



2023 Annual Accountability Report

**Commission for the Blind
Agency Code: L240**

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AGENCY’S DISCUSSION AND ANALYSIS

The mission of the SC Commission for the Blind (SCCB) is to provide youth and adults who are blind and visually impaired with quality individualized vocational rehabilitation services, independent living services and prevention-of-blindness services leading to competitive employment and social and economic independence.

VOCATIONAL REHABILITATION SERVICES

An IMPACT team, composed of program and administrative staff, was tasked with revising/developing policies and procedures. The team completed revisions on eight (8) policies and anticipates completing policy development and revisions by December 31, 2023.

To strengthen relationships through business development and engagement, the agency hired a Business Services Coordinator. They will provide subject matter expert guidance and support to Employment Consultants and develop business partnerships to provide opportunities for training and employment for consumers. This will help Employment Consultants connect the right candidate with the right employer for customized training and job opportunities for job-ready consumers.

The agency piloted a regional Intake Specialist position as part of process simplification. This position allows the agency to engage with a consumer to quickly determine eligibility. This type of “rapid engagement” has been a focus for Vocational Rehabilitation (VR) agencies nationally. The Intake Specialist will enable VR Counselors to concentrate on providing in-depth counseling and guidance, career exploration, and other individualized employment-related services. Based on the success of the pilot, the agency plans to hire an additional Intake Specialist.

Vocational Rehabilitation partnered with the Vocational Rehabilitation Technical Assistance Center - Quality Employment (VRTAC-QE) to develop high quality trainings and resources specifically for SCCB. Training topics included Transportation Barriers, Rural Service Delivery, and Customized Employment. VRTAC-QE continues to provide technical assistance to SCCB and is scheduled to be onsite in fiscal year 2024 (FY24: July 1, 2023 – June 30, 2024) for additional training and support for staff.

SCCB’s Vocational Rehabilitation served one thousand two hundred ten (1,210) consumers during federal program year 2022 (PY22: July 1, 2022 - June 30, 2023). Consumers received seven hundred fifty-five (755) career services and one hundred ninety-two (192) training services. Forty-two-point four percent (42.4%) of consumers enrolled in educational/training services received measurable skills gains (MSG). SCCB successfully placed ninety-eight (98) consumers in competitive, integrated employment.

Competitive Integrated Employment

Quarter	Total Consumers	Average Wage	Average Hours Worked	Average Salary
Q1	30	\$17.65	36	\$32,847
Q2	18	\$18.73	33	\$30,089
Q3	28	\$16.87	34	\$30,606
Q4	22	\$17.13	32	\$28,191

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Average wages of consumers increased to \$17.51 per hour, while average hours worked per week increased to thirty-four (34).

Highest Hourly Wages

Position/Employment Goal	Salary
Property, Real Estate, and Community Association Manager	\$65.77
Financial Analyst	\$55.30
Counselor	\$50.00
Nuclear Technician	\$39.73
First-Line Supervisor of Production and Operating Worker	\$34.62
Business Operations Specialist, Other	\$30.29
Registered Nurse	\$30.00
Postal Service Clerk	\$30.00
Bookkeeping, Accounting, and Auditing Clerk	\$28.85

The list of employers includes the following: Bank of America, Wells Fargo, Duke Energy, Michelin North America, UPS, Blue Cross Blue Shield, South Carolina Department of Health and Human Services, Marion-Dillon County Board of Disabilities and Special Needs, National Federation of the Blind, and Virginia Rehabilitation Center for the Blind.

TRAINING CENTER SERVICES

The SCCB Training Center, located on the main Columbia campus, provides multiple training programs that include adjustment to blindness, assistive technology services (devices and software such as Microsoft Office, Google Applications and Job Access With Speech (JAWS)), and Randolph-Sheppard Entrepreneurial Training for the Business Enterprise Program (BEP).

SCCB’s Commissioner and VR Leadership are continuing Training Center consumer meetings. These meetings give consumers the opportunity to provide feedback regarding the training directly to leadership. Feedback received from staff and consumers has resulted in improvements in many areas, including consumer safety, evening activities, and the establishment of a peer support group.

The Consumer Services Director and other SCCB staff toured the Louisiana Center for the Blind. They gathered information, some of which was incorporated into SCCB’s Training Center, such as expanding the intake process prior to admittance to ensure consumers are medically stable and understand expectations.

TRANSITION SERVICES

To strengthen the provision of services, an additional Transition Services counselor for youth was added to the transition team for the lower part of the state. This position will ensure that consumers get prompt

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services and that stronger relationships are built with the education system to better serve students with blindness or visual impairments. This will also increase the number of potentially eligible students receiving pre-employment transition services (pre-ETS).

SCCB’s in-person Summer Teen Program was conducted at the Columbia campus over the last three (3) weeks of June. Twenty-nine (29) consumers (up from nineteen (19) last year) from across the state participated in the residential program. The first week featured a new activity specifically developed for students with visual impairments. WaterViz uses the water cycle to help students learn to understand data and represent it using art and music. This program was presented by Dr. Tina Herzberg, professor and coordinator of the Visual Impairment Education Program at the University of South Carolina Upstate; Mary Robbins, teacher of students with visual impairments at the SC School for the Deaf and the Blind; and WaterViz founder Dr. Lindsey Rustad, one of the one hundred twenty (120) most influential women in science, and director of the United States Department of Agriculture Northeast Climate Hub.

During the second week, STRIVE4U, a blind owned and operated company, introduced the students to adaptive sports (such as goal ball, disc golf, bocce ball, and basketball) and the tools to play them. In addition, they demonstrated personal safety and self-defense techniques and discussed independent travel methods and situational awareness.

Dr. Thomas Madura, physics and astronomy professor at San Jose State University, and Dr. Carol Christian, astrophysicist at the Space Telescope Science Institute in Baltimore, MD, and Hubble Space Telescope Outreach Project Scientist, returned to SCCB to provide a new and improved STEM (science, technology, engineering and math) Career Exploration Lab. Consumers built 3-D printers, learned about STEM career opportunities, and were part of the SC State Museum’s first adaptive astronomy tour.

Nine (9) students participated in work-based learning (WBL) experiences with local employers, including SC Talking Books Library, Gardener’s Outpost, Able SC, SC Statehouse Legislative Services, USC School of Medicine, and Saluda Shoals Park. Additional pre-ETS were provided by the National Federation of the Blind’s (NFB) Successful Transitions, one of SCCB’s service providers.

BUSINESS ENTERPRISE PROGRAM

The Business Enterprise Program (BEP) director, staff, and blind licensed vendors (BLV) continued improving and strengthening the program, including the full food service dining contract for Fort Jackson (\$40 million). Staff attended meetings with Fort Jackson leadership, including the base commanding general, to address concerns and issues regarding the provision of the Full Food Service Contract and maintained communication with key staff and stakeholders. As a result, Army representatives have commented positively on the substantial improvements in operation of the Full Food Service Contract.

With guidance from the Rehabilitation Services Administration (RSA), BEP staff worked closely with the agency general counsel to draft guidelines that define and ensure appropriate and effective communication with the Elected Committee of Blind Vendors (ECBV). This resulted in greatly improved communication and decision-making with the ECBV.

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Staff began working with the SC Department of Education (SCDOE) to assist with designing a micro market vending facility to be incorporated into the new SCDOE building within the SC Farmer’s Market. This will be a multi-year project.

Staff oversaw the remodeling of the canteen at the Gressette Building on the Statehouse grounds into a micro market. Many individuals have complemented the agency on the micro market. This concept will continue to be utilized throughout the state.

BEP purchased one hundred fifty-two (152) new vending snack machines. This will support the BLV’s ability to effectively operate their businesses and improve services to all patrons who access vending facilities across the state. Additionally, updating the equipment will reduce repairs needed, allowing repair technicians to focus on preventative maintenance. Approximately one hundred fifty (150) additional new vending snack machines will be purchased in FY24, completing the equipment update across the state.

Nearly all paper records have been entered into the BEP Case Management System (AWARE). This move to an electronic filing system will ensure data integrity and the ability to provide accurate reports. The goal is to complete this project in FY24.

During fiscal year 2023 (FY23: July 1, 2022 - June 30, 2023), three (3) BEP Consultants were hired, bringing the total number across the state to five (5). This will improve monitoring of vending facility operations and provide additional accountability, ensuring compliance and enhancing the customer experience.

The curriculum for BEP training was revised to comply with state regulations, increase industry knowledge, and improve overall stand operations.

OLDER BLIND SERVICES

During the past year, Older Blind Services continued to assist senior individuals with adjustment to blindness services, which positively influenced their standards of daily living and provided them with the opportunity to maintain their much-valued independence.

Program counselors collaborated with community partners to provide awareness opportunities and coordinate specialized training with other service professionals, such as assistive technology training provided by the NFB, to achieve independent living goals. In doing so, staff collaborated with social workers, orientation and mobility instructors (O&M), eye care physicians, assistive technology staff, and other rehabilitation specialists to provide education, advocacy, and assistance.

Program staff average more than one hundred (100) consumers per caseload each fiscal year. To meet an increased need for services for those who are fifty-five (55) and older, the agency added an additional Older Blind caseload. More than six hundred (600) individuals received services in FY23.

Some of the quality services provided include comprehensive low vision evaluations, adjustment skills training in the home and community, mobility training, assistive devices, and support groups that offer opportunities to learn from and interact with peers. One hundred twenty-two (122) Older Blind consumers participated in Low Vision Services over the past year, identifying independent living aids to assist consumers in their homes.

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PREVENTION OF BLINDNESS SERVICES

Prevention Services assist residents of South Carolina who cannot afford prescribed vision related surgeries and treatments. During FY23, SCCB received one hundred seventy (173) referrals. Assistance in coordinating services was provided to sixty-seven (67) individuals, and twenty-six (26) individuals received needed treatments and procedures to prevent the loss of sight and stabilize vision. Prevention Services have been extremely impactful in allowing consumers to regain their independence and resume daily activities.

Efforts to reach potential referrals in underserved areas continued as the agency strengthened relationships with stakeholders and business partners across the state. Prevention staff participated in community awareness events and coordinated with medical professionals to detect eye diseases in their early stages. They also participated in the Focus on Eye Health Summit to increase their knowledge of eye pathologies and advancements in eye care.

