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S.C. Department of Employment and Workforce

Fiscal Year 2016-2017 Accountability Report

SUBMISSION FORM

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| AGENCY MISSION | The mission of the South Carolina Department of Employment and Workforce (DEW) is to promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals, and communities. |
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| AGENCY VISION | South Carolinians will view the South Carolina Department of Employment and Workforce as an efficient, transparent, customer-friendly partner in providing quality workforce solutions. |
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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.



| | Yes | No |
|---------------------------------------|--------------------------|-------------------------------------|
| RESTRUCTURING RECOMMENDATIONS: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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

| | <i>Name</i> | <i>Phone</i> | <i>Email</i> |
|---------------------------|---------------|--------------|--------------------|
| PRIMARY CONTACT: | Robert Bouyea | 803-737-2623 | rbouyea@dew.sc.gov |
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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.

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| AGENCY DIRECTOR (SIGN AND DATE): |   | | |
| (TYPE OR PRINT NAME): | Cheryl M Stanton | | |

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| BOARD/CMSN. CHAIR (SIGN AND DATE): | | | |
| (TYPE OR PRINT NAME): | | | |

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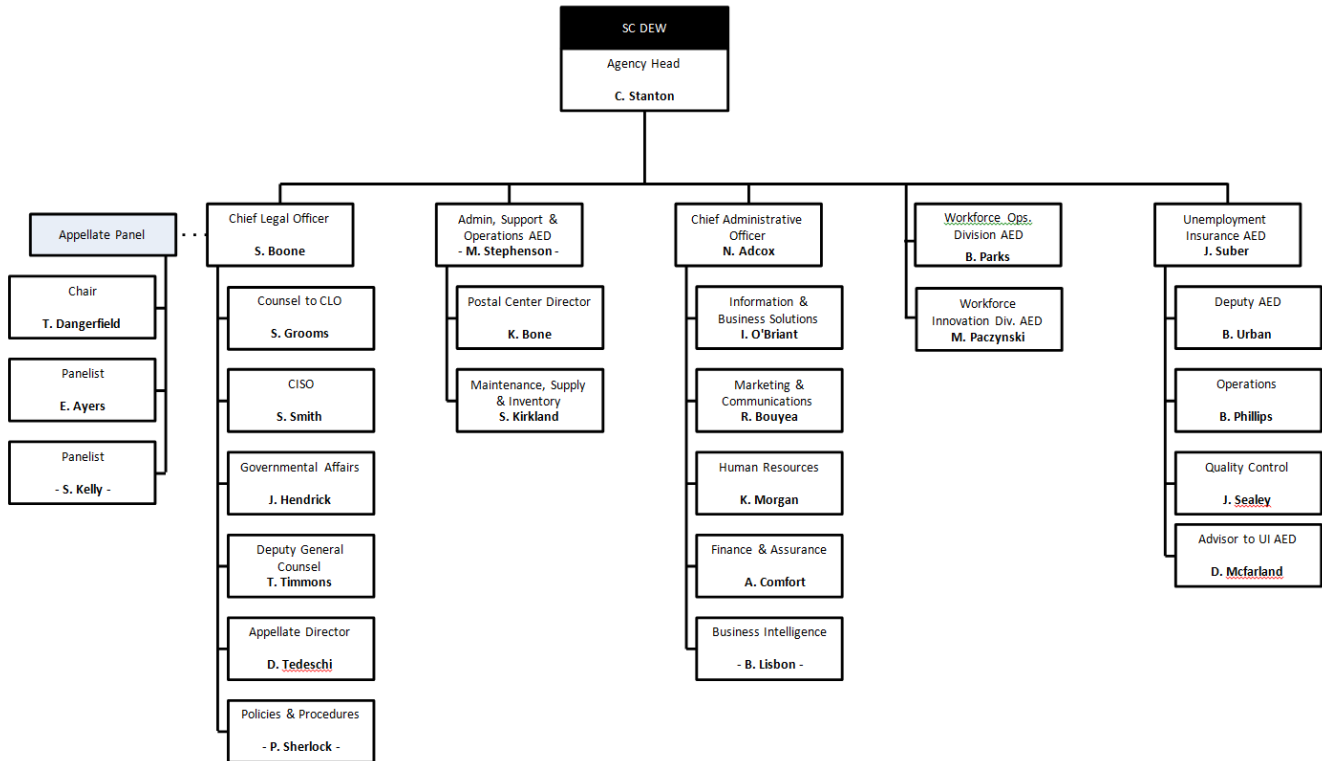
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AGENCY'S DISCUSSION AND ANALYSIS

