise Objective	
1	Improve the quality of life for all residents by ensuring that the state's infrastructure is safe, reliable, and sustainable.
2	Enhance the state's economic competitiveness by supporting innovation, entrepreneurship, and job creation.
3	Protect the state's natural resources and environment by promoting conservation, sustainable development, and climate resilience.
4	Strengthen the state's social and community infrastructure by supporting education, healthcare, and social services.
5	Ensure the state's long-term fiscal sustainability by promoting responsible budgeting, transparency, and accountability.

Establish, maintain, and continue to improve innovative and competitive recruitment efforts
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Healthy and Safe Families
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[illegible]

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal	To serve as advocates for timely, safe, and effective services for children													
Strategy	1.2									Statewide Enterprise Objective				
Support our employees with clear expectations, measurable and achievable success criteria, and regular feedback to help them be successful in the workplace.										Healthy and Safe Families				
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	Reduce existing vacancies by recruiting and retaining staff in an effort to reduce existing workloads for staff; improve staff's ability to actively recruit volunteers; and to provide additional support for volunteers and the court system	13%	10%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Current Guardian ad Litem vacancies/Total FTEs	Dept. of Admin. Human Resources Vacancy Report as of 9-11-2019 and 6-30-2020	Admin Shared Services HR	Children and families involved in the Family Court legal actions regarding abuse/neglect; staff employed by GAL Program; judicial system who rely on a well-qualified, trained and independent best-interest advocate who is supervised and coached by an adequately-staffed GAL Program	Children and families; the public; judicial system	0500.050100.000	
1.2.2	Develop and deliver one annual topical training and four regional trainings for FCRB volunteers and staff to improve the quality of case reviews.	9	5		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of Trainings - * The state-wide training which was held on 8/7/2020 was included in the Annual Accountability Report for 2019-20.	FCRB will maintain records of dates, locations, times, and attendance regarding completed training sessions.	Foster Care Review Board	Children and families involved in the Family Court legal actions regarding abuse/neglect; judicial system and other agencies who rely on a well-qualified, trained peer review board which is supported by a well-trained and adequately-staffed Foster Care Review Board staff	Children and families; the public; judicial system; other agencies	0502.100100.000	
1.2.3	Augment existing policies and procedures for the Investigations Unit to ensure clear expectations for staff and alignment with the agency's mission and duties	0%	100%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent	Department of Children's Advocacy policy	Department of Children's Advocacy Investigations Unit	Employees; the public	Investigations Unit staff; callers to the complaint line; other agencies that work with the Investigations Unit	0100.000000.001	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal		To serve as advocates for timely, safe, and effective services for children												
Strategy 1.3										Statewide Enterprise Objective				
Foster innovation in retention methods for volunteers										Healthy and Safe Families				
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	Survey volunteer Guardians ad Litem regarding their satisfaction with their relationship with the Guardian ad Litem Program.	83%	90%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of volunteer Guardian ad Litem who report being "pleased" or "very pleased" in response to Question #10 of the survey.	The survey which was developed and disseminated in February of 2020 will be re-distributed for reporting in early 2021.	Guardian ad Litem	Children and families involved in the Family Court legal actions regarding abuse/neglect; staff employed by GAL Program; judicial system who rely on a sufficient supply of well-qualified, trained and independent best-interest advocates who are satisfied with their value and service as volunteers	Children and families; the public; judicial system; other agencies	0500.050100.000	
1.3.2	Increase the number of intermediate/advanced training hours, peer support and/or coaching accessed by volunteer GALs by 100% by 2023	26%	75%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	[(New average number of training hours per volunteer GAL - original average number of training hours per volunteer GAL)/original average number of training hours per volunteer GAL] *100	GAL ETO System capturing GAL continuing education hours	Guardian ad Litem	Children and families involved in the Family Court legal actions regarding abuse/neglect; staff employed by GAL Program; judicial system which relies on well-qualified, trained and independent best-interest advocates who are abreast of relevant legal matters affecting their work	Children and families; the public; judicial system; other agencies	0500.050100.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal To ensure that children, parents, and concerned citizens in South Carolina know how to connect children in need to the right services														
Strategy 2.1										Statewide Enterprise Objective				
Educate the public about state agency services										Healthy and Safe Families				
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	Develop and deliver or attend and participate in at least 4 public or community meetings or events to share information about accessing and/or navigating services provided by state agencies for children	8	4		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of meetings	The Dept. of Children's Advocacy's Communication Director will work closely with DCA leadership to develop and promote public awareness opportunities.	Administration/Investigations Unit	Children, families, caregivers and concerned citizens who need assistance; state agencies/providers who are trying to raise awareness of their services	The public	0100.000000.000	
2.1.2	Review and update the agency's online resource directory of state services and resources for children by June 30, 2022.	0%	100%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent	Department of Children's Advocacy Online Resource Library	<a href="https://childadvocate.sc.gov/resource-library">https://childadvocate.sc.gov/resource-library</a>	The public	Children, families, caregivers and concerned citizens who need assistance; state agencies/providers who are trying to raise awareness of their services	0100.000000.001	
2.1.3	Increase the number of PCSC Waiver Youth enrollment to 250 by June 2022.	150	250		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count	S.C. Continuum of Care - Phoenix EHR	Phoenix Electronic Health Record for youth served by Continuum of Care	The public; child-serving agencies	Families with children/youth experiencing serious emotional and behavioral issues who need help maintaining youth in their homes, schools and communities; agencies which benefit from agency-to-agency collaboration, coordination and support	0100.000000.001	