The agency has also established a new partnership with Lion’s Vision Services that will increase referrals to Prevention of Blindness Services. This has already resulted in one (1) sight-saving procedure in FY22.

CHILDREN’S SERVICES

Children’s Services received twenty-two (22) referrals and served eighty-one (81) individuals, ages 3-12, by providing tools to successfully address daily living needs, complete required school assignments, and achieve educational and independent living goals. Twenty (20) individuals met their goals and had their cases closed successfully (some transferred to Transition Services under VR).

Staff arranged assessments to address training needs, provide recommended adaptive equipment (such as laptop computers, brailers, and low vision equipment), establish additional referral sources, and collaborate with NFB’s Successful Transitions to provide insightful educational workshops for children and their families.

In February, fifteen (15) students participated in the Braille challenge, a nationwide event that encourages students to fine-tune their braille skills.

In partnership with the National Braille Press, consumers were provided with books in braille each month to promote reading.

The program is committed to reaching children with severe vision loss. Staff partnered with educators and other service providers to ensure Individualized Education Plans were appropriately developed and necessary accommodations were provided to consumers.

ADMINISTRATION

SCCB leadership worked with the Director of Boards and Commissions at the Governor’s Office to fill four positions on the agency Board of Commissioners. This brought the agency into compliance with federal regulations. Six (6) of the seven (7) positions on the Board of Commissioners are currently filled, the most positions filled since 2012.

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Agency leadership oversaw the development and administration of the Comprehensive Statewide Needs Assessment (CSNA), conducted under contract by San Diego State University with the assistance of SCCB’s Quality Assurance (QA) department. The CSNA surveys VR staff, community partners, employers and business partners, and consumers.

Since the last CSNA, SCCB had a complete change of executive staff. This led to notable transformation in several key areas, including a major culture shift in seeking out and developing community partnerships at the state and local office levels, increased presence in SC Works facilities, and an expanded focus on developing resources and service delivery.

Like many VR programs nationally, SCCB struggled with staff recruitment and retention during the last three years. Key causes of turnover were low pay and a lack of staff development activities leading to promotional opportunities. Under the Commissioner’s guidance, the agency actively addressed these areas; as a result, turnover has been substantially reduced and retention increased. The agency also diversified its workforce and increased outreach and services to traditionally underserved groups such as veterans, individuals who do not speak English, and those who are Deaf-Blind.

Consumer feedback about long-term services with SCCB was positive, with several calling them “lifesaving.” Consumers also expressed satisfaction with assistive equipment provided for them.

SCCB staff represented the agency as a member of several organizations which include the State Workforce Development Board, Council of State Administrators of Vocational Rehabilitation (CSAVR), and the National Council of State Agencies for the Blind (NCSAB).

Agency leadership collaborated with the SC Vocational Rehabilitation Department and other Workforce Innovation and Opportunity Act (WIOA) core partners, to update the Combined State Plan (CSP).

Following guidance from RSA, a new Memorandum of Understanding (MOU) was developed to ensure individuals in SC seamlessly receive services from one or both agencies as appropriate.

The agency developed a more intentional and organized strategic planning process, incorporating a new, up-to-date Strategic Plan for FY24 and beyond that better reflects the agency’s revised structure, programs, and services. To accomplish this, SCCB worked with staff/stakeholders at all levels to complete training on strategic planning and to gather input on plan composition through meaningful discussions. Information gathered from the CSNA and the CSP was also incorporated.

COMMUNICATIONS

The agency worked with a web design company to create a new website featuring a clean, modern appearance, updated information, and improved accessibility. The Staff Advisory Council provided ideas and information that were incorporated into the new design. In addition, members of the Staff Advisory Council reviewed the website to ensure that it was both accessible and usable. Content was streamlined and reorganized to make the website easy to navigate and a search feature was implemented to facilitate finding information. New contact and referral forms were created to make it easy for individuals, medical offices, and

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other organizations to get in touch with the agency about specific services or to refer themselves or someone else for services. The contact forms collect the minimum information needed to connect a potential consumer with the appropriate staff member/services. A new Freedom of Information Act (FOIA) page was created to assist individuals with requests for public information. Employment opportunities and links to other agencies and resources were also incorporated into the site. The new website went live the last week of September. The agency has experienced a dramatic increase in the number of referrals through the redesigned website.

The agency Intranet, an internal communications resource and information hub for staff, continued to see increased use. It provides success stories, resources, benefit information, updates on programs and procedures, document templates, and a staff directory. A significant addition to the Intranet was more than eighty (80) videos that provide in-depth training on AWARE, SCCB’s case management system. “Adaptive transcripts” of the videos were provided for staff who are blind or visually impaired. In addition, other staff commented that they have found the adaptive transcripts beneficial as a reference after viewing the videos.

To build name recognition, strengthen partnerships, and inform the public about SCCB services, the agency was represented at key conferences and events, including the National Federation of the Blind (NFB) state and national conventions, the SC Association for Education and Rehabilitation of the Blind and Visually Impaired (SC AER) conference, the Southeast Regional Institute on Deafness (SERID), the National Automatic Merchandising Association (NAMA) conference, the Governor’s Committee on the Employment of People with Disabilities, the Vision Summit, the state convention of Carolina Regional Group Blinded Veterans Association, the Advisory Council for Educating Students with Disabilities (a multi-agency committee that advises the SC Department of Education on the educational needs of children with disabilities), and the SC Vision Education Partnership Committee (a collaboration of South Carolina agencies and organizations that help ensure high quality education for children with visual impairments through teacher education and professional development).

SCCB builds, facilitates, strengthens, and maintains relationships with partners throughout the state, including the Lighthouse for the Blind in Summerville, Dominion Energy, Blue Cross Blue Shield, Sight Savers America, the SC School for the Deaf and Blind (SCSDB), the Elected Committee of Blind Vendors, Storm Eye Institute/Medical University of SC, and Lions Vision Services. The partnership with Lions Vision Services, for example, will result in the provision of more Prevention Services to South Carolinians through increased referrals to SCCB.

The SCSDB choir (which includes SCCB consumers) performed at the National Women Legislator’s Conference. This resulted in a smaller group of students performing at the Southern Legislative Conference. SCSDB also hosted SCCB’s Low Vision Services in Charleston while that office was being relocated to a more effective location.

The agency held an Assistive Technology Expo in collaboration with Able SC as part of their Employer Summit. This allowed SCCB to reach a larger audience of employers and establish new relationships.

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QUALITY ASSURANCE

QA monitors the agency’s compliance with state, federal and agency established policies and procedures. Quality Assurance and continuous quality improvements require commitment from all levels of the agency.

QA conducts complete reviews, targeted reviews, and quality reviews to identify potential compliance and quality issues. The results are shared with agency leadership to ensure compliance with regulations and policies and provide guidance in developing a plan of action to address gaps in policy and training.

Over the past year, QA created new reports focused on ensuring timely eligibility determination and plan development, the number of cases created from each quarter’s referrals, and if measurable skill gains (MSG) were appropriately documented.

Quarterly satisfaction surveys were conducted to obtain feedback from consumers served by Vocational Rehabilitation Services, Transition Services and Older Blind Services.

An initiative was launched by QA to boost response rates for each consumer satisfaction survey by calling those who did not respond by mail. This not only increased the response rate, but also the satisfaction rate.

Using the QA module in AWARE, staff conducted quarterly quality reviews in which they examined sample cases from each counselor over the past two years to determine the accuracy and timeliness of service delivery. This resulted in the development of specialized training to improve case note documentation.

Quarterly case review audits are conducted to help determine the need for internal controls which impact data integrity and accuracy in reporting, specialized services or improvement of specific services, clarification or change in policy and procedures, potential impact on performance measures and strategic goals, and staff development training.

QA also produced a report which tracks the average wages, hours, and successful employment outcomes of consumers. The report is helpful in determining the effectiveness of VR’s workforce readiness training.

HUMAN RESOURCES

There is a shortage of orientation & mobility (O&M) instructors in the state and nationally. SCCB leadership explored a variety of options to continue to provide timely O&M services. This included contract rate increases which resulted in the addition of four O&M contractors to the approved list of vendors, collaboration with the SC School for the Deaf and Blind Outreach program, and collaboration with the University of South Carolina Upstate to develop an in-state two-year O&M Specialist training program beginning in Fall of 2023. In addition, HR assisted two SCCB Training Center staff in the process of obtaining their O&M certification.

The agency strengthened its relationship with University of South Carolina’s Rehabilitation Counseling Program, resulting in multiple students from the school participating in internships at SCCB in FY23.

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Cross training for new employees was implemented to ensure new hires understand the agency mission and each of its programs. This increased staff's ability to work as a team and helped break down barriers to service delivery. Cross training was developed with the input of the Executive Leadership Team.

Leadership works directly with HR to ensure that all staff receive the training they need to perform their job duties effectively and efficiently. For example, the Executive Leadership Team participated in team building training, which resulted in other staff throughout the agency receiving similar training. Job-specific training, options for certification, and professional development opportunities for all staff are encouraged and supported.

SCCB developed and oversaw the piloting and implementation of an "Intake Specialist" position to assume more administrative tasks from counselors, thereby freeing counselors to spend more time providing direct services and improved communication with consumers. The Intake Specialist ensures the consumer is in the appropriate program and gathers all information needed for the counselor to determine eligibility for services.

Under the guidance of the Commissioner, the Executive Leadership Team developed and added other key positions to improve consumer service delivery and administration, including a general counsel, a data analyst within information technology (IT), and a Business Services team lead position.

HR worked with Consumer Services to create and implement a counselor track series, providing increased opportunities for VR and Older Blind counselors to grow and advance in their positions. This led to a sixty-seven percent (67%) reduction in turnover of counselor positions. The agency also utilized referral and sign-on bonuses to increase recruitment and retention of counselors.

The agency has increased the number of employees with visual impairments each year. SCCB recently hired a DeafBlind Bilingual Coordinator to aid consumers who are non-English speaking in addition to serving individuals who are deaf and hard of hearing. As a result of encouraging the hiring of bilingual employees to assist consumers who are non-English-speaking in the local offices, the agency has hired three additional bilingual employees.