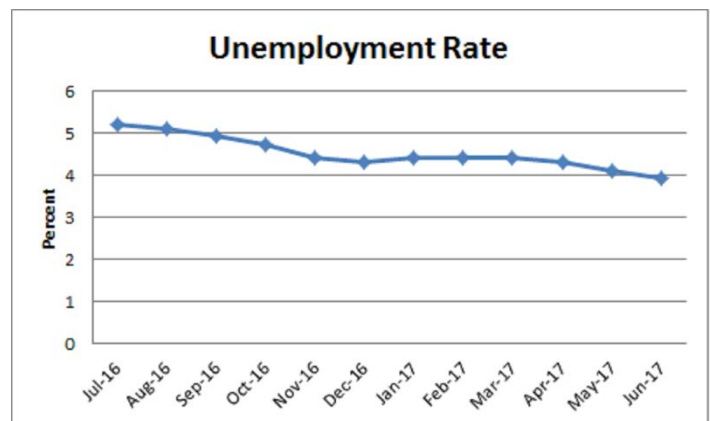
Organization

S.C. Department of Employment and Workforce
9/15/2017



Summary

During Fiscal Year 2016-17, South Carolina’s workforce picture continued to brighten. The state’s unemployment rate had dropped to a low not seen since December 2000, as more than 2.2 million people were working across the state. The state’s unemployment rate for veterans remained one of the lowest in the nation. To help those seeking employment, the agency provided nearly 4 million services to more than 171,680 unique SC Work Center visitors, placing nearly 103,000 into jobs. DEW also continued to enhance its partnerships with

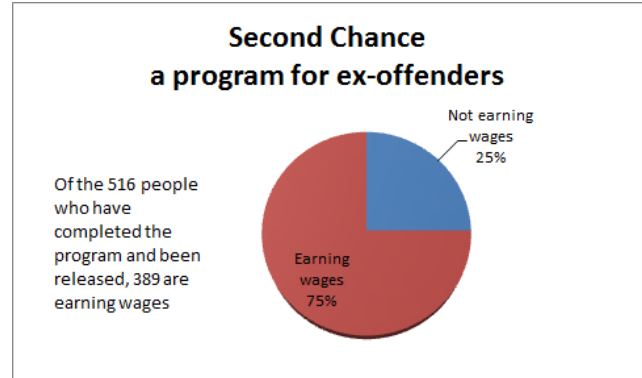


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other agencies and organizations to help match people to jobs, provide training and access to educational programs. One initiative DEW has expanded is the Second Chance program in which the agency and the S.C. Department of Corrections have partnered to provide the skills needed for ex-offenders to find work after being released from prison. The program, which was launched in the Manning Pre-Release Center, has seen 75 percent of the people who go through this 90-day program have found work. Due to this success, the program was implemented into the Camille Griffin Graham women's facility. The agency continued to develop the SC Talent Pipeline, also known as Sector Strategies, to ensure that businesses have a pool of ready and skilled workers to fill their positions. This year's focus has been on employer engagement. The employers' input is needed to determine the skills needed to perform the jobs now and in the future. The agency also was able to cut Unemployment Insurance taxes for the third consecutive year saving taxpayers more than 30 percent on average over that period. The agency is also able to rebuild the Trust Fund while providing the tax relief and by continuing to aggressively collecting overpayments. For the coming year, DEW will continue to build upon the strategic and operational planning of the previous fiscal year. Having previously established and approved a strategic plan, this fiscal year was about executing the previously identified action items and enhancing the plan by building on the agency's successes. The agency identified five major areas of focus and incorporated them into the strategic plan. These focus areas are 1) Security, 2) Mission, 3) Employees, 4) Customer Service and 5) Efficiency.



Security

DEW has taken a broad and holistic approach the issue of security, beyond the critically important Information Systems component.

