

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H73	SECTION:	32

**Fiscal Year 2016-2017
Accountability Report**

SUBMISSION FORM

AGENCY MISSION	The mission of the South Carolina Vocational Rehabilitation Department is to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
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AGENCY VISION	<p>We will be the leader in quality employment outcomes for our clients and business partners through our people, partnerships, and performance.</p> <ul style="list-style-type: none"> • <i>People:</i> we will be a team of highly qualified professionals who have the passion, commitment and opportunity to excel. • <i>Partnerships:</i> we will maintain a dynamic network of partnerships to shape a better future for all stakeholders. • <i>Performance:</i> our clients will achieve successful employment outcomes through provision of the services they need, when they need them.
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

RESTRUCTURING RECOMMENDATIONS:	Yes	No
		X

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

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
PRIMARY CONTACT:	Mark Wade	803-896-6503	mwade@scvrd.net
SECONDARY CONTACT:	Eric Moore	803-896-6506	emoore@scvrd.net

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I have reviewed and approved the enclosed FY 2016-2017 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	<i>Felicia W. Johnson</i>		<i>9/15/17</i>
	(TYPE OR PRINT NAME): Felicia W. Johnson (Interim)		

BOARD/CMSN. CHAIR (SIGN AND DATE):	<i>Roxanne B. Breland, DC</i>		<i>9/15/17</i>
	(TYPE OR PRINT NAME): Roxanne B. Breland, D.C.		

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AGENCY’S DISCUSSION AND ANALYSIS

For the South Carolina Vocational Rehabilitation Department (SCVRD or VR), state fiscal year 2016-2017 was a year of continued progress in the provision and planning of quality, individualized services leading to successful competitive employment outcomes for South Carolinians with disabilities.

SCVRD rehabilitated 7,005 individuals with disabilities into employment in 2016-2017, which represented a seven percent increase from the previous year. The department served a total of 36,025 people (including all applicants and clients whose services may have carried over from previous years), which represented an increase of 311.

People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families’ lives by earning income, lessening their reliance on government assistance, and stimulating the state’s economy by paying taxes, making purchases, and ultimately contributing to the state’s return on its investment in their services. Based on a **cost benefit analysis** for SFY2017 outcomes it is estimated that these rehabilitated clients will pay back \$4.82 for every dollar spent on their services by becoming taxpayers, repaying the cost of those services in approximately four years.

SCVRD ranked fourth nationally among all state vocational rehabilitation programs in the number of competitive employment outcomes per 100,000 in population (137), according to the most recent available national comparative data (FFY2015). SCVRD’s performance in that measure remained at 137 for FFY2016. While recent national comparative data on total cost per rehabilitation is not available, SCVRD continues to operate at a level (\$14,699) that has historically been among the nation’s best for lowest cost.

The agency continues to implement changes to **meet requirements of the Workforce Innovation and Opportunity Act (WIOA)**, federal legislation passed in 2014 which requires strengthening of partnerships at the state and local levels for enhancing employment opportunities. WIOA includes a focus on persons with barriers to employment such as individuals with disabilities. SCVRD has worked closely with WIOA core partners such as the Department of Employment and Workforce, Adult Education, Commission for the Blind, and SC Works to develop a Unified State Plan for achieving the legislation’s objectives. Approved in 2016 by the State Workforce Development Board, Governor Haley, and the U.S. Departments of Labor and Education, the Unified State Plan outlines coordinated partnerships that tie into improving quality employment opportunities, especially for youth, as well as better meeting the specific employment needs of the business community.

One of the key provisions of WIOA is the establishment of common performance measures across programs, related to employee retention, income levels, credential attainment and skills gains for individuals and services provided for employers. In July 2017 SCVRD began collecting new data elements required by WIOA for reporting to the Rehabilitation Services Administration of the U.S. Department of Education, which oversees state VR program compliance with the Rehabilitation Act and other WIOA regulations. Although WIOA’s emphases on school-to-work transition and business partnerships have been mirrored by SCVRD’s efforts for several years, the specific data required by the new performance measures are different from the vocational rehabilitation program’s historical measures and represent a challenge in adaptation.

The Rehabilitation Act calls for **increased engagement with students with disabilities** and requires the utilization of at least 15 percent of the agency’s federal funding for provision of pre-employment transition services, which necessitates changes in tracking of expenditures and in position descriptions/roles. WIOA’s

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mandates are not accompanied by additional federal grant funding. The agency has made significant inroads in serving youth and students with disabilities in recent years and continues to ramp up partnerships in schools and dedicate more staffing to school-to-work transition.

Project SEARCH is a continuously growing, successful partnership among local school districts, SCVRD, workforce boards, disability groups and employers. This program provides education and job training to students with intellectual and developmental disabilities through extended internships with major employers, leading to permanent competitive employment. This initiative has now grown to seven locations around the state. Spartanburg District 6 (Spartanburg Regional Health System), Lexington-Richland 5 (Palmetto Health Parkridge), Anderson 5 (AnMed Health Medical Center), Pickens School District (Baptist Easley Hospital) were the initial locations established. In the fall of 2017, new projects were developed by Richland One (Embassy Suites), York 4 (Piedmont Medical Center), and Greenville School District (Bon Secours Health System).

A major initiative to enhance customer service and drive continuous improvement, in alignment with the agency’s “Quality One “ initiative, the “**Process Simplification Project**” is designed to maximize provision of timely, personalized services and to minimize factors that can slow service delivery. Changes recommended by issue-based workgroups are being implemented with favorable staff reaction and results.



Specific areas of focus for that initiative are eligibility, caseload monitoring, counselor work processes and agency systems.

Actions that have been taken so far include:

- Revision and simplification of quality assurance measures for client eligibility and vocational assessment;
- Streamlining and expediting eligibility determinations;
- Identification of resources to address vendor availability; and
- Technology enhancements in reviewing medical records, amending individual client plans, locating and using online forms.

Actions currently in-process include:

- Propagating client information and adding barcodes into forms;
- Improvement in processes for internal referrals for services; and
- Implementation of workgroup recommendations for vocational assessment and individual plan for employment programs.

Actions for future consideration include:

- Electronic records receipt;
- Review of process for taking applications; and
- Ongoing identification of additional topics for review.

Early indicators of results from the Process Simplification initiative include:

- Reduction in time from application to establishment of eligibility as clients from 32 days in SFY2016 to 28 days in SFY2017; and
- Reduction in time from application to completion of vocational assessments and establishment of an Individualized Plan for Employment from 70 days in SFY2016 to 66 days in SFY2017.

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Program Integrity



This initiative aligns with SCVRD’s longstanding commitment to its Program Integrity model, which seeks a balance among productivity, customer service, and compliance assurance. Each of those components has measurable results and can be used to evaluate the agency at levels ranging from specific caseload or work unit up to an agency-wide level.

In addition to well-prepared, accountable staff it is critical that the agency have **safe, well-maintained facilities**. With the assistance of capital funding appropriated by the General Assembly SCVRD is addressing ongoing issues in the agency’s owned and operated facilities, many of which are more than 30 years old and in need of repairs to continue to safely serve agency clients, business partners, and staff. Recent funding is enabling the agency to re-roof several facilities and resurface parking lots that have been in disrepair. Meanwhile, construction of a new work training center at Bryant Center in Lyman has been completed and staffed. It will provide much-needed job readiness training opportunities

for people with disabilities in the Upstate. New construction is nearly complete at Palmetto Center in Florence to replace extremely outdated facilities for residential substance abuse treatment services. The new facility will open in late 2017. Unfortunately, in October 2016 the agency’s substance abuse treatment center in Greenville, Holmesview Center, was destroyed by fire. Until it can be rebuilt, SCVRD addictions treatment team members are providing day services at a temporary location in Greenville.