These responses were submitted for the FY 2020-2021 Accountability Report by the DEPARTMENT OF CHILD ADVOCACY														
Goal To ensure that children, parents, and concerned citizens in South Carolina know how to connect children in need to the right services														
Strategy 2.2										Statewide Enterprise Objective				
Develop process to provide an excellent customer experience.										Healthy and Safe Families				
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	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Guardian ad litem)	75%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	Guardian ad litem offices will have consistent operational policy and procedure.	Guardian ad Litem	Guardian ad Litem Program staff; parents, children and family members and other agencies that work with Guardians ad Litem and who benefit from clear, consistent and informed policies and procedures	Employees, the public	0500.050100.000	
2.2.2	Create consistent and effective policies and procedures for improved efficiency for all Department of Children's Advocacy programs.	75%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	The Dept. of Children's Advocacy began on July 1, 2019 and adopted Admin policy at that time.	Administration/Investigations Unit	Dept of Children's Advocacy staff; parents, children and family members and other agencies that work with DCA and who benefit from clear, consistent and informed policies and procedures	Employees, the public	0100.000000.000	
2.2.3	Ensure 87% of Continuum of Care parents interviewed will feel satisfied with the services they receive overall.	72%	87%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of parents who report being satisfied with the services they receive overall from the Continuum of Care program/total number of parents who complete the survey.	Continuum of Care will administer regular surveys regarding parental satisfaction of services.	Continuum of Care	Parents, families, children and youth should feel satisfied with the services provided by the S.C. Continuum of Care	Employees, the public, other agencies	0500.150100.000	
2.2.4	The average Child Adolescent Functional Assessment Scale (CAFAS) score of total youth will support the efficacy of Continuum of Care (COC) services through a 30 point reduction in the youth's baseline crisis score. For example, if the youth scores 100 at the beginning of care coordination, this goal is that the youth's score would be reduced to 70 or less after receiving COC services.	2500%	3000%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Comparison of youths' beginning and ending CAFAS scores - the measure shows as a percentage but is actually a point measurement rather than a percentage measurement	Continuum of Care maintains CAFAS scores as part of the requirements of its high fidelity Wrap Around quality control and assurance.	Continuum of Care	A child's improvement is the single-most important goal of DCA. Continuum of Care's ability to objectively measure a youth's improvement is fundamental to the effectiveness of COC's model and professionals	parents, children/youth, families, the public	0500.150100.000	
2.2.6	Initial response to complaints occurs within one business day of the Agency's receipt of telephone, website-submitted, or emailed complaints.	98%	98%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints for which agency's initial response was within one business day of agency's receipt of the complaint/total number of complaints received by the agency.	Capacity will need to be developed to measure the timeliness of complaint response times.	Administration/Investigations Unit	A 24-hour response would provide excellent customer service and reassurance to parents, families and children that someone is listening to them and reviewing their concerns.	Employees, the public, other agencies	0100.000000.000	
2.2.7	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Foster Care Review Board)	50%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	FCRB policies will be reviewed, updated for consistent and streamlined operational policy and procedure.	Foster Care Review Board	FCRB staff; parents, children and family members and other agencies that work with FCRB and who benefit from clear, consistent and informed policies and procedures	FCRB staff, the public	0502.100100.000	
2.2.8	Review and update 100% of policies and procedures to streamline and improve consistency across the state. (Continuum of Care)	75%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent Completion	COC policies will be reviewed, updated for consistent and streamlined operational policy and procedure.	Continuum of Care	Continuum of Care staff; parents, children and family members and other agencies that work with Continuum of Care and who benefit from clear, consistent and informed policies and procedures	Continuum of Care staff, the public	0500.150100.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal	Develop and promote a broad vision for reform, driven by the values and goals of child-serving agencies, to make the services and programs provided by state agencies more effective for children, youth, families and communities													
Strategy	3.1									Statewide Enterprise Objective				