The physical safety and security of our employees and stakeholders is also very important to the agency. DEW has worked to provide 24-hour security monitoring and surveillance, as well as armed security guards 24/7. This security detail manages the logging of visitors and ensures that all individuals who enter central office facilities have a legitimate need or right to be there. Also since staff is onsite throughout the weekend in the central office, weekend security was added. Ongoing staff training and education seeks to reinforce the importance of information security best practices, including physical safeguards, clearly visible IDs, proper handling of sensitive printed data, and the necessity of reporting any perceived deviations from best practice or relevant policies.

The agency continued to secure the data that it has been entrusted with by refining and publishing policies procedures and standards. DEW staff reviewed and monitored more than 750 controls and elements designed to safeguard data and systems to protect the data entrusted to the agency. It also ensured that the data remained confidential and that employees and partners are knowledgeable about information security through awareness programs and privacy training efforts. Through the agency's modernization projects, it is working to transition from using claimants' social security numbers as identifiers, replacing them with a unique ID number.

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The agency continues to review and improve its Business Continuity plan. Most recently, the plan was successfully used in a limited capacity during Hurricane Matthew in October 2015. This plan outlines a comprehensive strategy to accommodate the people, processes and technology that ensure the availability and integrity of agency data, business processes and services are maintained and restored within maximum allowable timelines.

Finally, DEW continues to partner with and use the resources provided by the Department of Administration’s Department of Technology Operations. DEW also takes advantage of the multiple monitoring and alerting services that the Division of Information Security has made available. Partnership with the DIS also facilitates the implementation of new security related technologies and policies as they are developed and made available to state agencies.

Mission

To uphold the agency’s mission to promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals, and communities, DEW has taken several steps to help the citizens of South Carolina including providing funds to help people recover from the historic flood of 2015, helped people find jobs, provided training to help businesses retain workers and provide businesses with a pool of qualified workers to support economic development.

The State Workforce Development Board (SWDB), the governor’s workforce development arm, provides direction to DEW and the workforce system on workforce development issues, particularly those pertaining to the Workforce Innovation and Opportunity Act. The board is comprised of a majority of business leaders. Other members include legislators of the S.C. Senate and House of Representatives, local elected officials, workforce partners and representatives of community-based organizations. Members of the board are appointed by and serve at the pleasure of the governor. SWDB was reconstituted to align membership with the workforce, economic development, education and non-profit partners that represent the state’s workforce development system, and to comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA). The board’s focus on developing a skilled and available workforce has uncovered barriers to employment, one of which is the lack of transportation. To address this need the board awarded a total of \$600,000 to local workforce areas to implement innovative ways, through partnerships, to help people get to places of employment and/or training. The following six areas received \$100,000 each:

- **Lowcountry Workforce Development Area** (Allendale, Beaufort, Colleton and Jasper counties) – This workforce area will implement a new bus route in Walterboro. Riders will be referred by partner entities and will ride free of charge. A color-coded ticket system will be used to identify those riders. Employers will also provide bus tickets at \$1.00 per ticket/trip. New routes will be refined during the 45-day planning period and will be based upon the passenger needs identified by partner entities and employers. Lowcountry Workforce Development Area expects to serve 130 individuals over the 18-month grant period.
- **Pee Dee Workforce Development Area** (Chesterfield, Darlington, Dillon, Florence, Marion and Marlboro counties) – Pee Dee will implement the Workforce Connector project, a new weekday commuter bus service originating in Marion County and making stops in the town of Latta and in Dillon County. The bus will provide transportation to major employers in Dillon, including

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Harbor Freight Tools, Wix Filters and Perdue Farms. Additional business partners may be added during the grant period. Pee Dee expects to serve 50 commuters per day over the 18-month grant period.