SCVRD is growing its **presence in the business community** through the work of local and regional business development specialists to increase client job marketability and generate new opportunities for clients in all aspects of VR services and job preparation. VR participates in statewide and regional workforce initiatives for sector strategy identification and development to match South Carolina’s needs for skilled, qualified job candidates. This is an outstanding opportunity for people with disabilities to embark upon skilled career paths. SCVRD is developing customized training based on specific business needs. Training is delivered through the department’s local area offices in partnership with community entities including technical colleges and will help grow skilled talent pools from which local business communities can recruit and hire.

Some recent, ongoing examples of these partnerships include:

- A partnership in the Upstate with **Sloan Construction**, a leader in highway and bridge construction, which was seeking qualified job applicants. VR partnered with Sloan to develop a three-week customized training, including classes on soft skills, OSHA certification, and construction from a nationally-recognized curriculum; training on a heavy equipment simulator; and job interviews for those who have completed the training. Since the first class began in June, at least seven individuals have been hired by Sloan, and two have already received promotions. Jobs include paving/grading crew, roller operator, and roadway technician for quality control.
- A partnership with **Ruiz Foods** in Florence, which includes collaboration with Southeastern Institute of Manufacturing Technology (SiMT) at Florence-Darlington Technical College to customize a manufacturing certification program to meet Ruiz Foods’ needs. VR clients receive WorkKeys assessments, Six Sigma instruction, OSHA training, and forklift certification. At least 43 clients have been hired by Ruiz Foods as a result of this partnership, with good wages, benefits and promotion opportunities.
- **Local school districts** have begun partnering with VR for Job Retention Services to address school bus drivers’ physical and other impediments jeopardizing their ability to perform their jobs. This began in

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Rock Hill and Lancaster with great success and expanded to Kershaw County. When appropriate, VR’s rehabilitation engineering staff have made recommendations for assistive technology solutions to help drivers meet the physical requirements of the job. So far more than 60 drivers have received services, and VR is now working with the State Department of Education’s transportation staff to make these services available to school bus drivers statewide.

SFY2017 also saw increased efforts in providing VR services to **veterans**. A pilot project with the VA Community Based Outpatient Clinic at Dorn VA Hospital in Columbia sought to enhance the referral process for veterans and VA clinic staff. This resulted in more than 30 referrals from the clinic. The program has been expanded to all seven VA clinics throughout the state, where local SCVRD counselors will partner with clinic staff for referrals. The agency is also working with the U.S. Department of Veteran Affairs’ Vocational Rehabilitation and Employment (VR&E) program to provide vocational assessments and increase outreach to county VA offices.

The agency seeks to maximize its financial and human resources to achieve its mission of successful employment outcomes for its clients. Senior leadership has focused on addressing needs to maintain staffing levels of strong state and local leadership, experienced counselors, and effective vocational rehabilitation service teams. The agency’s strategy for **professional development and leadership** began undergoing a shift in direction this year. Its long-successful Professional Development and Leadership Program (PDLP) concluded with the graduation of 64 staff members in its two tracks this year. That program is being discontinued as the agency sharpens its focus on areas of future leadership needs that will foster the development of high-performing employees and provide more role-specific instruction and mentoring. This will help the agency develop individuals with potential to fill critical roles. The foundation for the new Leadership Development Program is being established and details of the program will be put into place in the coming months.

Information about SCVRD that may be helpful in reviewing the accompanying agency accountability report for 2016-2017:

Main products, services and delivery methods

- Eligible applicants with disabilities have a program of services coordinated by their counselors at one of 25 area offices and 26 work training centers spread throughout the state. Together the client and VR staff develop an individualized plan for employment. Career options are explored and the client receives extensive counseling and guidance and vocational assessment. Other services may include physical restoration services, classes to enhance employability, job readiness training at the department’s work training centers, or additional services leading to job placement. Successful, suitable employment in alignment with client interests is the outcome measure.
- Many clients with significant physical disabilities benefit from services at the department’s campus in West Columbia, such as a comprehensive evaluation to determine vocational potential; pain management; brain injury sessions to learn coping skills; physical therapy, aquatic therapy and muscular development; rehabilitation technology program which uses an engineering approach to overcome employment independent living barriers; and an information technology training program which provides clients with a business community-driven training curriculum for technology jobs. Many of these same services are provided to Upstate clients at the department’s Bryant Center in Lyman.
- The department has specialized services such as cardiac rehabilitation; deaf and hard of hearing services; job retention services for employees of businesses throughout the state whose jobs are jeopardized by disabling conditions; supported employment (on-site job coaching); and substance abuse treatment at an SCVRD residential treatment center in Florence and at a daytime program in Greenville.

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- The department’s 26 work training centers provide vital job readiness training for clients and a cost-effective outsource agreement option for more than 450 business and industry partners statewide.
- The Social Security Disability Determination Services program, located in the Columbia, Greenville and Charleston areas, processes Supplemental Security Income and Social Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the Department of Health and Human Services.
- At the end of FY2017, the department had 1,176 employees in full-time equivalent positions and 283 employees in temporary positions.

Key customer segments and stakeholders

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

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Risk Assessment and Mitigation Strategies

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

Should the agency experience such negative impact, outside help would be available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal regulatory agency for the public vocational rehabilitation program. Historically, two consecutive years of substandard performance on primary indicators would trigger reviews by RSA. Several national technical assistance centers have also been established in various topical areas to assist vocational rehabilitation agencies in successfully meeting the requirements of service provision required by the Workforce Innovation and Opportunity Act.

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

Restructuring Recommendations

The agency does not have any recommendations for restructuring.

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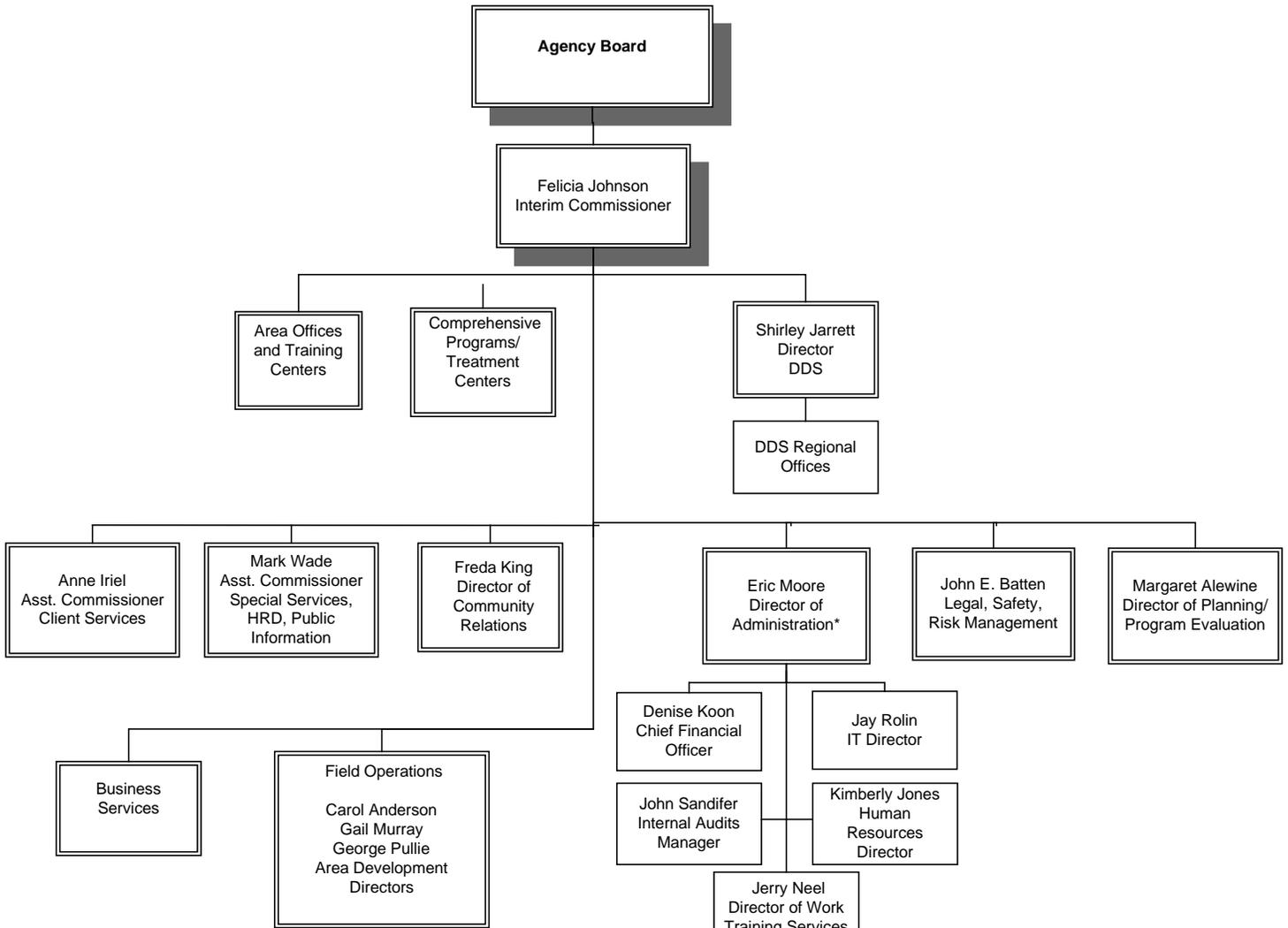
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South Carolina Vocational Rehabilitation Department
2017