Examine, on a system-wide basis, the care and services that state agencies provide children										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	Establish a tracking system for reviewing and evaluating services for children by June 30, 2021.	75%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent completion - Explore modification of current case management system to add fields for automated reports	One of the statutory duties of the Dept. of Children's Advocacy includes examining, on a system-wide basis, the care and services that state agencies provide children.	Administration/Investigations Unit	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who need resource information and who need to know about the quality and availability of services provided to children by state agencies	General Assembly; public; state agencies	0100.000000.000	
3.1.2	Review and report on services that state agencies provide to children to the General Assembly.	1	1		Count	Complete	State Fiscal Year (July 1 - June 30).	Report submission or delivery	One of the statutory duties of the Dept. of Children's Advocacy includes providing a report to the General Assembly regarding the activities of the SCA.	Administration/Investigations Unit	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who need resource information and who need to know about the quality and availability of services provided to children by state agencies	General Assembly; public; state agencies	0100.000000.000	
3.1.3	Evaluate services of state agencies within the scope of the Dept of Children's Advocacy with target of completing evaluations of all 9 agencies by FY24	0%	33%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent	Reports, observations and data regarding evaluated agencies; DCA will create a report concerning the processes and findings	To be developed in print and/or online	General Assembly; public; state agencies	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who need resource information and who need to know about the quality and availability of services provided to children by state agencies	0100.000000.001	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal	Develop and promote a broad vision for reform, driven by the values and goals of child-serving agencies, to make the services and programs provided by state agencies more effective for children, youth, families and communities													
Strategy	3.2									Statewide Enterprise Objective				
Receive, refer, monitor and investigate complaints regarding state agencies										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	Use developed system to accurately capture and evaluate complaint dispositions in an effort to inform recommendations for improvement.	50%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Electronic network database captures which agencies receive complaints against their services or programs, and how our resolved complaints are coded	Electronic network database for the Department of Children's Advocacy	Administration/Investigations Unit	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who benefit from systemic improvement regarding services provided to children	General Assembly; public; state agencies	0100.000000.000	
3.2.2	Encourage a culture of collaboration and coordination among state agencies which serve children by developing relationships and communicating regularly in a professional and respectful manner through regular meetings with the nine statutory agencies.	50	1		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of meetings	Department of Children's Advocacy data regarding meetings scheduled and held with agency participation information	Administration/Investigations Unit	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who need resource information and who need to know about the quality and availability of services provided to children by state agencies	General Assembly; public; state agencies	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT OF CHILD ADVOCACY														
Goal	Develop and promote a broad vision for reform, driven by the values and goals of child-serving agencies, to make the services and programs provided by state agencies more effective for children, youth, families and communities													
Strategy	3.3									Statewide Enterprise Objective				
Establish the capacity to manage, monitor, and report on statewide and/or internal projects.										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	Monitor and report progress quarterly and annually in achieving permanent plans for children in foster care through an external system of accountability and advocacy by June 30, 2020.	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent completion	FCRB will track and report the achievement of timely permanence for children by permanence type and by time achieved.	Foster Care Review Board	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who benefit from systemic improvement regarding services provided to children	General Assembly; public; state agencies	0502.100100.000	
3.3.2	Monitor and report total number and typology trends of critical incident notifications received by the DCA within a fiscal year.	0%	100%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent	Confidential critical incident notifications from child-serving agencies	The Investigations Unit has created and maintains a log of critical incidents and created a dashboard to review and analyze in an effort to improve outcomes	General Assembly; public, state agencies	General Assembly (concerning recommended modifications to statute and budgetary priorities); children, families, concerned citizens and communities who benefit from systemic improvement regarding services provided to children	0100.000000.001	