To improve workplace culture and retention, leadership worked with HR to pilot and implement a telework program for agency employees to increase scheduling flexibility (this helped the agency recruit and retain valuable employees), develop a flexible work schedule policy (soon to be implemented), and develop and implement a flexible commute option (to increase recruitment and retention of key leadership positions).

With guidance from leadership, feedback from the Diversity, Equity and Inclusion committee, and a strong emphasis on diversity and inclusion when hiring qualified candidates, the agency's workforce is the most diverse it has been in nearly a decade. SCCB's Equal Employment Opportunity goal attainment rate increased from eighty-three point seven (83.7%) percent to eighty-nine point six (89.6%) percent; this is the highest percentage recorded by SCCB. This resulted in the agency's ranking improving to thirty (30), up from fifty-two (52) out of seventy-two (72) agencies in the state. SCCB was recognized for its improvement in employing and retaining a qualified and diversified workforce at the Equal Opportunity forum hosted by the South Carolina Human Affairs Commission.

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The agency recruited and hired twenty-nine (29) full-time staff (FTEs) during FY23. This resulted in the agency ending the fiscal year with ninety-five (95) FTEs filled, compared to eighty-three (83) the previous year. This was an eighteen percent (18%) reduction in turnover compared to the previous year. SCCB increased the use of summer interns for Consumer Services, Communications, BEP, the Training Center, and other areas.

HR oversaw the distribution of competitive salary adjustments to align salaries with state averages. A review of market data was used to assist with determining salary offers for new and existing staff. This improved both recruitment and retention of qualified staff. SCCB was one of the first agencies to do this. It is now a common practice within other agencies.

The agency has implemented a new performance management system to assist managers in tracking and maintaining employee performance, streamlining the employee performance review process, and keeping planning documents up to date. The system, which has already received positive feedback, helps supervisors set clear expectations and facilitates communication between employees and supervisors.

OPERATIONS

In FY23, leadership worked with the Fiscal Management Team to accomplish several important projects, including correcting a third-party service delivery contract, adding new O&M contractors to the approved list of vendors, and ensuring sole-source procurement rules and Build America/Buy America requirements were followed (e.g., permanently affixed infrastructure items must be wholly sourced from US vendors).

Fiscal Management oversaw and reviewed agency financial reports (e.g., VR grant award reports, reports to RSA, state budget reports, and internal reports) prior to submission to appropriate state or federal entities. Aggregate prior approval was received from RSA to allow for a streamlined purchasing process for BEP equipment. Standards were implemented to shorten agency payables processing time.

Unincurred Business Expense reports to BLVs who receive Social Security Disability Insurance (SSDI) were completed. These expenses represent non-monetary contributions that the agency made to their self-employment effort (e.g., equipment, maintenance, management services). Fiscal Management also worked closely with BEP to correct the flow of \$40 million of funding for the BEP full food service dining contract at Fort Jackson. Funding now goes to the SC Treasurer’s Office before distribution to the BLVs. This brought the agency into compliance with the SC Code of Regulations and allows the state to earn interest on any balance remaining in the account for any period.

Fiscal Management completed the submission of the federally required Indirect Cost Rate proposal to RSA. This involved an analysis of all agency positions and spending over several years. The negotiated rate will establish the amount of indirect cost the agency can use to meet the required state match.

Financial staff received professional development and technical training resulting in the Chief Financial Officer earning a state recognized certification as a government finance officer. In addition, multiple staff attended federally sponsored classes on grants management, US Department of Education “learn-as-you-go” classes, educational meetings and conferences (e.g., National Association of Blind Merchants BLAST webinars focused on blind vendor operations, CSAVR/NCSAB fiscally focused conference sessions, VRTAC-QM (Vocational

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Rehabilitation Technical Assistance Center for Quality Management) Fiscal Forum sessions), and the Government Finance Officers Association (GFOA) spring and fall conferences).

SCCB’s Facilities Department developed and oversaw projects to address much-needed Capital Improvements to the Columbia Campus and BEP stands around the state, including installation of ADA-compliant handrails in stairwells and walkways to improve campus safety, redevelopment of the campus courtyard to provide a safe and effective training environment for consumers, installation of a more efficient emergency generator that can power the entire campus during outages, completion of Phase 1 to replace a HVAC system that is far past its end-of-life, a multi-year remodel of two BEP canteens at the state capital complex into innovative micro markets, and other site improvements on the Columbia campus. Most of this work was completed prior to start of SCCB’s Summer Teen program. The remainder will be completed in FY24.

The agency hired additional facilities staff to support the department’s ongoing effort to provide a safe, clean, and well-maintained campus in Columbia, and local offices and vending facilities across the state. Two maintenance technicians, a custodian, and a vending technician were brought on during the year; they have already improved operations so that consumers can meet and train with staff in an appropriate environment.

In response to Governor McMaster’s request that access to the social media platform TikTok be removed from all state government devices, SCCB’s Information Technology department completed this task quickly, effectively, and accurately.

IT also oversaw the development and implementation of a system for purchasing and providing an inventory of on-hand laptops and other time-sensitive technology to meet the needs of consumers and staff.

The agency recently added a data analyst to the IT department. This position will focus on providing historical and real-time reports on case services and other functions. This data will allow for a clearer picture during the strategic planning and budgeting process, as well providing supervisors with information they can use to measure program and individual performance.

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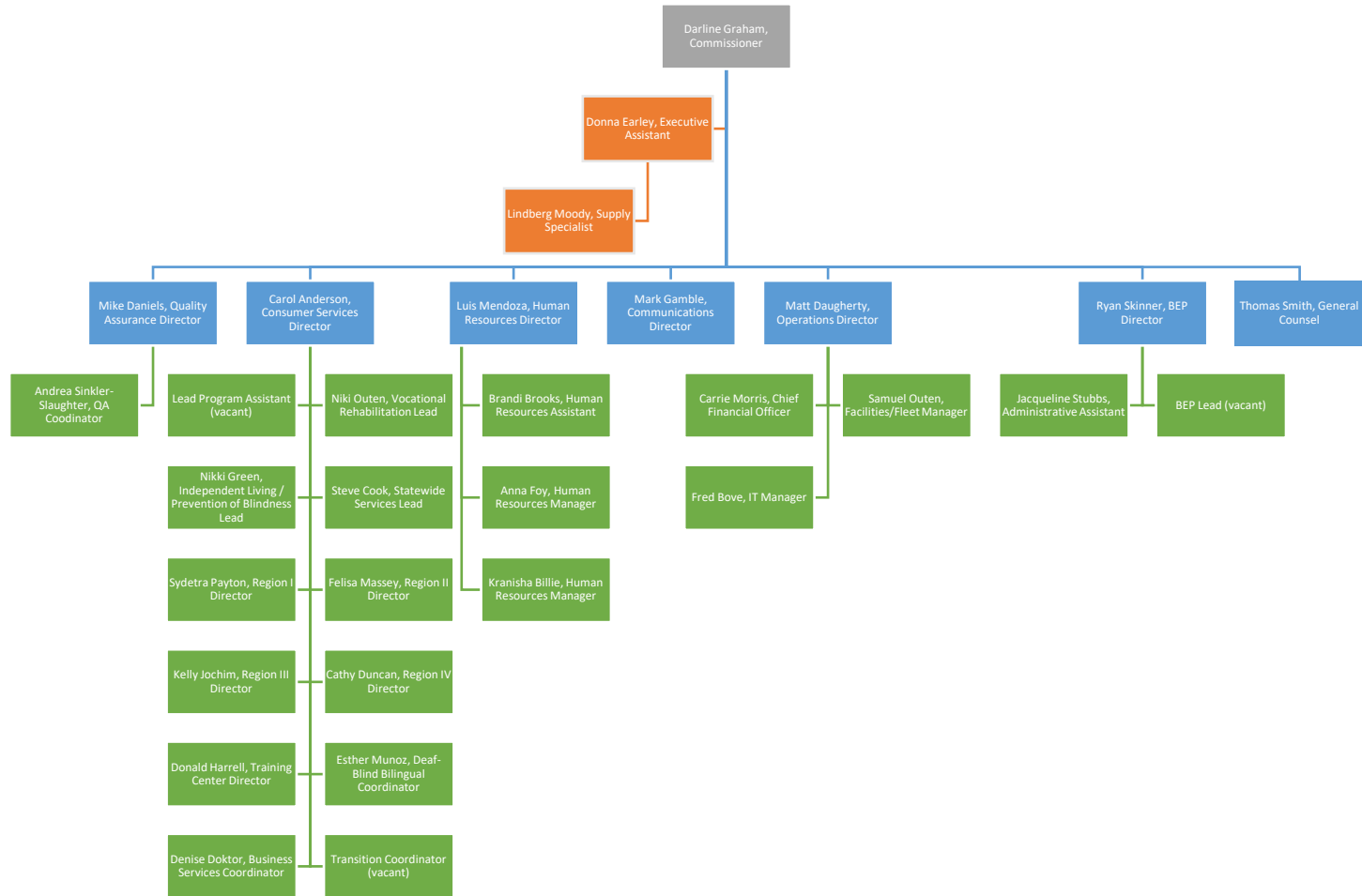
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2023

Reorganization and Compliance

as submitted for the Accountability Report by:

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Primary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Matthew	Daugherty	Operations Director	matthew.daugherty@sccb.sc.gov	803-898-8835

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Mark	Gamble	Communications Director	mark.gamble@sccb.sc.gov	803-898-1320

Agency Mission

Adopted in:

2010

Our mission is to provide quality individualized vocational rehabilitation services, independent living services and prevention-of-blindness services to consumers who are blind and visually impaired leading to competitive employment and social and economic independence.

Agency Vision

Adopted in:

2015

Our goal is to become a national model vocational rehabilitation agency for people who are blind and visually impaired, demonstrating quality services, accountability, innovation, effectiveness and efficiency.