* Effective upon the retirement of Mr. Richard Elam on September 30, 2017

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Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
G	1			Government and Citizens	Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.
S		1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.
O			1.1.1		Support continuous improvement within Program Integrity: Productivity, Compliance Assurance and Customer Service.
O			1.1.2		Increase services to underserved and emerging disability populations.
O			1.1.3		Strengthen the workforce pipeline through matching client strengths and abilities with community employment results.
O			1.1.4		Demonstrate effectiveness in national comparative data for performance measures.
S		1.2			Enhance school-to-work transition services.
O			1.2.1		Maximize relationships with education officials in all S.C. school districts to support development of education and career pathways.
O			1.2.2		Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.
O			1.2.3		Enhance services for at-risk youth with disabilities.

Strategic Planning Template

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Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
O			1.2.4		Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.
O			1.2.5		Provide pre-employment transition services to prepare students for post-secondary outcomes.
S		1.3			Enhance job-driven vocational training programs.
O			1.3.1		Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.
O			1.3.2		Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.
O			1.3.3		Develop customized training opportunities that align with employer identified skill sets.
G	2			Government and Citizens	We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.
S		2.1			Provide training to equip staff to provide quality vocational rehabilitation services.
O			2.1.1		Develop training based on needs assessment in accordance with the Unified State Plan.
O			2.1.2		Enhance job-specific training for specialized areas of agency operations.
S		2.2			Foster opportunities for professional growth and the enhancement of future leadership.
O			2.2.1		Provide a professional development and leadership program.
O			2.2.2		Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.
O			2.2.3		Structure a work environment that promotes employee accountability for performance and ethical standards.

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Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
G	3			Government and Citizens	Accountability to taxpayers through efficient and effective use of resources entrusted to us.
S		3.1			Successful outcomes for clients and claimants using resources efficiently.
<i>O</i>			3.1.1		<i>High return on investment for clients through successful employment outcomes.</i>
<i>O</i>			3.1.2		<i>Demonstrate cost effectiveness that compares favorably with national/regional peers.</i>
S		3.2			Continued evaluation and improvement of key processes.
<i>O</i>			3.2.1		<i>Conversion to electronic case management system encompassing time management and compliance aids with statewide access.</i>
<i>O</i>			3.2.2		<i>Expansion and enhancement of quality assurance and program evaluation to support data-driven decision making and evaluation methods.</i>
<i>O</i>			3.2.3		<i>Evaluation and development of fiscal and programmatic joint processes.</i>
S		3.3			Ensure safety and adequacy of infrastructure.
<i>O</i>			3.3.1		<i>I.T. and systems security.</i>
<i>O</i>			3.3.2		<i>Promote a safe environment for staff and clients, resulting in minimal rates of injury.</i>
G	4			Public Infrastructure and Economic Development	Maintain a dynamic network of partnerships to shape a better future for all stakeholders.
<i>O</i>			4.1.1		<i>Inform stakeholders of services and get their feedback on VR performance in meeting needs.</i>
<i>O</i>			4.1.2		<i>Provide employment preparations and supports for people with disabilities referred by partner agencies and organizations.</i>
<i>O</i>			4.1.3		<i>Build relationships that encourage complementary interagency collaboration.</i>

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Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
S		4.2		Mutually beneficial partnerships with business and industry that provide employment /trainingopportunities for clients.	
O			4.2.1		<i>Build and maintain VR Business Partnership Network and collaborate with business and industry associations.</i>
O			4.2.2		<i>Actively use business advisory councils for guidance on employment standards and training curricula.</i>
O			4.2.3		<i>Advanced solutions for job matching through Career Connect and Universal Business Database.</i>
O			4.2.4		<i>Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.</i>

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Target Value	Current Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)	Meaningful Use of Measure
1	Successful Employment Outcomes (state fiscal year)	6,548	7,000	7,005	7,050	July 1-June 30	internal IT program; real-time	number of individuals exiting program in employment and who remain employed for at least 90 days	1.1.1, 1.1.2, 1.1.3, 1.1.4	This is the agency's primary performance measure in achieving the agency mission. Reflects success in assisting citizens with disabilities in achieving and maintaining competitive integrated employment.
2	Rehabilitations Per 100,000 Population; national and regional ranking	136 4th in US (FFY14)	Top 5 in US	137 3rd in US (FFY15)	Top 5 in US	Oct. 1-Sept. 30	Rehabilitation Services Administration (RSA) and U.S. Census; annual	state population estimate divided by number of successful outcomes	1.1.1, 1.1.2, 1.1.3, 3.1.1	Reflects statewide outreach and success in providing vocational rehabilitation services to as many individuals as possible.
3	Percentage of program participants who are employed during 2nd quarter after exit	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1	Federally mandated performance measure; assesses retention in employment after program exit
4	Percentage of program participants who are employed during 4th quarter after exit	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1	Federally mandated performance measure; assesses retention in employment after program exit
5	Median earnings of program participants who are employed during 2nd quarter after exit	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1	Federally mandated performance measure; assesses level of earnings after program exit
6	Percentage of program participants obtaining recognized post-secondary credential or a secondary school diploma during participation or within one year of exit	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.4, 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5	Federally mandated performance measure; allows for assessment of training and education services
7	Percentage of participants who are in education or training program achieving measurable skills gains	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 1.2.1., 1.3.1, 4.2.2	Federally mandated performance measure; allows for assessment of skill development while in program
8	Effectiveness in serving employers	new measure	new WIOA measure; baseline being established	baseline	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	4.2.1, 4.2.2, 4.2.3, 4.2.4	Federally mandated performance measure; assess effectiveness in services to employers as part of the workforce system
9	Change in number of successful employment outcomes from previous federal fiscal year	increase of 200	increase of at least 1 (national standard)	increase of 99	increase of at least 1 (national standard)	FFY 2016	RSA Standards and Indicators and internal data	the difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number who achieved an employment outcome during the previous period	1.1.4	Promotes effective and efficient services to clients and business partners
10	Percentage of clients with employment outcomes	60.29%	55.8% (national standard)	59.75%	55.80%	FFY 2016	RSA Standards and Indicators and internal data	the percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services	1.1.4	Promotes effective and efficient services to clients and business partners