FY 2020-2021 Agency Accountability Report  
Budget Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF CHILDREN'S ADVOCACY

			FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
State Funded Program Number	State Funded Program Title	Description of State Funded Program	General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	Provides support for the agency as a whole; includes the Investigations Unit which receives, refers, monitors and investigates complaints; develops and promotes a broad vision for reform	\$548,720.00		\$216,802.00	\$765,522.00	\$475,468.00			\$475,468.00
0121.050000X000	Children's Trust Fund	Provides prevention services for children and families	\$100,000.00			\$100,000.00	\$100,000.00			\$100,000.00
0500.050100.000	Guardian ad Litem	Advocates for abused and neglected children	\$4,075,989.00	\$1,909,355.00	\$204,704.00	\$6,190,048.00	\$3,900,960.00	\$4,249,542.00	\$328,380.00	\$8,478,882.00
0500.150100.000	Continuum of Care	Assists children with emotional and behavioral needs	\$1,693,616.00	\$1,082,379.00		\$2,775,995.00	\$1,767,885.00	\$3,920,146.00		\$5,688,031.00
0502.100100.000	Foster Care	Provides accountability for children in foster care	\$344,570.00	\$714,461.00		\$1,059,031.00	\$306,492.00	\$1,117,000.00		\$1,423,492.00
9500.050000.000	State Employer Contributions	To provide state employer contribution funding source	\$1,618,415.00	\$1,660,162.00	\$68,991.00	\$3,347,568.00	\$1,431,377.00	\$1,741,000.00	\$123,300.00	\$3,295,677.00

FY 2020-2021 Agency Accountability Report

Legal Responses:

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

DEPARTMENT OF CHILD ADVOCACY

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Cass Elias McCarter Guardian ad litem Program	Funding agency deliverable(s)	2018-19 Appropriations Act 41.1	State	FY 2018-19 Proviso	
Foster Care Review Board	Requires a service	2018-19 Appropriations Act 41.2	State	FY 2018-19 Proviso	May suspend reivews of children privately placed
Continuum of Care for Emotionally Disturbed Children	Funding agency deliverable(s)	2018-19 Appropriations Act 41.3	State	FY 2018-19 Proviso	
		63-11-2410(2)	State	Statute	
		63-17-1740	State	Statute	
		Proviso 41.2	State	FY 2020-21 Proviso	
Office of Governor - Continuum of Care for Emotionally Disturbed Children	Requires a service	S. C. Code of Regs. 31-10	State	Regulation	Minimum eligibility requirements and application process for selection as a client of Continuum of Care
Continuum of Care for Emotionally Disturbed Children	Requires a service	S.C. Code of Laws Ann. Section 63-11-1310, et.seq.	State	Statute	enhances the delivery of services to severely emotionally disturbed children and youth
Department of Child Fatalities and State Child Fatality Advisory Committee	Board, commission, or committee on which someone from our agency must/may serve	S.C. Code of Laws Ann. Section 63-11-1900, et.seq.	State	Statute	State Child Advocate serves on committee to review child fatalities
Department of Children's Advocacy	Requires a service	S.C. Code of Laws Ann. Section 63-11-2210, et.seq.	State	Statute	Duties regarding reviewing and making recommendations regarding services provided to children by state agencies
Department of Children's Advocacy	Report our agency must/may provide	S.C. Code of Laws Ann. Section 63-11-2210, et.seq.	State	Statute	Participates in or leads investigations regarding critical incidents; provides an annual report to General Assembly, JCCLC and Governor
Cass Elias McCarter Guardian ad litem Program	Requires a service	S.C. Code of Laws Ann. Section 63-11-500, et.seq.	State	Statute	recruiting, training and supervising volunteer guardians ad litem
Foster Care Review Board	Requires a service	S.C. Code of Laws Ann. Section 63-11-700, et.seq.	State	Statute	monitoring progress in achieving permanent placements for children in foster care

FY 2020-2021 Agency Accountability Report  
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF CHILD ADVOCACY