Recommendations for reorganization requiring legislative change:

None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:

None

Significant events related to the agency that occurred in FY2023

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
<p>"Twenty-nine consumers from across the state participated in the residential Summer Teen program. Week 1 featured a new activity called WaterViz that uses the water cycle to help students learn to understand data and represent it using art and music. This program was presented by Dr. Tina Herzberg, USC Upstate, Mary Robbins, SC School for the Deaf and the Blind, and WaterViz founder Dr. Lindsey Rustad, director of the United States Department of Agriculture Northeast Climate Hub.</p> <p>In week 2, STRIVE4U, a blind owned and operated company, introduced the students to adaptive sports (such as goal ball, disc golf, bocce ball, and basketball), demonstrated personal safety and self-defense techniques, and discussed independent travel methods and situational awareness.</p> <p>Dr. Thomas Madura, San Jose State University, and Dr. Carol Christian, Space Telescope Science Institute and Hubble Space Telescope Outreach Project Scientist, returned to provide a new and improved STEM (science, technology, engineering and math) Career Exploration Lab. Consumers built 3-D printers, learned about STEM career opportunities, and were part of the SC State Museum's first adaptive astronomy tour."</p>	July	June	Provide comprehensive services to consumers that result in the attainment of measureable skills.	

As part of process simplification, the agency piloted a regional Intake Specialist position that allows the agency to engage with a consumer to quickly determine eligibility. This type of “rapid engagement” has been a focus for Vocational Rehabilitation (VR) agencies nationally. The Intake Specialist enables VR Counselors to concentrate on providing in-depth counseling and guidance, career exploration, and other individualized employment-related services. Based on the success of the pilot, the agency plans to hire an additional Intake Specialist.	July	June	Ensure qualified individuals are hired for the right positions. Expand Internship partnerships with SC Universities for a diverse variety of positions within the agency. Utilize the Wonderlic assessment to determine suitability of candidate for position.	
Leadership worked with Human Resources to improve workplace culture and retention, including piloting and implementing a telework program to increase scheduling flexibility (this has helped the agency recruit and retain valuable employees), the development of a flexible work schedule policy (soon to be implemented), and the developed and implementation of a flexible commute option (increasing recruitment and retention of key leadership positions).	July	June	Develop/revise employee surveys to gauge satisfaction and commitment. Conduct 30, 60, and 90 day interviews with new hires. Ensure exit interviews are completed for employees leaving SCCB.	
SCCB builds, facilitates, strengthens, and maintains relationships with partners throughout the stat. A new partnership with Lions Vision Services will increase referrals and expand Prevention Services to reach more South Carolinians	July	June	Promote the Prevention program through the distribution of marketing materials to businesses, medical centers, schools, and all community partners.	
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
Reason agency is out of compliance: (if applicable)				
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
Law number(s) which gives the agency the authority to promulgate regulations:	34 C.F.R 395.4			
Has the agency promulgated any regulations?				Yes
Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?				Yes
(End of Reorganization and Compliance Section)				

FY2023

Strategic Plan Results

as submitted for the Accountability Report by:

L240 - Commission for the Blind

- Goal 1** Increase Agency effectiveness and efficiency in providing consumer services.
- Goal 2** Strengthen services within the Older Blind Program, Children's Services, Prevention, and Low Vision Clinic.
- Goal 3** Improve workplace culture making SCCB a preferred place of employment.
- Goal 4** Improve internal processes and procedures to ensure security of information, timely reporting, financial accuracy, and maintenance/repairs of facility, fleet, and I.T. software/hardware.
- Goal 5** Foster and grow relationships with community partners, businesses, and other state agencies.

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Develop solutions to address reasons for delays in service provision.														
State Objective: Government and Citizens														
1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	65%	100%	95%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Percent complete as determined by the agency.	AWARE documentation	VR program documentation	Ensure compliance with state and federal regulations for all programs.	Rehabilitation Services Administration and South Carolina taxpayers.	0505.100000.000	
1.1.2	Create productivity standards for finance staff and reduce turnaround time for payment to 30 days or less.	80%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Finance department documentation. Quarterly reports on progress provided to Senior Consultant.	QA and Finance reporting and documentation	SCEIS and AWARE	Vendors are paid promptly	All vendors utilized by SCCB	0100.000000.000	
1.2 Create and utilize an assessment process to assist consumers in identifying viable goals and ensuring needs are individualized.														
State Objective: Government and Citizens														
1.2.1	Train all program counselors on a variety of assessment methods to be utilized when developing a plan for services to ensure consumer needs and goals are achieved.	100%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Percent complete as determined by the agency.	Utilizing targeted case reviews in AWARE	AWARE Case documentation	Ensure compliance with state and federal regulations for all programs	Rehabilitation Services Administration and South Carolina taxpayers	0100.000000.000	
1.2.2	Provide comprehensive services to consumers that result in the attainment of measureable skills.	65	20	20	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Data taken from AWARE case management system where credentials are recorded.	Quarterly AWARE reports showing number of credentials attained	AWARE Case documentation	Consumers obtain necessary credentials for employment	SCCB consumers	0505.100000.000	
2.1 Create additional opportunities for consumers and families to assist through the adjustment process.														
State Objective: Government and Citizens														
2.1.1	In addition to regular Older Blind Services, staff will create additional opportunities for consumers and their families to educate, provide resources, and create support systems to assist with adjustment to vision loss and overcome the challenges to remain independent.	13	12	4	Count	Complete	State Fiscal Year (July 1-June 30)	Number of opportunities provided	Number of opportunities provided will be reported to Senior Consultant quarterly.	Documentation maintained in Older Blind Program	Provision of information to enable SC citizens with severe visual impairment age 55 and older to remain independent.	Consumers age 55 and older and their families.	1200.010000.000	
2.1.2	Children's Services and Transition Counselors will be combined and work together to create additional opportunities for consumers and their families to educate, provide resources, and create consistent support systems to assist with adjustment to vision loss and build skills for independence from childhood.	7	12	7	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of opportunities provided will be reported to Senior Consultant quarterly.	Children's/Transition Program Manager	Program Manager maintains documentation	Services are provided to children and youth with severe visual impairments in SC. Support is provided to families.	Children and youth with severe visual impairments and their family	1505.000000.000 and 0503.250000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.3	Increase technical adaptive software training for senior consumers.	22	15	64	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of seniors in training	Number of opportunities provided will be reported to Senior Consultant quarterly.	Documentation maintained in Older Blind Program	Provide consumers 55 and older with technology skills	Consumers age 55 and older	1200.010000.000	
2.2 Increase Community Inclusion and collaborations to expand the Prevention Program and Low Vision Clinic.													State Objective: Government and Citizens	
2.2.1	Expand marketing techniques for Prevention to include new pamphlets, listing of community events on the SCCB website, and adding vision screenings to services provided.	5	6	6	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of events staffed by Prevention employees will be reported quarterly to Senior Consultant.	Communication Director and Prevention Program Manager maintains documentation	Communications Director reports and Prevention Program Director reports	Citizens of SC learn to prevent blindness and those with correctable conditions have their vision restored	Citizens of SC with correctable visual conditions who have no insurance and low income	1001.030000.000	
2.2.2	Include Low Vision technology demonstrations when attending statewide and/or community events and assisted living homes to educate citizens on the availability of resources to assist in maintaining independence if a person's sight diminishes significantly. Update marketing materials to be distributed at these events.	4	6	6	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of demonstrations	Number of opportunities provided will be reported to Senior Consultant quarterly.	Low Vision Clinic Documentation	Inform SC citizens with visual impairments about technology to assist them in remaining independent.	All SC citizens with Low Vision	1200.010000.000	
3.1 Create talent acquisition processes which increases agency awareness.													State Objective: Government and Citizens	
3.1.1	Use revised "Brand" items to assist in attracting qualified talent. Update position descriptions to reflect essential position functions. Recruiting team will attend 1 job fair per month.	90%	50%	100%	Percent	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percentage of applications received from utilizing new branded items.	Availability Calculations, social Media "Hits", Submitted applications, number of job fairs attended.	HR Manager	To hire highly qualified, skilled staff for SCCB.	All agency programs	0100.000000.000	
3.1.2	Ensure qualified individuals are hired for the right positions. Expand Internship partnerships with SC Universities for a diverse variety of positions within the agency. Utilize the Wonderlic assessment to determine suitability of candidate for position.	100%	40%	100%	Percent	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percentage of updated job descriptions	Utilize rating and polling system for interview panel. Updated accurate position descriptions, and application.	HR Manager	To hire highly qualified, skilled staff for SCCB.	All agency programs	0100.000000.000	
3.2 Retain exceptional talent.													State Objective: Government and Citizens	
3.2.1	Develop/revise employee surveys to gauge satisfaction and commitment. Conduct 30, 60, and 90 day interviews with new hires. Ensure exit interviews are completed for employees leaving SCCB.	100%	60%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Categorize and evaluate answers and then prioritize needed actions. Report Quarterly to Commissioner.	Survey Monkey, 30-60 90 Day Reviews, Stay and Exit Interviews	HR Director maintains files	Internal communication to raise morale and address concerns	SCCB staff	0100.000000.000	
3.2.2	Decrease turnover rate by improving morale and show appreciation of exceptional performance through increased recognition programs and other available opportunities.	5%	10%	50%	Percent	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percent Decrease in turnover rate	HR Diversity Reports, Program Directors, SCCB Foundation Awards, retention rate, turnover rate, absenteeism rate	HR Manager	Reduce turnover and increase retention.	All agency programs	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.2.3	Encourage a diverse workforce, including individuals with disabilities, to ensure a variety of perspectives. Recruit new staff through partnerships with organizations serving minorities and individuals with disabilities. Build on inclusion with assistance from the Diversity Inclusion Team within SCCB.	84%	70%	90%	Percent	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percentage of diversity within the agency.	Availability report	HR Manager	Ensure a diverse staff population within the agency.	All agency programs	0100.000000.000	
3.3 To ensure employees have the training and skills necessary to effectively perform their duties.													State Objective: Government and Citizens	
3.3.1	Identify gaps in knowledge, skills, and abilities (KSA) relative to each position in order to determine where training initiatives could improve job performance. Align training to updated position descriptions to ensure knowledge of all essential functions.	10%	20%	90%	Percent	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percentage of positions where KSA's have been identified.	Supervisors use EPMS, Planning document and skills assessment to determine gaps in KSA's and document a decrease in knowledge gaps.	HR Manager	Ensure that all staff is well trained in the essential functions of their position.	SCCB staff	0100.000000.000	
3.3.2	Create a series of internal onboarding trainings for each position to address essential functions and make available on the SCCB Intranet. Provide supervisors with a checklist to ensure all trainings are completed in a timely manner. Initial program cross training has been added to orientation.	50%	100%	50%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Supervisors will use list of completed courses, certificates, and other completed assignments from trainings, Consumer Satisfaction Survey, Audit Reports, EPMS to demonstrate completion of required courses by all staff. HR will maintain record of trainings completed to submit to RSA with quarterly reports.	Training modules created by HR and Counselor Trainer	HR maintains training files	SCCB staff receive consistent, up to date training for the essential functions of their position	SCCB staff	0100.000000.000	
4.1 Update/revise policies and procedures for each program to reflect current Federal and State regulations.													State Objective: Government and Citizens	
4.1.1	Utilize a team approach within each program to update, write, and revise policy and procedure to align with current regulations and best practices.	40%	50%	50%	Percent Complete	Equal to or greater than	State Fiscal Year (July 1-June 30)	Percentage of programs with completed, updated policies and procedures.	Senior Consultant documentation	Shared drive	Consistency internally with processes will provide better consumer services and set expectations for staff.	SCCB staff and consumers	0100.000000.000	
4.2 Update/modify internal software programs to streamline reporting processes and improve security for sensitive information. Also to develop/promote paperless process tools and document management systems.													State Objective: Government and Citizens	
4.2.1	Automate current I.T. tracking system to create help desk tickets and a timely response. Create inventory of all high-risk items (i.e., laptops, cell phones, printers, etc.) and a 5-year replacement plan.	50%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Number of repairs/replacements completed within the timeframe set as timely, listed as a percentage of 100%.	Reports generated from tracking system	I.T. maintains all reports	Staff receives assistance quickly for technical issues. Agency maintains accurate records of high-risk items.	SCCB staff	0100.000000.000	
4.2.2	Update BEP software to improve timeliness and accuracy of reporting and tracking of sales and expenses. Train staff and automate collection of data from vending facilities.	50%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Number of on time reports, listed as a percentage of 100%.	AWARE case management reports	BEP department maintains all reports	BEP vendors receive accurate information concerning earnings and sales	BEP vendors	0504.150000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.2.3	Substantiate the accuracy of RSA-911 data as well as establish and maintain internal control processes related to the collecting and reporting of data.	75%	100%	75%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Conduct quarterly data validation reviews. Review will include validation of status dates against source documentation for all cases that were opened or closed during the quarter.	QA data validation reviews	QA maintains all reports	RSA receives accurate data.	Rehabilitation Services Administration	0100.000000.000	
4.2.4	Maintain data validation and internal control procedures that substantiate accuracy and reliability of data reported, ensuring compliance with 34 CFR 361.40.	75%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30)	Review RSA-911 data with management staff to cover trends, data anomalies and reasonableness. System adaptations will be made based on management feedback regarding policy and procedures.	Staff and management reporting/AWARE case management reports	QA maintains all reports	Staff can efficiently enter data into case management system to improve accuracy and productivity	SCCB staff	0100.000000.000	
5.1 Educate community partners/businesses on SCCB programs and how we can strengthen services to SC citizens through partnerships and resource sharing.													State Objective: Government and Citizens	
5.1.1	Provide "lunch and learn" style events on a variety of topics such as consumer technology, job related issues, new developments in VR, Older Blind, Children's Services, Prevention, and Low Vision.	21	10	15	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of events held. Reported quarterly to Senior Consultant.	Senior Managers documentation	Older Blind director maintains records	Creation of more opportunities for citizens with visual impairments and increase referrals to all programs.	SC citizens with visual impairments	1200.010000.000	
5.1.2	Tour other organizations and request staff training and/or offer training about SCCB programs to strengthen partnerships.	2	10	35	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Total tours and/or trainings provided. Reported quarterly to Senior Consultant.	VR documentation	VR documentation	Increase training and job opportunities for consumers	VR consumers and SC businesses	1200.010000.000	
5.2 Build training opportunities with business partners that focus on specific skill sets for employment.													State Objective: Government and Citizens	
5.2.1	Attend/Conduct quarterly focus groups in different areas of the state to identify skill sets that employers are seeking.	10	10	30	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of focus groups attended/conducted. Reported quarterly to Senior Consultant.	T & E documentation	T & E Director maintains records	Increase training and job opportunities for consumers	VR consumers and SC businesses	0504.300000.000	
5.2.2	Utilizing information from focus groups, form partnerships with businesses and develop training programs to provide the necessary skills. This can be done through partnerships, OJT's, or internships. Participate in trainings and projects with the Vocational Rehabilitation Technical Assistance Center to expand business.	2	10	15	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Total new partnerships where training programs were developed. Reported quarterly to Senior Consultant.	T & E documentation	T & E Director maintains records	Increase training and job opportunities for consumers	VR consumers and SC businesses	0504.300000.000	
5.3 Increase referrals to programs through increased partnership interactions and communication.													State Objective: Government and Citizens	
5.3.1	Children's/Transition Services staff will increase communication with service providers and educators to identify children across the state with significant visual impairments who could benefit from SCCB services.	32	80	26	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of new referrals. Reported quarterly to Senior Consultant.	AWARE case management reports	Children's/Transition Director maintains reports	Children and youth with visual impairments receive all available services across the state	SC children and youth with visual impairments	1505.000000.000 and 0503.250000.000	
5.3.2	Incorporate the BEP referral process into VR policy and procedure to ensure that BEP is introduced to consumers as a possible choice when setting an employment goal.	5	12	7	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of new referrals. Reported quarterly to Senior Consultant.	BEP Trainer maintains records on new referrals	AWARE Case management system	Increase opportunities for Blind individuals to become self-employed.	Blind individuals wanting to be selfemployed	0504.150000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
5.3.3	Promote the Prevention program through the distribution of marketing materials to businesses, medical centers, schools, and all community partners.	81	40	168	Count	Equal to or greater than	State Fiscal Year (July 1-June 30)	Number of new referrals. Reported quarterly to Senior Consultant.	Prevention counselor maintains number of referrals	AWARE Case management system	Assist SC citizens in preventing Blindness and other visual conditions	SC citizens with visual impairments	1001.030000.000	