11	Percentage of clients with employment outcomes who were competitively employed	98.87%	72.6% (national standard)	99.84%	72.60%	FFY 2016	RSA Standards and Indicators and internal data	the percentage of individuals who exit the VR program in employment in integrated settings without ongoing support services or self-employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all individuals exiting with an employment outcome after receiving services	1.1.4	Promotes achievement of mission to assist individuals to achieve competitive, integrated employment
12	Percentage of competitively employed clients having significant disabilities	94.95%	62.54% (national standard)	96.03%	62.54%	FFY 2016	RSA Standards and Indicators and internal data	percentage of those individuals who are competitively employed after receiving services who have disabilities classified as significant	1.1.4	Ensures that services are provided to full range of individuals, including those with significant disabilities
13	Ratio of rehabilitated client wages compared to state average wage	0.56	0.52 (national standard)	0.58	0.52	FFY 2016	RSA Standards and Indicators and internal data	ratio of the average hourly earnings of all individuals in competitive employment after VR services to the average hourly earnings of all employed individuals in the state	1.1.4	Promotes employment at competitive wage levels, in keeping with individuals strengths and capabilities
14	Difference in percentage of clients self-supporting after services compared with before	68.63%	53% (national standard)	65.90%	53%	FFY 2016	RSA Standards and Indicators and internal data	for all individuals with competitive employment outcomes, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit	1.1.4	Promotes effective services leading to achievement of competitive, integrated employment
15	Service rate for minority clients as ratio to non-minority	0.99	0.8 (national standard)	0.98	0.8	FFY 2016	RSA Standards and Indicators and internal data	the ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services	1.1.4	Ensures that services are provided to a full range of clients that are representative of the community.
16	Program Integrity - Customer Service	92.45% (decrease of 3.84%)	improvement	97.44% (increase of 4.99%)	improvement	July 1-June 30	Internal IT program; Intranet	percentages of satisfied ratings in client surveys (90% weight) and percentages of satisfied ratings in mystery shopper surveys (10% weight)	1.1.1, 1.1.2, 4.1.1, 4.2.1	Promotes a balanced approach to program evaluation focused on measures supporting achievement of mission
17	Program Integrity - Compliance Assurance	92.84% (decrease of 4.39%)	improvement	93.06% (increase of 0.22%)	improvement	July 1-June 30	Internal IT program; Intranet	adherence to client services policy as evidenced in quality assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	1.1.1, 3.2.2	Promotes a balanced approach to program evaluation focused on measures supporting achievement of mission
18	Program Integrity - Productivity	90.34%	100%	100.09% (increase of 9.75%)	improvement	July 1-June 30	Internal IT program; Intranet	total number of clients who have achieved successful outcomes divided by the prorated goal	1.1.1, 1.1.2, 1.1.3, 1.1.4	Promotes a balanced approach to program evaluation focused on measures supporting achievement of mission
19	Average Total Cost Per Client Served (lower=better); national and regional ranking	\$2,651 updated national data unavailable	Top 10 in US	\$2,839 updated national data unavailable	Top 10 in US	Oct. 1-Sept. 30	data from RSA-2 applied to internal calculation annually	Total VR program expenditures divided by total persons served	3.1.1., 3.1.2	This measure reflects cost factoring all agency expenditures, not just for purchased client services. Unfortunately, RSA-2 data has not been updated at national level in recent years. SCVRD ranked 13th nationally in FFY2013, the most recent comparative data.

20	Average Total Cost Per Rehabilitation (lower=better); national and regional ranking	\$14,091 updated national data unavailable	Top 5 in US	\$14,699 updated national data unavailable	Top 5 in US	Oct. 1-Sept. 30	data from RSA-2 and RSA-911 applied to internal calculation annually	Total VR program expenditures divided by total successful employment outcomes	3.1.1., 3.1.2	This measure reflects cost factoring all agency expenditures, not just for purchased client services. Unfortunately, RSA-2 data has not been updated at national level in recent years. SCVRD ranked 6th nationally in FFY2014, the most recent comparative data.
21	Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his/her rehabilitation	\$3.96 (decreased by \$0.58)	increase	\$4.82 (increased by \$0.86)	increase	July 1-June 30	internal from IT report calculated annually	factors include:total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	3.1.1	This amount reflects the amount that will be returned to the taxpayer for every dollar SCVRD spent in the discontinuation of public assistance payments through the payment of taxes by rehabilitated clients
22	Number of years for each rehabilitated client to repay cost of rehabilitation	5.21 (increased by 0.7)	decrease	4.06 (decreased by 1.15)	decrease	July 1-June 30	internal from IT report calculated annually	factors include:total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	3.1.1.	This represents the amount of time required to repay the total rehabilitation cost spent by SCVRD and reflects return on taxpayer investment in the VR program.
23	Reimbursement from Social Security Administration for SCVRD Job Placements	\$522,227 (decrease of \$491,317)	10% increase	\$826,938 (increase of \$304,711)	increase	Oct. 1-Sept. 30	Social Security Administration; annual	SSA reimburses state VR agencies for the cost of services provided to beneficiaries with disabilities if services result in achievement of employment at a specified earnings level and provide savings to the SSA trust fund	1.1.3, 3.1.1	Under this program, SSA pays State VR agencies for the costs of the services they provide to beneficiaries with disabilities if such services result in the person's achieving work at a specified earnings level. Beneficial to clients who reduce dependence on disability benefits as well as to SCVRD and SSA.
24	New Applicants Referred to SCVRD	15,282 (increase of 502)	increase and representative of needs	16,190 (increase of 908)	increase and representative of needs	July 1-June 30	Internal IT program; realtime	count of new applicants statewide	1.1.2, 4.1.1, 4.1.2, 4.1.3	Indicator of success in outreach to individuals who can benefit from VR services and of success in establishing and maintaining relationships with partner organizations and other referral sources.
25	Successfully rehabilitated clients working 35+ hours per week exceeds national and regional VR averages	63.35% SCVRD 46.90% U.S. 49.74% Southeast	higher percentage than SE and US	65.7% (comparative data not available)	higher percentage than SE and US	FFY 2016	RSA database and internal data; annual	percentage of status 26 (employed at exit) clients working 35+ hours/week	1.1.3	Provides comparative benchmark in support of achieving competitive, integrated employment at maximum individual potential
26	Successfully rehabilitated clients (transition-aged) working 35+ hours per week exceeds national and regional VR averages	56.36% SCVRD 40.64% U.S. 43.09% Southeast	higher percentage than SE and US	57.8% (comparative data not available)	higher percentage than SE and US	FFY 2016	RSA database and Internal data; annual	percentage of status 26 (employed at exit) clients ages 14-24 working 35+ hours/week	1.2.1, 1.2.2, 1.2.3, 1.2.4	Provides comparative benchmark in support of achieving competitive, integrated employment at maximum individual potential
27	Increase successful employment outcomes for transition-age clients (14-24)	SFY2016: 1,760 SFY2015: 1,969	increase	1,888	increase	July 1-June 30	SCVRD Planning and Program Evaluation office; ongoing	Totals from all SCVRD field office locations	1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5	Maintains focus on services to students and youth, as mandated by WIOA
28	Percentage of individuals served by agency who are in transition age range (14-24)	37.4% SFY 2016	+/- 5% of US avg. (35.12% in FFY 2014 last available data)	37.80%	+/- 5% of US avg. (35.12% in FFY 2014 last available data)	July 1 - June 30	Internal data; annual	total number of individuals between the ages of 14 and 24 at application who received services divided by the total number of individuals who received services multiplied by 100	1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5	Maintains focus on services to students and youth, as mandated by WIOA