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
The FCRB provides support and coordination to local review board member volunteers and State Board of Directors	Appointed local FCRB members in each county in South Carolina and State Board of Directors representing each Congressional District in South Carolina	DSS, Judicial System, federal oversight, children/families	foster parents, family members, fictive kin	Foster Care Review Board	Monitors progress in achieving permanent placements for children in foster care	lack of accountability or reliability for reviews and recommendations
The FCRB conducts periodic case review of children residing in foster care in South Carolina	Children and families involved in South Carolina's foster care system	DSS, Judicial System, federal oversight, children/families	foster parents, family members, fictive kin	Foster Care Review Board	Monitors progress in achieving permanent placements for children in foster care	lack of accountability or reliability for reviews and recommendations
The FCRB provides the Family Court in every county in South Carolina a child-specific written recommendation following each case review of a child in foster care	Family Court Judges who are making decisions about permanency for children in foster care	DSS, Judicial System, federal oversight, children/families	foster parents, family members, fictive kin	Foster Care Review Board	Monitors progress in achieving permanent placements for children in foster care	lack of accountability or reliability for reviews and recommendations
The FCRB provides the S.C. Dept. of Social Services and Cass Elias McCarter Guardian ad Litem Program in every county in South Carolina a child-specific written recommendation following each case review of a child in foster care	Department of Social Services and Guardians ad litem who are making decisions about permanency for children in foster care	DSS, Judicial System, federal oversight, children/families	foster parents, family members, fictive kin	Foster Care Review Board	Monitors progress in achieving permanent placements for children in foster care	lack of accountability or reliability for reviews and recommendations
The S.C. Heart Gallery maintains an interactive website for enhanced target adoption recruitment	Legally free children in foster care in South Carolina; interested families approved to adopt; interested families not yet approved to adopt; and South Carolina families assigned for completion of adoptive home studies	DSS, Judicial System, federal oversight, children/families	foster parents, family members, fictive kin	Foster Care Review Board - Heart Gallery	Provides enhanced child-specific adoption recruitment services	lack of recruitment and advocacy for youth in foster care who are awaiting adoption
Evidenced-based, intensive care coordination and Medicaid Targeted Case Management	South Carolina youth under age 18 with severe emotional disturbance and/or behavioral health challenges; may serve up to age 21 if youth is in special education; also serving young adults up to age 25 who are enrolled in Roads of Independence (ROI) Program pilot program in Lee, Kershaw, and Sumter counties through a Substance Abuse and Mental Health Services Administration (SAMHSA) grant with the Department of Mental Health	children, families	emergency departments, DJJ, DSS, DMH, DHHS	Continuum of Care	Serves children with the most severe and complex emotional or behavioral health challenges whose needs are not being adequately met by existing services or programs	lack of appropriate services for children, youth and families such that youth suicide, foster care entry, juvenile justice entry and hospitalizations may increase

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

DEPARTMENT OF CHILD ADVOCACY

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
Establish capacity to examine nine specific state agencies	Child-recipients of state services and families who need to access services	children, families, General Assembly, Governor, DHHS, DMH, DDSN, DSS, DJJ, DHEC, John de la Howe, Wil Lou Gray, School for the Deaf and for the Blind	communities, service providers, placement provideres, other agencies	State Child Advocate and Investigations	Examine adequacy of services for children by nine specific state agencies	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Online directory, public forums or other methods of informing public	Child-recipients of state services and families who need to access services	children, families	emergency departments, DJJ, DSS, DMH, DHHS	State Child Advocate and Investigations	Educate public about services available to children by state agencies	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Attend public forums, speak with members of community and research availability of services to determine service array	Members of the community and families who benefit from coordination of services and processes	children, families		State Child Advocate and Investigations	Educate public about services available to children by state agencies	lack of awarenss, access and availability to quality services may harm or increase problems for children and families
Attend public forums, speak with members of community, research availability of services, and collaborate with agency leadership to coordinate service array	State agencies which function better as a result of coordination of services and processes	DHHS, DMH, DDSN, DSS, DJJ, DHEC, John de la Howe, Wil Lou Gray, School for the Deaf and for the Blind	communities, service providers, placement provideres, other agencies	State Child Advocate and Investigations	Educate public about services available to children by state agencies	lack of awarenss, access and availability to quality services may harm or increase problems for children and families
Establish capacity to receive, refer, monitor, review, and/or investigate complaints regarding 9 specific state agencies	Child-recipients of state services and families who are dissatisfied with state agency services	children, families	communities, service providers, placement provideres, other agencies	State Child Advocate and Investigations	Receive, refer, monitor, review, and/or investigate complaints against 9 specific state agencies	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Establish capacity to receive, refer, monitor, review, and/or investigate complaints regarding 9 specific state agencies	State agencies who are seeking to improve the delivery of their services	DHHS, DMH, DDSN, DSS, DJJ, DHEC, John de la Howe, Wil Lou Gray, School for the Deaf and for the Blind	communities, service providers, placement provideres, other agencies	State Child Advocate and Investigations	Receive, refer, monitor, review, and/or investigate complaints against 9 specific state agencies	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Prepare and submit annual report	State agencies and state leadership who are seeking to improve the delivery of their services	DHHS, DMH, DDSN, DSS, DJJ, DHEC, John de la Howe, Wil Lou Gray, School for the Deaf and for the Blind	communities, service providers, placement provideres, other agencies	State Child Advocate and Investigations	Submit annual report with activities of State Child Advocate	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Prepare and submit annual report	Legislators who are seeking to determine the efficacy of state agencies' services to determine whether legislative changes are necessary to improve access, quality and delivery of services	General Assembly	communities, service providers, placement provideres, other agencies	State Child Advocate	Submit annual report with activities of State Child Advocate	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families
Prepare and submit annual report	General public who seeks to better-understand, access, or improve state agencies' services	children, families and concerned citizens	children, families, General Assembly, Governor, DHHS, DMH, DDSN, DSS, DJJ, DHEC, John de la Howe, Wil Lou Gray, School for the Deaf and for the Blind	State Child Advocate and Investigations	Submit annual report with activities of State Child Advocate	lack of appropriate oversight and improvements such that access and availability to quality services may harm or increase problems for children and families