FY2024

Strategic Plan Development

as submitted for the Accountability Report by:

L240 - Commission for the Blind

Goal 1 Increase successful consumer outcomes across all programs

Goal 2 Improve public awareness of the agency

Goal 3 Build a qualified workforce

Goal 4 Ensure operational efficiency and effectiveness

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Increase successful competitive integrated employment outcomes													State Objective: Education, Training and Human Development
1.1.1	Develop a tool to track competitive integrated employment outcomes for individuals who attend the Training Center (including Business Enterprise Program).	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30, 2024)	Percentage Complete	Project Plan	Network Drive	Performance metric tracking	Staff	0504.200000.000	
1.1.2	Develop resources/partnerships to address barriers to consumer transportation during service delivery.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30, 2024)	Percentage Complete	Project Plan	Network Drive	Reduce barriers to transportation	Consumer	0504.200000.000	
1.2 Increase the number of consumers achieving and maintaining independence													State Objective: Education, Training and Human Development
1.2.1	Develop and implement training for Older Blind Counselors specifically to increase efficiency of service delivery.	0%	50%	Percent Complete	Complete	State Fiscal Year (July 1-June 30, 2024)	Percentage Complete	Project Plan	Network Drive, Intranet	Improve timeliness of service delivery	Consumer	1200.010000.000	
1.2.2	Increase low vision assessments across programs.	50	75	Count	Equal to or Greater Than	State Fiscal Year (July 1-June 30, 2024)	Count	AWARE Case Management System	AWARE	Receipt of service to improve independence	Consumer	1200.010000.000	
1.3 Increase the number of consumers receiving sight-saving procedures													State Objective: Healthy and Safe Families
1.3.1	Develop and distribute materials about the Prevention Services to medical service providers and partner agencies.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30, 2024)	Percentage Complete	Project Plan	Network Drive, Intranet	Statewide awareness of Prevention Services	Consumer	1001.030000.000	
1.3.2	Fill program vacancies with qualified staff and retain current staff.	75%	100%	Percent Complete	Complete	State Fiscal Year (July 1-June 30, 2024)	Percentage Complete	HR Records	Network Drive, Intranet	Increase in services delivered statewide	Consumer	1001.030000.000	
1.4 Increase Pre-Employment Transition Services outcomes													State Objective: Education, Training and Human Development
1.4.1	Identify and utilize additional Service Providers for Pre-Employment Transition Service delivery.	3	6	Count	Equal to or Greater Than	State Fiscal Year (July 1 to June 30, 2024)	Count	AWARE Case Management System & SCEIS	AWARE and SCEIS	Expand delivery of Pre-ETS	Consumer	0503.250000.000	
1.4.2	Increase the number of potentially eligible/consumers/groups receiving Pre-Employment Transition Services (pre-ETS).	44	50	Count	Equal to or Greater Than	State Fiscal Year (July 1 to June 30, 2024)	Count	AWARE Case Management System & SCEIS	AWARE and SCEIS	Expand delivery of Pre-ETS	Consumer	0503.250000.000	
1.4.3	Recruit and hire a Transition Services Coordinator.	0	1	Count	Complete	State Fiscal Year (July 1 to June 30, 2024)	Count	HR Records	Network Drive	Improved oversight on service delivery and grant spending	Agency	0503.250000.000	
2.1 Improve engagement with all partners and the community													State Objective: Public Infrastructure and Economic Development