29	Student participation in Disability Mentoring Day activities	994 (decrease of 124)	increase	1,168 (increase of 174)	increase	October 1-31, 2016	SCVRD Planning and Program Evaluation; annual	total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadow/mentoring opportunities	1.2.1, 1.2.2,1.2.3, 1.2.4, 1.2.5	Maintains focus on services to students and youth, as mandated by WIOA
30	Positive outcomes in employee well-being surveys	3.92 on scale of 5.0 (decrease of 0.02)	improvement	4.08* on scale of 5.0 (increase of 0.16) <i>*see calculation method</i>	improvement	July 1- June 30	Surveys compiled by Human Resources department annually	Survey of 16 questions related to job satisfaction circulated to all locations and position types; each answered on scale of 5. <i>* Measure shown in "Last Value" was composite average of offices. "Current Value" survey was average of position types.</i>	2.2.2, 2.2.1	The survey used is based, in part, off of research by the Gallup organization. Research shows that higher employee satisfaction scores correlate to higher levels of employee productivity, customer satisfaction, employee retention, and organizational profitability (for SCVRD this would likely equate to efficiency of operation).
31	Level of Goal Attainment Toward Equal Employment Opportunity	94.8% (10th highest among SC state agencies)	100%	95.8% (Tied for 9th highest among SC state agencies)	100%	October 1-September 30	S.C. Human Affairs Commission; annual	average percentage of goals met based on adjusted availability by category	2.2.2	This is a measure which supports the Department's commitment to equal employment opportunity for the citizens of South Carolina. In addition, this is a legal requirement.
32	Agency staff turnover rates compare favorably with average for S.C. state government and average for government entities nationally	13.92% SCVRD; 17.42% SC state govt.; 18.7% nationally	favorable comparative rate	13.08% SCVRD; 18.12% SC state govt.; 18.2% nationally	favorable comparative rate	SCVRD: July 1-June 30; most recent available data for comparative	data from state Office of Human Resources, U.S. Department of Labor, SCVRD, annually	compiled from most recently available state and national data; current state comparative value estimated from available OHR data	2.2.2	Employee turnover is one measure used to indicate employee satisfaction with the work environment. Reduced turnover generally has a positive impact on client/claimant service delivery and reduces operational costs. Comparing the SCVRD turnover rate to SC State Government turnover and the national rate of turnover for all government entities provides us with a relative indicator of employee satisfaction with the work environment.
33	Training events for staff (face-to-face,webinars, videoconference, online)	613	according to need	547	according to need	July 1- June 30	HRD director; ongoing	totals from training record system	2.1.1, 2.1.2	Gauging training activities in relation to needs assessments.
34	Professional Development and Leadership Program completion	41 (professional development) 31 (leadership)	35 (professional development) 30 (leadership)	32 (professional development) 32 (leadership)	Not applicable. PDLP discontinued in light of development of new Leadership Development Program.	July 1- June 30	HRD director; ongoing	number of employees who complete each program	2.2.1, 2.2.2, 2.2.3	The Professional Development and Leadership Program has been a highly successful resource for addressing future leadership needs of the agency and spawning professional growth for staff. The agency has now begun efforts to refocus the program on specific VR leadership needs and is building a new Leadership Development Program.
35	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.09	lower	1.05	lower	July 1-June 30	State Accident Fund	EMOD for all 24 work training centers added to EMOD for agency employees, then averaged.	3.3.2	To promote a safe work environment for clients and improve cost containment.
36	Lower Worker's Compensation premiums	\$768,776	reduction	\$790,426	reduction	July 1-June 30	State Accident Fund premium notices	Compare total premium amount from all policies from year to year and report change amount	3.3.2, 3.1.2	Cost savings to the agency
37	Work Training Center client injury rate lower than Goods Producing Industries rate (BLS)	1% SCVRD 3.6% BLS	lower comparative rate	.009% SCVRD 3.4% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of client trainee injuries divided by total number of client trainees served; compared with BLS data	3.3.2	To promote a safe work environment for clients and improve cost containment.
38	Employee injury rate lower than State Government Employees rate (BLS)	1.7% SCVRD 3.8% BLS	lower comparative rate	1.6% SCVRD 3.0% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.2, 2.2.2	To promote a safe work environment for clients and improve cost containment.
39	Work Training Center client lost time to injury rate lower than Service Providing Industries rate (BLS)	.0008% SCVRD 1.1% BLS	lower comparative rate	.001% SCVRD 1.0% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of client trainee injuries divided by total number of agency employees; compared with BLS data	3.3.2	To promote a safe work environment for clients, ensure contracts are completed on schedule, and improve cost containment.
40	Employee lost time to injury rate lower than Service Providing Industries rate (BLS)	.003% SCVRD 1.1% BLS	lower comparative rate	.005 SCVRD 1.0% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.2, 2.2.2	To promote a safe work environment for staff, ensure productivity, and improve cost containment.

41	Growth in Business Partnership Network	649 members (increase of 298)	increase	786 members (increase of 137)	increase	July 1-June 30	Client Services (internal)	Collected internally from area offices	4.2.1, 4.2.2, 4.2.4	Indicator of employer engagement with SCVRD operations statewide, a key component for successful employment outcomes for agency clients.
42	SSA Disability Determination Cost per Case	\$570.10	no standard issued	\$580.27	no standard issued	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Total operational cost of DDS divided by total number of claims cleared	3.1.2	Determines the cost efficiency of Disability Determination Services (DDS)
43	SSA Disability Determination Documentation Accuracy	99.10%	97%	100.00%	97%	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	3.1.2	Ensures that the correct decision is made for claimants
44	SSA Disability Determination Overall Processing Time	114.2 days	113 days	121 days	no standard issued for this FY	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Total time from the date of application to the actual decision date	3.1.2	Ensures timeliness of decisions and provides better customer service
45	Number of client complaints to Client Relations office	49 (decrease of 37)	lower	85	10% reduction	July 1-June 30	Client Relations database, reported to RSA; ongoing	number of complaints received either directly from clients or through other advocacy/referral sources	1.1.1, 1.1.3, 2.2.3, 3.2.2	Fewer client complaints indicates increased customer satisfaction with service provision.
46	Percentage of client complaints resolved without need for formal administrative review	100%	100%	99%	100%	July 1-June 30	Client Relations database, reported to RSA; ongoing	percentage of complaints received by Client Relations office resolved without client request for a hearing with an independent hearing officer	1.1.1, 1.1.3, 2.2.3, 3.2.2	The ability to resolve complaints quickly results in greater customer satisfaction.
47	Single Audit results	1 finding	0 findings	0 findings	0 findings	July 1-June 30 2016	Office of State Auditor; annually	application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies	3.1.2, 3.2.3	An external auditor determined that each of the financial records provided by SCVRD were free of any misrepresentations.
48	Agreed Upon Procedures audit results	1 finding	0 findings	0 findings	0 findings	July 1-June 30 2016	Office of State Auditor; annually	application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	3.1.2, 3.2.3	An external auditor determined that each of the financial records provided by SCVRD were free of any misrepresentations.
49	Administrative Costs as a percentage of total operating expenditures	5.66%	< 7%	7.54%	< 7%	July 1-June 30	SCEIS; ongoing	administrative costs as a percentage of all costs	3.1.2	Reflects performance in keeping administrative costs for the agency low in order to focus the financial resources on serving the client.
50	Increase in Cooperative Agreements associated with strategic goals	323	N/A	342	N/A	July 1-June 30	Internal	new/continued memoranda of understanding with community resources, all types	4.1.1, 4.1.2, 4.1.3	Develop and maintain a dynamic network of partnerships in support of achieving the agency mission
51	Percentage of surveyed clients who were "very satisfied" with their experience during application stage	new measure	new measure	82.21%	increase	Dec-June	Internal	percentage of "very satisfied" individuals surveyed at particular stage of services. Other choices are "satisfied," "dissatisfied," and "very dissatisfied."	1.1.1, 1.1.2, 1.1.3	Gauge client satisfaction at various stages of the rehabilitation process.
52	Percentage of surveyed clients who were "very satisfied" with their overall experience with the agency at stage of annual review of their Individual Plan for Employment	new measure	new measure	77.98%	increase	Dec-June	Internal	percentage of "very satisfied" individuals surveyed at particular stage of services. Other choices are "satisfied," "dissatisfied," and "very dissatisfied."	1.1.1, 1.1.2, 1.1.3	Gauge client satisfaction at various stages of the rehabilitation process.
53	Percentage of surveyed clients who were "very satisfied" with their overall experience with the agency at stage of having received job readiness training and job preparedness classes	new measure	new measure	76.07%	increase	Dec-June	Internal	percentage of "very satisfied" individuals surveyed at particular stage of services. Other choices are "satisfied," "dissatisfied," and "very dissatisfied."	1.1.1, 1.1.2, 1.1.3	Gauge client satisfaction at various stages of the rehabilitation process.
54	Percentage of clients surveyed one year after successful employment outcome who say they were satisfied with services received from SCVRD.	98%	improvement	97.70%	improvement	cases closed during SFY 2016	Internal	Surveys mailed to clients one year after successful outcome closure of their cases.	1.1.1, 1.1.2, 1.1.3	Gauge former client satisfaction one year after conclusion of successful employment outcome..