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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
Maintain the Child Abuse Response Protocol; convene the first meeting of the Protocol Review Committee	Children and families who will have consistent access and availability to services; agencies who will have a clear understanding of expectations and	children, families and concerned citizens	Law enforcement, Child Advocacy Centers, Judicial Branch, General Assembly, Governor, DMH, DSS, DJJ, Attorney General's Office/Human Trafficking Task Force	State Child Advocate/Administration	Maintain the Child Abuse Response Protocol; convene the first meeting of the Protocol Review Committee	lack of awarenss, access and availability to quality services may harm or increase problems for children and families

## Agency Partnerships Responses:

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DEPARTMENT OF CHILD ADVOCACY

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Various State Agencies	State Government	Continuum of Care
Various Medicaid Contracted Care Organizations	Private Business Organization	Continuum of Care
Various Continuum of Care Qualified Providers	Private Business Organization	Continuum of Care
University of Maryland	Higher Education Institute	Continuum of Care
Various Federal Agencies	Federal Government	Continuum of Care
Department of Health and Human Services		Continuum of Care (Coordination for Medicaid reimbursement)
Department of Mental Health (DMH)		Continuum of Care (funding for services/operations and Substance Abuse and Mental Health Services Association grant)
Substance Abuse and Mental Health Services Association (SAMHSA)		Continuum of Care (SAMHSA grant with DMH)
Various Local Agencies	Local Government	Foster Care Review Board
Various State Agencies	State Government	Foster Care Review Board
Various Child Welfare Organizations	Non-Governmental Organization	Foster Care Review Board
S.C. Dept. of Social Services	State Government	Foster Care Review Board (Title IVe and IVb funding regarding review of foster care placements)
S.C. Heart Gallery Foundation	Non-Governmental Organization	Foster Care Review Board/Heart Gallery
Various South Carolina and National Adoption Recruitment Organizations	Non-Governmental Organization	Foster Care Review Board/Heart Gallery
Professional and Non-Professional Photographers	Individual	Foster Care Review Board/Heart Gallery
S.C. Dept. of Social Services	State Government	Foster Care Review Board/Heart Gallery (contract for enhanced for adoption recruitment)
Various Local Agencies	Local Government	Guardian ad litem Program
Various State Agencies	State Government	Guardian ad litem Program
National CASA	Non-Governmental Organization	Guardian ad litem Program
Various Child Welfare Organizations-	Non-Governmental Organization	Guardian ad litem Program
S.C. Dept. of Social Services	State Government	Guardian ad litem Program (Title IVe funding for training of volunteer guardians ad litem)
Various State Agencies	Higher Education Institute	Guardian ad litem Program (Training providers)
S.C. Attorney General's Office	State Government	Guardian ad litem Program (VOCA grant)
S.C. Network of Children's Advocacy Centers	Non-Governmental Organization	SC Child Abuse Response Protocol implementation and maintenance