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.1	Develop or purchase a tools to track outreach to partners and the community.	0	1	Count	Complete	State Fiscal Year(July 1 to June 30, 2024)	Count	Scope of Work	Network Drive	Performance metric tracking	Staff	0100.000000.000	
2.2 Improve marketing strategies State Objective: Public Infrastructure and Economic Development													
2.2.1	Develop new marketing materials.	0	3	Count	Complete	State Fiscal Year(July 1 to June 30, 2024)	Count	Materials	Network Drive	Information about services is provided.	Consumers, partners, employers and residents of SC.	0100.000000.000	
2.2.2	Develop new marketing materials for doctors' offices/medical providers.	0	2	Count	Complete	State Fiscal Year(July 1 to June 30, 2024)	Count	Materials	Network Drive	Information about services and appropriate referrals.	Doctors Offices, Medical Providers and SCCB.	0100.000000.000	
3.1 Reduce the time to fill vacancies State Objective: Government and Citizens													
3.1.1	Attend at least one recruiting event per month to identify and target candidates for critical positions.	0	12	Count	Equal to or greater than	State Fiscal Year (July 1- June 30)	Count of events attended	Count from Recruitment Team	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
3.1.2	Develop a seamless internship opportunity program where students can be hired as counselors upon completion of the internship program.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1- June 30)	Percentage Complete	Progress report from HR Director	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
3.2 Reduce the turnover rate State Objective: Government and Citizens													
3.2.1	Identify and implement a learning management system to assist in the delivery of training to employees.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1- June 30)	Completion of project	Progress report from HR Director	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
3.2.2	Identify and implement a performance management system to assist in the delivery of feedback to employees.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1- June 30)	Completion of project	Progress report from HR Director	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
3.2.3	Develop employee satisfaction surveys to help drive personnel decisions across the agency.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1- June 30)	Completion of project	Progress report from HR Director	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
3.2.4	Create an employee recognition policy and program.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1- June 30)	Completion of project	Progress report from HR Director	Human Resources	Indirect benefit to agency consumers	Agency leaders, Consumers, and employees.	0100.000000.000	
4.1 Redesign and streamline internal processes State Objective: Government and Citizens													

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
4.1.1	Review case management system to ensure data accuracy and training effectiveness.	0%	100%	Percent completed	Equal to or greater than	State Fiscal Year (July 1 - June 30)	Conduct quarterly data validation reviews. Review will include validation of status dates against source documentation for all cases that were opened or closed during the quarter. Review results identifies areas of strengths and training needs by counselor and by region.	QA data validation reviews	QA maintains all reports	RSA receives accurate data.	Rehabilitation Services Administration	0505.1000000.000		
4.1.2	Facilities and HR coordinate to increase emergency preparedness activities.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Documentation developed, training provided, and drills held quarterly	Progress report from Operations Director	Operations	Increased emergency preparedness of staff and consumers	Staff and Consumers	0100.0000000.000		
4.1.3	Increase helpdesk responsiveness.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Reduced number of days between submission and completion of tickets	Progress report from Operations Director	Operations	Issues are addressed in a timely fashion	Staff	0100.0000000.000		
4.2	Develop performance indicators to establish baselines across all programs						State Objective: Government and Citizens							
4.2.1	Develop compliance metrics for each program.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Development of metrics for each program.	Progress Reports from QA/Consumer Services Director	QA/Consumer Services	Ensures quality and timely delivery of services in each program	SCCB Staff	0100.0000000.000		
4.2.2	Increase rate of return results (Consumer Satisfaction Survey).	17%	22%	Percent Complete	Equal to or greater than	State Fiscal Year (July 1 - June 30)	Total surveys received	surveys	QA maintains all reports	Ensures quality and timely delivery of services in each program	SCCB Staff	0100.0000000.000		
4.3	Develop/Strengthen Risk Management Program based on COSO Model						State Objective: Government and Citizens							
4.3.1	Review, revise and implement program policies and procedures.	0%	50%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Policies and procedures are developed, staff is trained	Progress report from Consumer Services Director	Consumer Services	Clear guidance for staff to follow in the performance of their duties	Staff	0505.1000000.000		
4.3.2	Review, revise and implement administrative policies and procedures.	0%	50%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Policies and procedures are developed, staff is trained	Progress report from Operations Director	Operations	Clear guidance for staff to follow in the performance of their duties	Staff	0100.0000000.000		
4.3.3	Improve contract compliance and monitoring.	0%	50%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Work is delivered in compliance with contract terms and conditions	Progress report from Operations Director	Operations	Clear guidance for staff to follow in the performance of their duties, and improved consumer services	Staff and consumers	0100.0000000.000		

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.3.4	Ensure compliance with information security policies.	0%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30)	Policies are analyzed, procedures are developed, and training is delivered	Progress report from Operations Director	Operations	Clear guidance for staff to follow in the performance of their duties	Staff	0100.000000.000	

2023

Budget Data

as submitted for the Accountability Report by:

L240 - Commission for the Blind

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General2	(Projected) Other	(Projected) Federal4	(Projected) Total
0100.000000.000	Administration	Mission focused leadership and sound fiscal stewardship ensure that the agency meets its legal purpose.	\$ 1,973,028.63	\$ 347,811.30	\$ -	\$ 2,320,839.93	\$ 2,060,004.00	\$ 2,000.00	\$ -	\$ 2,062,004.00
0508.000000.000	Rehabilitation Services	Provides quality, individualized services to enable citizens with visual impairments to obtain, maintain, or regain employment.	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
0505.100000.000	Vocational Rehabilitation	Provides quality, individualized services to enable citizens with visual impairments to obtain, maintain, or regain employment.	\$ 862,922.85	\$ 1,762.53	\$ 3,075,768.11	\$ 3,940,453.49	\$ 355,286.00	\$ 100,000.00	\$ 2,092,367.00	\$ 2,547,653.00
0504.150000.000	Business Enterprise Program	Supports Blind vendors in self-employment through operation of vending facilities across the state.	\$ 451,266.31	\$ 46,879,204.84	\$ 1,309,841.89	\$ 48,640,313.04	\$ 314,634.00	\$ 40,002,000.00	\$ 1,441,990.00	\$ 41,758,624.00
0504.200000.000	Training Center	Provides quality, individualized services to enable citizens with visual impairments to obtain, maintain, or regain employment.	\$ 232,122.23	\$ 22,849.31	\$ 1,134,754.58	\$ 1,389,726.12	\$ 261,167.00	\$ -	\$ 1,280,178.00	\$ 1,541,345.00
0503.250000.000	Transition Services	Provides quality, individualized services to enable youth and students with visual impairments to obtain, maintain, or regain employment.	\$ 118,481.46	\$ 14,839.59	\$ 1,242,354.30	\$ 1,375,675.35	\$ 36,647.00	\$ -	\$ 2,151,611.00	\$ 2,188,258.00
0504.300000.000	Statewide Services Unit	Provides quality, individualized services to enable citizens with visual impairments to obtain, maintain, or regain employment.	\$ -	\$ -	\$ (2,502.85)	\$ (2,502.85)	\$ -	\$ -	\$ -	\$ -
1001.030000.000	Prevention Of Blindness	Provides educational and medical services to uninsured, low income SC citizens of all ages to restore or maintain sight.	\$ 334,488.02	\$ -	\$ -	\$ 334,488.02	\$ 694,767.62	\$ -	\$ -	\$ 694,767.62
1200.010000.000	Older Blind Services	Provides quality, individualized services to enable citizens with visual impairments age 55 and older to maintain independence and self-sufficiency.	\$ 369,943.19	\$ 36,187.59	\$ 511,554.08	\$ 917,684.86	\$ 331,846.00	\$ 75,000.00	\$ 589,641.00	\$ 996,487.00
1505.000000.000	Children's Services	Provides services to SC children ages 3 to 12 with visual impairments to ensure a path to future self-sufficiency.	\$ 338,417.54	\$ -	\$ -	\$ 338,417.54	\$ 320,592.00	\$ -	\$ -	\$ 320,592.00
9500.050000.000	State Employer Contributions	SCCB contribution to state retirement fund	\$ 775,624.24	\$ 26,143.94	\$ 1,300,568.62	\$ 2,102,336.80	\$ 1,109,695.00	\$ -	\$ 2,068,999.00	\$ 3,178,694.00
9813.100000X000	BTHRM RENV ADA CMPL	Funds granted to upgrade bathroom facilities to comply with ADA.	\$ -	\$ -	\$ -	\$ -	\$ 30,000.00	\$ -	\$ -	\$ 30,000.00
9822.030000X000	Software Customization Case Management System	Funds were granted to assist with creating a financial interface with agency case management system.	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

2023

Legal Data

as submitted for the Accountability Report by:

L240 - Commission for the Blind

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
20 USC 107	Federal	Statute	The Randolph Sheppard Act establishes that the Commission provide training and support to individuals who are Blind in operating vending facilities in federal buildings within the state.	Requires a service	Training, support, and provision of initial inventory and equipment to operate a vending facility.	No Change
PL 113-128	Federal	Statute	The Workforce Innovation and Opportunity Act strengthens and improves the nation's public workforce system to help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. It specifies common measures that all WIOA core partners are required to utilize.	Requires a service	WIOA establishes that vocational rehabilitation is a key component of the workforce development system, and that serving individuals with barriers to employment (not just individuals with a disability) is a requirement for all partners.	No Change
PL 93-112	Federal	Statute	The Rehabilitation Act of 1973 revised and expanded vocational rehabilitation services, with special emphasis on services to those with the most severe disabilities, including employment opportunities, independent living, and consumer assistance; and various training and service-discretionary grants administered by the Rehabilitation Administration. It also prohibited discrimination on the basis of disability (sections 501 and 503); created and extended civil rights to people with disabilities, including provisions for reasonable accommodation (section 504); and established requirements for accessible information technology (section 508).	Requires a service	Establishes and authorizes the state vocational rehabilitation program, independent living and older blind services, prevention services, and others.	No Change
34 CFR 361	Federal	Regulation	Under the State Vocational Rehabilitation Services Program, the Secretary provides grants to assist States in operating statewide comprehensive, coordinated, effective, efficient, and accountable vocational rehabilitation programs.	Requires a service	All services necessary to assist a consumer in obtaining, maintaining, or regaining employment.	No Change
34 CFR 363	Federal	Regulation	Under the State Supported Employment Services program, the Secretary provides grants to assist States in developing and implementing collaborative programs with appropriate entities to provide programs of supported employment services for individuals with the most significant disabilities, including youth with the most significant disabilities, to enable them to achieve an employment outcome of supported employment in competitive integrated employment.	Requires a service	All services necessary to provide employment services to consumers with the most significant disabilities to obtain and maintain competitive, integrated employment.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
34 CFR 367	Federal	Regulation	Establishes that the Older Blind program supports projects that (a) Provide any of the independent living (IL) services to older individuals who are blind or severely visually impaired; (b) Conduct activities that will improve or expand services for these individuals; and (c) Conduct activities to help improve public understanding of the challenges of these individuals.	Requires a service	All services necessary to assist a consumer, age 55 and older, in remaining independent in their homes.	No Change
43-25-10	State	Statute	Establishes creation of the Commission for the Blind; membership; qualifications and terms of members; meetings; officers; compensation.	Not related to agency deliverable		No Change
43-25-100	State	Statute	Establishes the transfer of certain powers and duties of Division for the Blind to Commission.	Not related to agency deliverable		No Change
43-25-20	State	Statute	Establishes "Blindness" and "severe visual disability" as criteria for acceptance for services for persons who qualify.	Not related to agency deliverable		No Change
43-25-30	State	Statute	Establishes the powers and duties of the Commission.	Not related to agency deliverable		No Change
43-25-40	State	Statute	Establishes application procedure; register of ophthalmologists; Commission shall pay examination costs.	Requires a service	Vision exams	No Change
43-25-50	State	Statute	Establishes that authorized procedures such as eye examinations and medical and surgical treatment for visually handicapped persons may be secured and that reports of results must be submitted to the Commission.	Requires a service	Eye surgery/medical procedures/treatment	No Change
43-25-60	State	Statute	Establishes that the Commission may employ qualified itinerant counselors to assist teachers in public or private schools who are responsible for the teaching of visually handicapped students and that the Department of Education and principals or heads of private schools shall report to the Commission the names of visually handicapped students in attendance.	Requires a service	Vocational Rehabilitation Counseling services in a school setting.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
43-25-70	State	Statute	Establishes that the Commission is empowered to operate concession stands in any State, county or municipal building and in any State park and shall negotiate with the proper agency or governing body regarding the establishment of a concession on such property.	Requires a manner of delivery		No Change
43-25-80	State	Statute	Establishes that any sums appropriated by the General Assembly for treatment and training of the visually handicapped shall be kept by the State Treasurer in a fund for the treatment and training of the visually handicapped and shall be used to carry out the particular purpose assigned to it.	Requires a service	Treatment of visual conditions and/or training to assist consumers in reaching self-sufficiency.	No Change
43-25-90	State	Statute	Establishes that a person aggrieved by an action of the Commission must be granted, upon request, a hearing before a hearing officer assigned by the commission.	Not related to agency deliverable		No Change
Chapter 18, Title 1	State	Regulation	The Randolph Sheppard Act establishes that the Commission provide training and support to individuals who are Blind in operating vending facilities in local, county, and state buildings within the state.	Requires a service	Training, support, and provision of initial inventory and equipment to operate a vending facility.	No Change
39.1	State	FY22-23 Proviso	For the current fiscal year the amount appropriated in this section under Program II for Rehabilitative Services is conditioned upon matching by federal funds to the maximum amount available under the Federal Vocational Rehabilitation Program.	Funding agency deliverable(s)		No Change

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Services Data

as submitted for the Accountability Report by:

L240 - Commission for the Blind

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2023	Summary of changes to services
Assistance in overcoming barriers due to visual disability to achieve success in employment and/or education/training.	Any citizen of South Carolina with a visual impairment that meets eligibility requirements.	Blind consumer		Vocational Rehabilitation	Provides quality, individualized vocational rehabilitation services based on individual needs that will assist persons who are Blind and visually impaired in obtaining, maintaining, or regaining competitive employment.	Greater number of persons with visual impairments would need to rely on state support and social service programs instead of becoming taxpayers.	No Change	
Provision of skills training, technology, and low vision devices for independence.	Any citizen of South Carolina, age 55 and older, with a severe visual impairment that meets eligibility requirements.	Older Blind consumer		Older Blind Program	Provides quality, individualized services to enable persons with visual impairments aged 55 and older, with no goal of employment, to remain as self-sufficient and independent as possible.	More seniors with visual impairments would require assisted living or in home care, creating a larger burden on taxpayer funded healthcare programs.	No Change	
Service coordination with other agencies and provision of services related to visual impairment to ensure success from an early age.	Any child who resides in South Carolina, age 3 to 12, with a severe visual impairment that meets eligibility requirements.	Blind child		Children's Services	Provides services and coordination with other agencies to assist children with visual impairments ages 3 to 12 to achieve their full potential.	Children with visual impairments would not learn the skills necessary for self-sufficiency from an early age, leading to adults dependent on social services and taxpayer dollars.	No Change	
Eye exams, surgeries, eyeglasses, and other treatments to prevent vision loss.	Any citizen in South Carolina with an eye condition that may be corrected and vision loss prevented, but they have no other means of obtaining the treatment.	Prevention consumer		Prevention of Blindness	Provides prevention services to help South Carolina residents maintain their vision and provides educational material on eye health across the state.	SC citizens would become severely visually impaired or Blind and require assistance from taxpayer funded programs instead of maintaining independence and self-sufficiency	No Change	
Training and financial assistance to become an independent operator under the Randolph Sheppard Act.	Any citizen of South Carolina who is 18 years or older, legally blind, and meets eligibility requirements.	BEP consumer		Business Enterprise Program	Provides necessary training, guidance, and financial support for a person who is legally blind to become a licensed vendor and independently operate a vending facility in a local, state, or federal government facility.	Individuals who are Blind would be dependent on public funds to support them instead of maintaining self-employment and being productive taxpayers.	No Change	

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Partnerships Data

as submitted for the Accountability Report by:

L240 - Commission for the Blind

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	SC Vocational Rehabilitation Department	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	No Change
State Government	SC Department of Employment and Workforce	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	No Change
State Government	SC Department of Education	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	No Change
Non-Governmental Organization	National Federation of the Blind	Promotes SCCB to their members. Provides training assistance	No Change
State Government	SC School for the Deaf & Blind	Provides office space for 1 VR counselor and promotes SCCB to their consumers and partners. Participates in SCCB activities with consumers.	No Change
Non-Governmental Organization	Goodwill Industries	Provides training assistance	No Change
Non-Governmental Organization	Association for Education and Rehabilitation of the Blind and Visually Impaired (AERBVI) of SC	Provides updates on assistive technology for visually impaired	No Change
Higher Education Institute	SC State University Orientation & Mobility Program	Provides updates on assistive technology for visually impaired	No Change
Higher Education Institute	Medical University of SC, Storm Eye Clinic	Provides updates on assistive technology for visually impaired	No Change
State Government	SC Governor's Committee	Job placement assistance	No Change
State Government	Department of Archives & History, Disability Coordinator	Includes SCCB information at job fairs.	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	Able SC	Provides training assistance	No Change
Federal Government	Office of Federal Contract Compliance Programs	Provides information and contacts for federal job placement opportunities	No Change
Non-Governmental Organization	SC Industry Liaison Group	Job placement assistance	No Change
Federal Government	Social Security Administration	Ticket to Work reimbursements, work incentives	No Change
Private Business Organization	Blue Cross Blue Shield	Provides job placement and sensitivity training	No Change
Private Business Organization	Verizon Wireless	Provides job placement and sensitivity training	No Change
State Government	SC Department on Aging	Provides referrals and resources for Older Blind	No Change
Private Business Organization	Statewide Senior Assisted Living and Senior Daycare Facilities	Provides referrals and resources for Older Blind	No Change
Non-Governmental Organization	Lions Club	Provides resources for consumers and staff	No Change
Private Business Organization	Helen Keller National Center	Provides free consultations	No Change
Non-Governmental Organization	BabyNet	Coordinates with SCCB to provide free services to children with visual impairments	No Change
Non-Governmental Organization	PRO-Parents of SC	Coordinates with SCCB to provide free services to children with visual impairments	No Change
Federal Government	National Employment Team-Southeast Region	Job placement assistance	No Change

Partnerships Data

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	SC State Museum	Provides internships	No Change
Higher Education Institute	Columbia College	Provides sensitivity training	No Change
State Government	McKissick Museum/Library	Provides soft skills training, job placement assistance	No Change
Higher Education Institute	SC Assistive Technology Program (SCATP)-University of SC School of Medicine	Provides internships	No Change
State Government	University of SC Thomas Cooper Library	Provides soft skills training, job placement assistance	No Change
Local Government	Anderson Mayor's Committee on Employment of People with Disabilities	Job placement assistance	No Change
Local Government	Columbia Mayor's Committee on Employment of People with Disabilities	Job placement assistance	No Change
Local Government	Spartanburg Mayors Committee for People with Disabilities	Job placement assistance	No Change
Local Government	Summerville Mayor's Committee on Employment of People with Disabilities	Job placement assistance	No Change
Non-Governmental Organization	American Red Cross	Provides internships	No Change
Non-Governmental Organization	United Way 211	Provides internships	No Change
Federal Government	Wm. Jennings Bryan Dorn Department of Veterans Affairs Medical Center / Veterans Health Administration	Job placement assistance	No Change
Non-Governmental Organization	Harvest Hope Food Bank	Provides internships	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Local Government	Richland County Library	Provides soft skills training	No Change
State Government	SC State Library - Talking Book Services	Provides internships	No Change
Non-Governmental Organization	Greater Charleston Call Center Alliance	Job placement assistance	No Change
Private Business Organization	Hadley School for the Blind	Staff participates in free online courses	No Change
Private Business Organization	Freedom Scientific	Free online JAWS training	No Change
State Government	SC Division of Technology Operations	In process of migrating; DTO will manage the I.T. infrastructure for SCCB	No Change
Private Business Organization	Microsoft	Training for I.T. Staff on their website.	No Change
State Government	SC State Ethics Commission	Provides ethical guidance through yearly activity reporting	No Change
Federal Government	Department of Homeland Security	Provides verification of eligibility and identity of hired individuals	No Change
State Government	SC Human Affairs Commission	Provides consultative services on HR matters	No Change
State Government	SC Department of Administration	Provides consultative services and serves as a collecting house for workforce utilization data	No Change
State Government	SC Insurance Reserve Fund	Provides staff training at no cost	No Change
State Government	SC Department of Labor, Licensing and Regulation	Provides staff training at no cost	No Change