- **Worklink Workforce Development Area** (Anderson, Oconee and Pickens counties) – Worklink will pilot a new transit line and extend an existing line in Anderson County to address the transportation barriers associated with seeking job training or employment. Worklink anticipates that the Belton-Honea Path line and the Masters Boulevard extension will serve approximately 35,000 riders over the 18-month grant period.
- **Catawba Workforce Development Area** (Chester, Lancaster and York counties) – This area will implement the Way2Work program, which is designed to increase employment and training opportunities through the expansion of transportation into rural Chester County. On average, 20 people are expected to use the expanded transportation service each day over the 18-month grant period.
- **Upstate Workforce Development Area** (Cherokee, Spartanburg and Union counties) – The Upstate area will implement the Ride to Success project, which will provide transportation for current and new employees to business/employer partner locations during 2nd and 3rd shifts. Upstate expects to serve approximately 100 employees over the 18-month grant period.
- **Waccamaw Workforce Development Area** (Georgetown, Horry and Williamsburg counties) – This area will implement express routes from the towns of Bucksport and Loris to Conway. These routes will expand access to employment and training opportunities in Horry County for approximately 3,000 Bucksport and Loris residents.

Under the leadership and vision of SWDB, the board has developed a strong relationship with the S.C. Chamber of Commerce resulting in the board’s goals aligning with many of the S.C. Chamber of Commerce’s 2025 goals.

The agency has improved the availability to provide key economic information to internal and external stakeholders. This year, the agency restructured its Business Intelligence division to handle the ever-increasing number of data requests from both internal and external customers. The agency’s Business Intelligence division was able to increase the number of customized data analysis by nearly 30 percent in PY ’16. Working collaboratively with other agencies and organizations is important to the agency in order to meet its goals.

This year, DEW began Phase II of its transformative approach to talent development, the S.C. Talent Pipeline, by aligning key partners including economic development, education and workforce around the same goal of creating an ongoing, skilled supply chain for growing industries. Regional, industry-focused methods to building skilled workforces, based on data, are one of the most effective ways to ensure partners are working toward the same goals and addressing the talent needs of businesses. The focus of Phase II has been employer engagement so that all stakeholders know and understand the workforce needs of today and for the future.

In 2014, DEW and the S.C. Department of Corrections (SCDC) developed a pilot program where a case manager from DEW was placed onsite with laptops and materials to assist qualified returning citizens in work-skills training. Ninety days prior to release, ex-offenders begin a one-hour class each day, that includes mock interviews, resume assistance, basic computer skills, introduction to the SC Works system, job search tactics and soft skills. As of June 30, 2017, 75 percent of the inmates that have gone through the program and have been released had found employment. Due to this success, the program has been launched in the Camille Griffin Graham women’s facility.

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In Fiscal Year 2015-16, DEW partnered with Transitions, a Columbia homeless center that helps people transition into permanent housing, launched the Back to Work initiative, a five-week boot-camp training program that teaches soft skills, such as resume writing, interviewing skills and interpersonal skills, to help people find and retain a job in order to better their lives. The success of the Columbia program led to the implementation of Back to Work in Greenville, in partnership with the Phoenix Center, an addiction treatment center.

The agency also continued its partnership with the S.C. National Guard on Operation Palmetto Employment to help veterans find work after they are discharged. OPE is recognized as a national best practice model for placing returning veterans and families in jobs. Last year, South Carolina’s unemployment rate for veterans was 5 percent, one of the nation’s lowest.

Employees

On a daily basis, DEW strives to promote and encourage employee engagement, development and safety. The agency relies on employees to carry out the agency’s mission as well as help the agency improve the quality and efficiency of the services provided. Therefore, DEW works hard to ensure our stakeholders are supported by a highly trained and motivated workforce.

Director Stanton conducts Listening Tours that provides an opportunity for critical communication, feedback and interaction. Over the last year, she met with frontline staff and managers no less than 54 times which provided invaluable interaction at all levels of the organization. DEW also developed a plan and dedicated an HR staffer to regularly spend time in each office outside of Columbia. By having the same person make field visits helps to develop trust with field staff which, in turn, has led staff to open up and share issues with which they may be harboring.

The executive director desired that all managers from the agency’s Workforce and Economic division and Unemployment Insurance division meet once a quarter to discuss issues they are facing and to learn about each other’s division to better serve the agency’s customers. This commitment to better understand each division and the issues they face is critical to the success of the agency to provide meaningful services to South Carolina residents and businesses.

The state’s Unemployment Insurance (UI) program hosted its second annual UI Symposium focused on the delivery of the department’s training and integrity efforts to agency staff. Among the efforts highlighted during the symposium were the agency’s development and implementation planning of the Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI) and the Tax Modernization Initiative, both of which will improve upon the agency’s technology and business practices. These initiatives also will notably enhance employers and citizens of South Carolina’s customer service experience with the agency.