55	Percentage of clients surveyed one year after successful employment outcome who say they would recommend VR to others.	98.80%	improvement	98%	improvement	cases closed during SFY 2016	Internal	Surveys mailed to clients one year after successful outcome closure of their cases.	1.1.1, 1.1.2, 1.1.3	Gauge former client satisfaction one year after conclusion of successful employment outcome..
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Agency Name: Vocational Rehabilitation Department

Fiscal Year 2016-2017
Accountability Report

Agency Code: H73 Section: 032

Program Template

Program/Title	Purpose	FY 2016-17 Expenditures (Actual)				FY 2017-18 Expenditures (Projected)				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. General Administration	Leadership, general operation and support of all agency programs	\$ 1,007,365	\$ 246,580	\$ 9,027,713	\$ 10,281,658	\$ 1,291,432	\$ 115,000	\$ 7,894,018	\$ 9,300,450	1.1.1, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 3.2.3, 3.3.1, 3.3.2, 3.3.3.
II. A. Basic Service Program	Delivery of services to eligible South Carolinians with disabilities to prepare and assist them to achieve and maintain competitive employment	\$ 10,976,173	\$ 18,111,999	\$ 45,948,459	\$ 75,036,631	\$ 10,117,802	\$ 29,982,118	\$ 46,688,121	\$ 86,788,041	1.1.1-1.1.4, 1.2.1-1.2.5, 1.3.1, 1.3.2, 1.33, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 4.1.1-4.1.3, 4.2.1-4.2.4
II. B. Special Projects	Special grant programs targeted to specific areas, including In-Service Training, Independent Living, Supported Employment and WIPA (Work Incentives Planning and Assistance)	\$ 20,070	\$ -	\$ 349,786	\$ 369,856	\$ 66,557	\$ -	\$ 1,452,619	\$ 1,519,176	2.1.1, 2.1.2, 2.2.1, 2.2.2
III. Disability Determination Services	Adjudication of SSI/SSDI claims for the Social Security Administration		\$ 2,561,323	\$ 34,647,331	\$ 37,208,654		\$ 3,214,572	\$ 45,801,197	\$ 49,015,769	3.1.2
IV. Employee Benefits	Employer Contributions	\$ 3,849,192	\$ 756,554	\$ 17,750,856	\$ 22,356,602	\$ 4,377,009	\$ 2,028,511	\$ 18,150,661	\$ 24,556,181	2.2.2
V. Non-Recurring Appropriations	Case Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	1.1.1-1.1.4, 1.2.1-1.2.5, 1.3.1, 1.3.2, 1.3.3, 3.1.1, 3.1.2
All Other Items including Capital Projects		\$ 4,924,681	\$ 802,632	\$ 8,303,964	\$ 14,031,277	\$ 1,649,838	\$ 1,837,556	\$ 2,803,866	\$ 6,291,260	3.3.2, 3.3.3
Total Funds		\$ 20,777,481	\$ 22,479,088	\$ 116,028,109	\$ 159,284,678	\$ 17,502,638	\$ 37,177,757	\$ 122,790,482	\$ 177,470,877	

Agency Name: Vocational Rehabilitation Department

Fiscal Year 2016-2017
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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who (customer) the agency must or may serve? (Y/N)	Does the law specify a deliverable (product or service) the agency must or may provide? (Y/N)
1	South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	Yes	Yes
2	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Regulation	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Yes	Yes
3	Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Public Law #113-128; CFR Parts 361, 363, 397,463.	Federal	Statute	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	Yes	Yes
4	20 CFR 404.1503 (for Disability Determination Services)	Federal	Regulation	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	Yes	Yes
5	20 CFR 404 Subpart Q (for Disability Determination Services)	Federal	Regulation	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	Yes	Yes

6	State Appropriations Act, 2017-2018 (R128, H3720) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.1	State	Proviso	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	No	No
7	State Appropriations Act, 2017-2018 (R128, H3720) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.2	State	Proviso	(VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.	No	No
8	State Appropriations Act, 2017-2018 (R128, H3720) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.3	State	Proviso	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	No	No
9	State Appropriations Act, 2017-2018 (R128, H3720) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.4	State	Proviso	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	No	No
10	State Appropriations Act, 2017-2018 (R128, H3720) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.5	State	Proviso	(VR: Basic Services Program - Educational Scholarships) For those persons with disabilities who are eligible for and are receiving services under an approved plan of the South Carolina Vocational Rehabilitation Department (consistent with the 1973 Rehabilitation Act, as amended) tuition costs at state supported institutions (four year, technical, or trade schools) will not increase beyond the 1998 tuition rate, will be provided, or will be waived by the respective institution after the utilization of any other federal or state student aid for which the student is eligible. Persons eligible for this tuition reduction or sponsorship must meet all academic requirements of the particular institution and be eligible for State need-based scholarships as defined in Chapter 142, Title 59, Code of Laws of South Carolina, 1976.	Yes	Yes
11	State Appropriations Act, 2017-2018 (R128, H3720) Section 93 - D50-Department of Administration; 93.20-DOA: Sale of Surplus Real Property	State	Proviso	The Department of Vocational Rehabilitation shall be authorized to retain the net proceeds from the sale of 3.205 acres located at 22861 Highway 76 East in Clinton, South Carolina to be used for capital projects and deferred maintenance. The Department of Vocational Rehabilitation shall annually submit a report, within sixty days after the close of the fiscal year, to the Senate Finance Committee and the House Ways and Means Committee on the status of the sale of the identified property and a detailed accounting on the expenditure of funds resulting from such sale.	No	Yes
12	State Appropriations Act, 2017-2018 (R128, H3720) Section 102.4 - E500-Revenue and Fiscal Affairs; 102.4- RFAO: SC Health & Human Services Data Warehouse	State	Proviso	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	No	Yes

13	State Appropriations Act, 2017-2018 (R128, H3720) Section 117 - X90-General Provisions; 117.65 -GP: Healthcare Employee Recruitment and Retention	State	Proviso	Designates the SC Vocational Rehabilitation Department as one of the agencies that is allowed to spend state, federal, and other sources of revenue to provide lump sum bonuses to aid in recruiting and retaining healthcare workers in critical needs healthcare jobs based on objective guidelines established by the Budget and Control Board. Within prescribed circumstances, allows for paid educational leave for certain FTE employees in healthcare degree programs, allows for repayment agreements for outstanding student loans associated with completion of a healthcare degree, authorizes SCVRD to allow employees working on a practicum or required clinical experience towards completion of a healthcare degree to complete these requirements at SCVRD or another state agency at the discretion of the agency head, and allows for certain tuition reimbursements or pre-payments for employees pursuing degrees in healthcare programs.	Yes	Yes
14	State Appropriations Act, 2017-2018 (R128, H3720) Section 83 - R600-Department of Employment and Workforce; 83.6 - DEW: Employment Training Outcomes Data Sharing	State	Proviso	Designates the SC Vocational Rehabilitation Department as one of the agencies required to enter into a data sharing agreement with the Department of Employment and Workforce (DEW). It will require reporting of personally identifiable information (PII) to match training and employment data to determine placement in companies and jobs by the Northern American Industry Classification (NAIC) System and Standard Occupation Classification (SOC) System and other information necessary for the DEW to accurately and completely assess the effectiveness and return on investment of all training programs offered by an entity.	Yes	Yes
15	State Appropriations Act, 2017-2018 (R128, H3720) Section 117 - X900-General Provisions; 117.134 -GP: Equestrian Center Therapy Program	State	Proviso	Requires SCVRD to transfer \$500,000 to Lander University for the Lander Equestrian Center. These funds shall be used for the operation of the Equestrian Center and to create a Herd 2 Human pilot program to provide equine assisted psychotherapy geared towards military members as a method of treating post-traumatic stress disorder (PTSD) and other similar disorders.	Yes	Yes (funding only)
16	(A54, R80, S462) Amending Section 59-39-100, Code of Laws of South Carolina	State	Regulation	Requires SCVRD to collaborate with the state Department of Education, the Department of Employment and Workforce, businesses and stakeholders, to develop criteria for a uniform state-recognized employability credential that is aligned with the program of study for students with a disability whose Individualized Education Program (IEP) team determines that a diploma pathway would not provide a free appropriate public education.	Yes	Yes