Partnerships Data

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	Foundation for the Commission for the Blind	Assists with a variety of services. Presents recognition awards to SCCB staff.	No Change
State Government	SC Division of State Human Resources	Provides support to SCCB Human Resource Department	No Change
State Government	South Carolina Law Enforcement Division (SLED)	Provides background reports	No Change
Higher Education Institute	Midlands Technical College	Provides training assistance	No Change
State Government	SC Department of Social Services	Provides background reports	No Change
Local Government	Waccamaw Regional Council of Governments	Job placement assistance	No Change
Non-Governmental Organization	Midlands Workforce Development Board	Workforce partners work together to share resources and build partnerships with businesses	No Change
Private Business Organization	Apple Store-Charleston	Provides internships	No Change
Private Business Organization	Apple Store-Greenville	Provides internships	No Change
State Government	Apprenticeship Carolina, a division of the SC Technical College System	Provides internships	No Change
Federal Government	US Department of Labor Office of Apprenticeship-Columbia SC	Provides internships	No Change
Private Business Organization	The Vision Institute of SC	Provides Low Vision assistance	No Change
Non-Governmental Organization	Focus First	Provides vision care to children in need	No Change

Partnerships Data

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Higher Education Institute	University of SC	Provides internships	No Change
Higher Education Institute	University of SC Medical School	Provides Low Vision interns to assist with Low Vision Clinics across the state.	No Change
State Government	SC Commission for Minority Affairs	Assists the agency Diversity Team and HR department in staff diversity issues.	No Change
Higher Education Institute	Coastal Carolina University	Internship opportunities	No Change
State Government	South Carolina Bar	Employment and Internship opportunities	No Change
Local Government	Richland County Public Defender's Office	Internship opportunities	No Change
Private Business Organization	The Courage Center	Internship opportunities	No Change
Private Business Organization	ABC Academy	Internship opportunities	No Change
Private Business Organization	The Manning Times	Internship opportunities	No Change
Private Business Organization	BlueCross BlueShield	Employment opportunities	No Change
Private Business Organization	Call 4 Health	Employment opportunities, on the job training	No Change
Private Business Organization	Catalyte	Skills training assistance	No Change
Private Business Organization	Conduent	Employment opportunities	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Private Business Organization	Founders Bank	Training and employment opportunities	No Change
Private Business Organization	Industries For the Blind and Visually Impaired, Inc. (IBVI)	Employment opportunities	No Change
Private Business Organization	LCI Industries	Employment opportunities	No Change
Private Business Organization	Pearl Interactive	Employment opportunities	No Change
Private Business Organization	Publix (Store #483)	Employment opportunities	No Change
Private Business Organization	Sysco	Employment opportunities	No Change
Private Business Organization	United Healthcare	Employment opportunities	No Change
Private Business Organization	AccessAbility	Internship and employment opportunities	No Change
Local Government	Charleston Chamber of Commerce	Workforce partners work together to share resources and build partnerships with businesses	No Change
Private Business Organization	Columba Suit Project (Tom James Clothiers)	Training and clothing options for consumers entering the workplace	No Change
Local Government	Columbia Chamber of Commerce	Workforce partners work together to share resources and build partnerships with businesses	No Change
Private Business Organization	Consign Charleston	Clothing for employees entering the workforce and employment opportunities	No Change
Private Business Organization	CP Johnson Enterprises	Provides training assistance	No Change
Private Business Organization	Diamond Coaching Institute	Provides training assistance	No Change
Local Government	Greenville Chamber of Commerce	Workforce partners work together to share resources and build partnerships with businesses	No Change
State Government	Midlands Workforce Development Board	Workforce partners work together to share resources and build partnerships with businesses	No Change

Partnerships Data

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	National Federation for the Blind- Federation Center Columbia	Provides training assistance	No Change
Non-Governmental Organization	National Retail Federation	Provides training assistance	No Change
State Government	Office of the State Treasurer - Palmetto Able Savings Program	Training and financial planning	No Change
Higher Education Institute	SC Assistive Technology Advisory Council	Provides updates on assistive technology for visually impaired	No Change
State Government	SC Works	Workforce partners work together to share resources and build partnerships with businesses	No Change
Federal Government	US Department of Labor Office of Apprenticeship - Columbia Office	Provides training assistance	No Change
Non-Governmental Organization	Waccamaw Quarterly Business Services Partners	Workforce partners work together to share resources and build partnerships with businesses	No Change
State Government	SC Department of Disabilities and Special Needs	Provides referral opportunities for consumers.	Add
Non-Government Organization	Lions Vision Services	Expand provision of Prevention Services to a greater number of South Carolinians.	Add
State Government	SC Statehouse Legislative Services	Provided work-based learning experiences to Summer Teen participants.	Add
Higher Education Institute	USC School of Medicine	Provided work-based learning experiences to Summer Teen participants.	Add
Local Government	Saluda Shoals Park	Provided work-based learning experiences to Summer Teen participants.	Add
Private Business Organization	Gardener's Outpost	Provided work-based learning experiences to Summer Teen participants.	Add
Non-Government Organization	NFB of SC's Successful Transitions	Provided pre-ETS activities to SCCB consumers.	Add
Private Business Organization	National Braille Press	Provide books in braille to Children's Services consumers to promote reading.	Add

Partnerships Data

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Higher Education Institute	USC Upstate	Partnered to developed an in-state two-year O&M Specialist training program.	Add

2023

Reports Data

as submitted for the Accountability Report by:

L240 - Commission for the Blind

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Agency Accountability Report	Section 1-1-810, SC Code of Laws	Contains the agency's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met. Identifies key program area descriptions and expenditures and links these to key financial and performance results measures.	September of 2022	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	J. Michael Daniels	No Change	
Report to the General Assembly	Section 1-13-110, SC Code of Laws	Demographic information regarding employees for use in maintaining a diverse workgroup.	October of 2022	Annually	South Carolina state agency or agencies	Available on another website	https://schac.sc.gov/about-us/divisions-departments/technical-services-and-training-department	No Change	
RSA-15 Report of Vending Facility Program (Randolph Sheppard)	Randolph Sheppard Act, 20 USC 107a(a)	Detailed information on the Business Enterprise Program income and expenditures as well as vendor locations in each state.	December of 2022	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-15	No Change	
RSA-722 Resolution of Applicant/Client Appeals Report	Section 102(c) of the Rehabilitation Act of 1973, as amended.	Adverse actions against SCCB.	October of 2022	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-722	No Change	
RSA-7-OB Independent Living Services for Older Individuals who are Blind	Title VII Chapter 2, of the Rehabilitation Act, as amended. Section 752(1)(2)(A) of the Rehabilitation Act, as amended.	Detailed information on expenditures for the Older Blind Program.	December of 2022	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-7ob	No Change	
RSA-911 Case Services Report	Section 116(b) in title I of WIOA and Sections 101(a)(10) and 607 of the Rehabilitation Act, as amended.	Data on the RSA core performance measures.	May of 2022	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/performance/contact-rsa-data-unit	No Change	
SF-425 Federal Financial Report for the State Supported Employment Services program	Federal financial Assistance Management Act of 1999 (P.L. 106-107)	Detailed information on expenditures for the Vocational Rehabilitation Program and ensure compliance.	January of 2022	Twice a year	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-sf-425	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
RSA-17 Vocational Rehabilitation Financial Report	Federal financial Assistance Management Act of 1999 (P.L. 106-107)	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). RSA uses the data to evaluate and monitor the financial and programmatic performance of VR agencies.	April of 2022	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-17	No Change	
RSA-692 Federal Reallotment Report		To request or relinquish federal reallotment dollars.	August of 2022	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-692	No Change	
SF-425 Federal Financial Report for the Independent Living For Older Individuals who are Blind program	Federal financial Assistance Management Act of 1999 (P.L. 106-107)	Detailed information on grant expenditures to ensure compliance.	October of 2022	Twice a year	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-sf-425	No Change	
SF-425 Federal Financial Report for the Supported Employment program	Federal financial Assistance Management Act of 1999 (P.L. 106-107)	Detailed information on grant expenditures to ensure compliance.	October of 2022	Twice a year	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-sf-425	No Change	
SF-425 Federal Financial Report for the Randolph-Sheppard Financial Relief and Restoration Payment program	Federal financial Assistance Management Act of 1999 (P.L. 106-107)	Detailed information on grant expenditures to ensure compliance.	October of 2022	Twice a year	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-sf-425	No Change	
RSA-9169 WIOA annual performance report	Section 116(b)(3)(A)(iv) of the Workforce Innovation and Opportunity Act (WIOA)	Detailed information on compliance with WIOA performance measures.	September of 2022	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/wioa-resources/wioa-annual-reports	No Change	
Master Reporting Package Checklist	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	July of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Loan Receivables Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	July of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Litigation Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	July of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Other Receivables	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Fund Classification Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Operating Leases Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Capital Assets Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	September of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Grant/Contribution Revenues Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	September of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Accounts Payable Reporting Forms	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	September of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Subsequent Events Package	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	October of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
IT Data Collection & Planning Report	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	July of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Schedule of Expenditures of Federal Awards	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Information Security and Privacy Survey	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Travel Report	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	August of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Other Funds Survey	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	October of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	
Federal Projects Review	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	February of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Debt Collection	State Reporting Policies and Procedures	Accurate reporting of agency assets, liabilities, fund classification or net assets, revenue, and expenditures as required by the State Reporting Policies and Procedures Manual	July of 2022	Annually	South Carolina state agency or agencies	Electronic copy available upon request	J. Michael Daniels	No Change	

AGENCY NAME:	South Carolina Commission for the Blind		
AGENCY CODE:	L240	SECTION:	39

2023
Accountability Report

SUBMISSION FORM

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

- Data Template
 - Reorganization and Compliance
 - FY2023 Strategic Plan Results
 - FY2024 Strategic Plan Development
 - Legal
 - Services
 - Partnerships
 - Report or Review
 - Budget
- Discussion Template
- Organizational Template

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 <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/15/2023 4:06 PM
<i>(TYPE/PRINT NAME):</i>	Darline Graham, Commissioner	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/15/2023 4:06 PM
<i>(TYPE/PRINT NAME):</i>	Susan John, Vice Chair	