## Agency Partnerships Responses:

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Name of Partner Entity	Type of Partner Entity	Description of Partnership
Various State Agencies	State Government	Continuum of Care
Various Medicaid Contracted Care Organizations	Private Business Organization	Continuum of Care
Various Continuum of Care Qualified Providers	Private Business Organization	Continuum of Care
University of Maryland	Higher Education Institute	Continuum of Care
Various Federal Agencies	Federal Government	Continuum of Care
Department of Health and Human Services	State Government	Continuum of Care (Coordination for Medicaid reimbursement)
Department of Mental Health (DMH)	State Government	Continuum of Care (funding for services/operations and Substance Abuse and Mental Health Services Association grant)
Substance Abuse and Mental Health Services Association (SAMHSA)	State Government	Continuum of Care (SAMHSA grant with DMH)
Various Local Agencies	Local Government	Foster Care Review Board
Various State Agencies	State Government	Foster Care Review Board
Various Child Welfare Organizations	Non-Governmental Organization	Foster Care Review Board
S.C. Dept. of Social Services	State Government	Foster Care Review Board (Title IVe and IVb funding regarding review of foster care placements)
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Various Child Welfare Organizations-	Non-Governmental Organization	Guardian ad litem Program
S.C. Dept. of Social Services	State Government	Guardian ad litem Program (Title IVe funding for training of volunteer guardians ad litem)
Various State Agencies	Higher Education Institute	Guardian ad litem Program (Training providers)
S.C. Attorney General's Office	State Government	Guardian ad litem Program (VOCA grant)
S.C. Network of Children's Advocacy Centers	Non-Governmental Organization	SC Child Abuse Response Protocol implementation and maintenance

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

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT OF CHILD ADVOCACY**

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	
Annual Report of Continuum of Care	§63-11-1360	The Continuum of Care Division shall submit an annual report to the Governor and General Assembly on its activities and recommendations for changes and improvements in the delivery of services by public agencies serving children.		Annually	Governor or Lt. Governor AND South Carolina state agency or agencies	Available on agency's website	included with 2019-20 Annual Report at <a href="https://childadvocate.sc.gov/department-childrens-advocacy-publications">https://childadvocate.sc.gov/department-childrens-advocacy-publications</a>
Annual Report of State Child Advocate	§63-11-2270(7)	The State Child Advocate is to annually submit a report to the Governor, President of the Senate, Speaker of the House of Representatives, and Joint Citizens and Legislative Committee on Children detailing the State Child Advocate's activities.	12-30-2020	Annually	Governor or Lt. Governor AND Legislative entity or entities AND South Carolina state agency or agencies	Available on agency's website	<a href="https://childadvocate.sc.gov/department-childrens-advocacy-publications">https://childadvocate.sc.gov/department-childrens-advocacy-publications</a>
Budget	§11-11-30	Budget and proviso requests	9-23-2020	Annually	South Carolina state agency or agencies	Available on another website	online <a href="http://www.admin.sc.gov">www.admin.sc.gov</a>
Continuum of Care Annual Cost Report		Reports concerning Targeted Case Management	2-24-2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	<a href="mailto:foia@childadvocate.sc.gov">foia@childadvocate.sc.gov</a>
Continuum of Care Annual Cost Report		Reports concerning Medicaid Waiver	2-24-2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	<a href="mailto:foia@childadvocate.sc.gov">foia@childadvocate.sc.gov</a>
Foster Care Review Board Annual Report	§63-11-700(D)	The FCRB prepares an annual report with data regarding case reviews of children in foster care. Reports for the previous year are prepared and published in September or October after gathering the fiscal year's data.	12-15-2020	Annually	Governor or Lt. Governor AND South Carolina state agency or agencies	Available on agency's website	online <a href="http://www.fcrb.sc.gov">www.fcrb.sc.gov</a>
Minority Business Enterprise Utilization Plan	§11-35-5240	Utilization plan for the procurement of materials, supplies, and services from small and minority businesses pursuant to S.C. Code Section 11-35-5240		Annually	Governor or Lt. Governor AND Legislative entity or entities	Electronic copy available upon request	<a href="mailto:foia@childadvocate.sc.gov">foia@childadvocate.sc.gov</a>

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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
Travel Summary	Proviso 117.26	Travel summary for Travel Report pursuant to Proviso 117.26		Annually	South Carolina state agency or agencies	Available on another website	<a href="https://cg.sc.gov/sites/default/files/Documents/Publications%20and%20Reports/Travel%20Reports/FY20TravelReport.pdf">https://cg.sc.gov/sites/default/files/Documents/Publications%20and%20Reports/Travel%20Reports/FY20TravelReport.pdf</a>