Agency Name: Vocational Rehabilitation Department

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Accountability Report

Agency Code: H73 Section: 32

Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; substance abuse treatment; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.	General Public	To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Demographics are a wide range: male or females as young as high school age and with no upper age limit as long as the person wants to work and is otherwise eligible. Any disabling condition other than blindness--the Commission for the Blind provides vocational rehabilitation services for that population.
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Provision of qualified, well-prepared candidates for employment, internships or apprenticeships; supported employment services (on-site job coaching), on-the-job training; rehabilitation technology applications such as job site modifications to accommodate employees with disabilities; job retention services for employees whose jobs are jeopardized by disabling conditions, including substance abuse treatment; outsource opportunities at SCVRD work training centers, where agency clients in job readiness training perform tasks outsourced by industry.	Industry	Employers throughout South Carolina, of which a subset of 786 employers are currently members of SCVRD's Business Partnership Network.
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Performs continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	General Public	To be eligible an individual must not be able to engage in any substantial gainful activity because of a physical or mental impairment that is expected to last for a continuous period of 12 months or result in death. For SSI Disabled Child's benefits a child must have a medically determinable impairment that results in marked and severe functional limitations. Demographics range from children at birth up to individuals under full-retirement age (currently age 66).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes claims for Medicaid disability benefits.	General Public	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes disability claims by South Carolina state employees.	General Public	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Objective(s)
S.C. School Districts/Dept. of Education	K-12 Education Institute	School-to-work transition services in all districts.	1.2.1-1.2.5
Adult Education	State Government	WorkKeys instruction and testing.	1.1.3, 1.3.1
Dept. of Disabilities and Special Needs	State Government	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is an extended complementary service provider beyond the term of VR involvement; also partner in assistive technology services.	1.2.2, 4.1.1, 4.1.2, 4.1.3
Dept. of Mental Health	State Government	To provide complementary, non-duplicative services leading to competitive employment of clients. To process pre-release applications for Social Security and Supplemental Security Income Disability benefits to assist in the release and placement of DMH patients. To provide expedited processing of SOAR Social Security and Supplemental Security Income Disability applications for homeless individuals with mental illnesses.	4.1.1, 4.1.2, 4.1.3
Dept. of Social Services	State Government	To provide complementary services leading to competitive employment of clients.	4.1.1, 4.1.2, 4.1.3
Department of Health and Human Services	State Government	To provide complementary services leading to competitive employment of clients; provide Medicaid disability claims processing.	4.1.1, 4.1.2, 4.1.3
Department of Employment and Workforce	State Government	Unified planning for implementation of Workforce Innovation and Opportunity Act (WIOA); coordinated business services teams; youth programs.	1.1.3, 4.1.1, 4.1.2, 4.1.3, 4.2.1
Department of Juvenile Justice	State Government	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.	1.2.3, 4.1.1, 4.1.2, 4.1.3
Department of Corrections	State Government	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.	4.1.1, 4.1.2, 4.1.3

Department of Probation, Pardon and Parole Services	State Government	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities.	4.1.1, 4.1.2, 4.1.3
Wil Lou Gray Opportunity School	State Government	To provide vocational rehabilitation services for "at risk" youth with disabilities.	1.2.3, 4.1.1, 4.1.2, 4.1.3
S.C. Commission for the Blind	State Government	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency.	4.1.1, 4.1.2, 4.1.3
S.C. Technical Colleges System	State Government	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD clients.	1.1.3, 1.3.1, 4.1.1, 4.1.2, 4.1.3
Able SC, Walton Options, AccessAbility	Non-Governmental Organization	Client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits	4.1.1, 4.1.2, 4.1.3
Higher Education System	Higher Education Institute	Post-secondary education for clients; partnerships in programs and initiatives for demand-driven career opportunities.	1.1.3, 1.3.1, 4.1.1, 4.1.2, 4.1.3
Client Assistance Program	State Government	Resolution of complaints about SCVRD services.	2.2.3
Brain Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Developmental Disabilities Council	State Government	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Spinal Cord Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with spinal cord injuries; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Diabetes Outreach Council	Non-Governmental Organization	Mutual referrals of persons with diabetes; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
S.C. Autism Society	Non-Governmental Organization	Mutual referrals of persons with autism; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3, 1.2.2
Project HOPE Foundation	Non-Government Organization	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior	1.1.3, 4.1.1, 4.1.2, 4.1.3, 1.2.2

Protection and Advocacy for People with Disabilities Inc.	Non-Governmental Organization	Advocacy for people with disabilities and resolution of service issues. Client Assistance Program will become part of this organization during FY2017-2018.	4.1.1, 4.1.2, 4.1.3, 2.2.3
S.C. Assistive Technology Program	Higher Education Institute	Education and awareness; provision of assistive technology devices for persons with disabilities.	1.3.1
Transition Alliance of South Carolina	Non-Governmental Organization	Brings multiple agencies and organizations together to enhance school-to-work transition services.	1.2.1-1.2.5
Center for Disability Resources	Higher Education Institute	Mutual referrals; education and awareness; training and technical assistance.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Family Connection of SC	Non-Governmental Organization	Referrals of young persons with disabilities for SCVRD services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
PRO-Parents of SC	Non-Governmental Organization	Referrals of young persons with disabilities for SCVRD services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
College Transition Connection	Non-Governmental Organization	Transition and post-secondary education for young adults with intellectual disabilities.	1.2.2
Multiple Sclerosis Society of South Carolina	Non-Governmental Organization	Mutual referrals of persons with multiple sclerosis; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
SC Association for the Deaf	Non-Governmental Organization	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Arthritis Foundation	Non-Governmental Organization	Mutual referrals of persons with arthritis; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Business Partnership Network (coordinated by SCVRD)	Private Business Organization	Development of job training and employment opportunities for SCVRD clients; assistance for businesses in hiring qualified job candidates;	4.2.1, 4.2.2, 4.2.3, 4.2.4
Business Advisory Council	Private Business Organization	Council provides guidance for SCVRD's Information Technology Training Program, including curricula recommendations, selection of candidates, mentoring of students.	4.2.2
The NET	Professional Association	National and regional collaboration of the public vocational rehabilitation program and major companies/businesses to generate employment opportunities for people with disabilities. Coordinated by Council of State Administrators of Vocational Rehabilitation.	4.2.1

Regional Business Services Teams	Public, Business, Community Partnership	Coalition of workforce agencies, organizations and business leaders. SCVRD involvement enhances employment opportunities for persons with disabilities and benefits employers seeking qualified, job-ready candidates.	4.2.1-4.2.4, 4.1.1-4.1.3
State Workforce Development Board/ Local Workforce Development Boards	Public, Business, Community Partnership	As a CORE partner in WIOA, SCVRD's involvement enhances inclusion of people with disabilities in employment initiatives and job development opportunities, and for referrals of persons needing vocational rehabilitation services to become competitively employed.	1.1.3, 1.3.1, 4.1.1-4.1.3, 4.2.1-4.2.4
SC Works	Public, Business, Community Partnership	As a CORE partner in WIOA, SCVRD's involvement enhances inclusion of people with disabilities in employment initiatives and job development opportunities, and for referrals of persons needing vocational rehabilitation services to become competitively employed.	1.1.3, 1.3.1, 4.1.1-4.1.3, 4.2.1-4.2.4
Department of Commerce	State Government	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies.	4.1.1-4.1.3, 4.2.1-4.2.4
SC Industry Liaison Group	Professional Association	Promotion of employment of SCVRD clients and exposure to federal contractors seeking qualified job candidates with disabilities.	4.2.1-4.2.4
State and Local Chambers of Commerce	Professional Association	Development of business relationships to enhance employment opportunities for SCVRD clients.	4.2.1-4.2.4
USC Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	2.1.1, 2.1.2, 2.2.3
S.C. State University Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	2.1.1, 2.1.2, 2.2.3
East Carolina University	Higher Education Institute	In-service training for staff.	2.1.1, 2.1.2, 2.2.3
Topically Organized Technical Assistance Centers	Non-Governmental Organization	Technical assistance on rehabilitation issues, practices and implementation of WIOA.	1.1.1, 1.1.3
Division of State Human Resources	State Government	Staff training resources; classification and compensation; professional growth training such as Certified Public Manager Program.	2.2.1-2.2.3
State Auditor's Office	State Government	Provision of audits.	3.1.2, 2.2.3, 3.2.3
State Accident Fund	State Government	Insurance issues and advisory capacity.	3.3.2

S.C. Workers' Compensation Commission	State Government	Referrals of persons with disabling conditions for SCVRD services.	1.1.3, 4.1.1-4.1.3
Emergency Management Division	State Government	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.	4.1.3
Social Security Administration	Federal Government	Adjudication of initial and reconsideration claims for Social Security and Supplemental Security Income disability benefits; continuing disability reviews; participation in Cooperative Disability Investigations Unit.	3.1.2, 4.1.2
Public Employee Benefit Authority	State Government	SCVRD Disability Determination Services processes state employee disability benefits claims.	3.1.2, 4.1.2, 4.1.3
U.S. Office of Inspector General	Federal Government	Partnership among state and federal entities to detect Social Security disability fraud (Cooperative Disability Investigations Unit).	4.1.3
State Law Enforcement Division (SLED)	State Government	Partnership among state and federal entities to detect Social Security disability fraud (Cooperative Disability Investigations Unit).	4.1.3
Palmetto Health	Non-Governmental Organization	To process Social Security and Supplemental Security Income disability applications and make presumptive decisions to expedite Medicaid decisions and to expedite processing of applications for patients.	4.1.3
SC Thrive	Non-Governmental Organization	Partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for individuals served by SC Thrive.	4.1.3
Veterans Administration	Federal Government	Partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for veterans who are inpatients at VA facilities; referrals for SCVRD services through VA outpatient clinics.	4.1.3

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Report Template

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	Agency Accountability and Restructuring Report	Executive Budget Office and House Legislative Oversight Committee	State	Annually	September 15, 2017	Ties together agency strategic plan with performance measures/outcomes; demonstrates accountability in efficiency and effectiveness; allows opportunity to describe current initiatives, achievements, partnerships, oversight procedures, and challenges.	www.scstatehouse.gov
2	State Information Technology Plan	Department of Administration	State	Annually	July 31, 2017	Information about state technology purchases	jrolin@scvrd.net
3	Bank Account Transparency and Accountability	Executive Budget Office	State	Annually	September 19, 2016	Information on all transactions in accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or SCEIS.	http://www.admin.sc.gov/citizens-services/annual-reports
4	GCR-1	Executive Budget Office	State	As allotments are awarded	Ongoing	Information on each new federal allocation of funds	Executive Budget Office
5	Federal Project Review	Executive Budget Office	State	Annually	November 29, 2016	Detailed statements on sources of federal funds	Executive Budget Office
6	SF-425 Federal Financial Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Bi-annually	May 11, 2017	Financial report to assess grantee compliance with fiscal requirements of the Rehabilitation Act	https://rsa.ed.gov/
7	RSA-2 Annual VR Program Cost Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	December 20, 2016	Program cost information	https://rsa.ed.gov/
8	RSA-113 Quarterly Cumulative Caseload Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Quarterly	09/30/2016 12/31/2016 03/31/2017 06/30/2017	Quarterly update on the number of clients currently in the VR program	www.rsa.ed.gov
9	RSA-911 Case Services Report	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Quarterly	November 15, 2017	Captures a variety of demographic and service data for each individual who applies for and receives services during the fiscal year.	www.rsa.ed.gov
10	State Fiscal Year Closing Packages	SC Comptroller General's Office	State	Annually	10/21/2016 (Subsequent Package)	Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	dkoon@scvrd.net
11	Debt Collection Report	General Assembly	State	Annually	February 23, 2017	Amount of agency's outstanding debt and all methods it has used to collect that debt.	dkoon@scvrd.net
12	Travel Report	SC Comptroller General's Office	State	Annually	September 21, 2016	Agency travel expenses for the prior fiscal year.	www.cg.sc.gov/publicationsandreports/Pages/travelreports.aspx
13	EEO Report	SC Human Affairs Commission	State	Annually	November 2, 2016	Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	www.scstatehouse.gov/reports/reports.php
14	Survey of Occupational Injuries and Illnesses	U.S. Department of Labor, Bureau of Labor Statistics	Federal	Annually	January 18, 2017	Data on workplace injuries and illnesses	jbatten@scvrd.state.sc.us

15	Energy Conservation Annual Progress Report	SC Energy Office	State	Annually	September 15, 2016	Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	www.energy.sc.gov/edata
16	RSA-722 Annual Report on Appeals Process	U.S. Department of Education, Office of Special Education and Rehabilitative Services-- Rehabilitation Services Administration	Federal	Annually	October 25, 2016	Data on complaints received from SCVRD clients and the resolution/results of appeals.	jbatten@scvrd.state.sc.us
17	Schedule of Expenditures of Federal Awards	Office of State Auditor	State	Annually	August 07, 2017	Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	dkoon@scvrd.net
18	Minority Business Enterprise Utilization Plan	Small and Minority Business Contracting and Certification Division	State	Quarterly/ Annually	July 26, 2017	Establishment of goal for spending a certain percentage of each governmental body's total dollar amount of funds expended with minority business enterprises (MBEs) certified by the Office of Small and Minority Business Assistance.	Mhendrix@SCVRD.NET
19	Division of State Human Resources (DSHR) Reporting	DSHR and General Assembly	State	Annually or when specifically applicable	Ongoing	Reporting on various aspects of human resource-related agency activity, tied to budget provisos or state code of laws. Includes several situational reporting requirements, such as information on bonuses, furloughs, voluntary separation incentive actions, etc. Requirements may be found at http://admin.sc.gov/humanresources/agency-information/reporting-and-recordkeeping	emoore@scvrd.net

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External Review Template

Item	Name of Entity Conducted External Review	Type of Entity	External Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the External Review Report
1	State Auditor - Agreed Upon Procedures	State	07/01/2015 to 06/30/2016	http://osa.sc.gov/Reports/stateengagements
2	State Auditor - Single Audit	State	07/01/2015 to 06/30/2016	http://osa.sc.gov/Reports/stateengagements/stateofsc/Pages/SingleAudit.aspx
3	SCVRD Internal Audits Unit	State	07/01/2016 to 06/30/2017	emoore@scvrd.net
8	SCVRD Quality Assurance Unit	State	07/01/2016 to 06/30/2017	airiel@scvrd.net
4	SCVRD Executive Staff	State	07/01/2016 to 06/30/2017	mwade@scvrd.net
5	SCVRD Legal, Safety, Risk Management Unit	State	07/01/2016 to 06/30/2017	jbatten@scvrd.net
6	Social Security Administration	Federal	10/01/2014 to 09/30/2015	shirley.jarrett@ssa.gov
7	Division of State Human Resources - Delegation Audit	State	07/01/2015 to 06/30/2016	emoore@scvrd.net