DEW also provided a safe working environment that invites new ideas and promotes a healthy lifestyle that is essential for the agency to successfully achieve its goals and strategies. To achieve this, the agency held several wellness activities, and is active in its response to the Virtual Suggestion Box to ensure ideas are being evaluated and appropriate actions are being taken.

The Working Well assessment was completed in July of 2016. The agency successfully completed activities in areas of Physical, Emotional, Cultural and Financial Wellbeing as recommended by the assessment. The nutritional goal was to rework the agency’s canteen area in the Robert E. David

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building. This currently is in progress. The agency received a Tobacco Free Platinum Award in recognition for meeting best practice standards in tobacco-free efforts at the workplace. In addition, an agency growth and development model was developed for divisions to use to foster better service for the agency's customers and to provide career paths for employees to help address staff retention. The agency first developed career paths for employees in our Unemployment Insurance division to give people the opportunity to improve and grow within the division. Then it developed similar career paths for employees in the agency's Workforce and Economic Development division. The agency also completed a comprehensive review and analysis of compensation and classification of agency staff compared to staff at other state agencies to ensure we are providing employees with fair and equitable pay for the work they are doing. Several e-learning modules and in-person training sessions were created to educate staff on myriad DEW policies and issues. A centrally located e-learning tool, DEW U., was implemented to provide training and guidance for all employees.

Customer Service

Ensuring the agency remains true to its Mission Statement, being customer focused is its number one priority. By focusing and training staff to serve all clients enables the agency to meet its deliverables, improve its processes and provide quality service. To do this, the agency is dedicated to providing customer service and specialized training to staff. The agency also is committed to providing the tools that can streamline processes – whether filing reports and taxes, finding a job or filing for benefits – into the clients' hands. The executive director also wants to ensure that everyone has access to the opportunities afforded by today's economic climate, including those with barriers to employment.

A huge enhancement in helping customers is our modernization efforts in both the Unemployment Insurance benefits system and the Unemployment Insurance tax system. These systems will give the user, whether a UI claimant or business, more access and control of their accounts through the online portal. Claimants will be able to file claims, check on their payments, review payment history and communicate with DEW through the portal. Likewise, businesses will be able to communicate with the agency, respond to claims, file appeals and much more. In the tax system, businesses will be able to file wage reports and pay their taxes through the new State Unemployment Insurance Tax System (SUITS). Both of these systems are expected to be completed in FY 2017-18, with the UI benefits system completed in September.

The agency also launched its state-of-the-art contact center platform to improve efficiency and provide a higher quality of service to its constituents. This environment includes a new Interactive Voice Response (IVR) unit that is quickly and easily updated when circumstances require immediate action. The platform will eventually allow the Contact Center to open new channels of support. These



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channels include Chat, SMS and email. A key feature to be rolled out will be the capability for Virtual Hold. This allows a caller to keep their place in line without having to stay on the phone. When an agent is ready to help them, they are contacted via the number they have provided.

The agency also worked to enhance customers’ experiences through our call centers. The Unemployment Insurance division tracks all calls to ensure claimants and businesses are receiving assistance in a timely manner. The average wait time was 4 minutes 27 seconds. Employer tax services wait time was 3 minutes 56 seconds. And people calling into the Fraud, Investigation, Recovery and Enforcement (FIRE) unit call wait time was under 1 minute.

To foster better customer service delivery, the agency continued its business outreach efforts. It has hired a business and economic development manager to educate the business community about the services provided by the agency and SC Works Centers. In PY '16, 84 chambers of commerce, economic development organizations and industry associations were assisted and informed about the services the agency provides. The agency also launched a monthly newsletter giving the business community an update on the work of the State Workforce Development Board. It is received by 25,000 businesses. Under the guidance of the State Workforce Development Board (SWDB), more emphasis was put on helping people in priority populations – youth, individuals with disabilities, long-term unemployed, ex-offenders and veterans. SWDB established a Priorities Populations committee to examine and implement ways to increase employment in South Carolina’s priority populations. The agency also has established programs to help the various priority populations achieve employment.

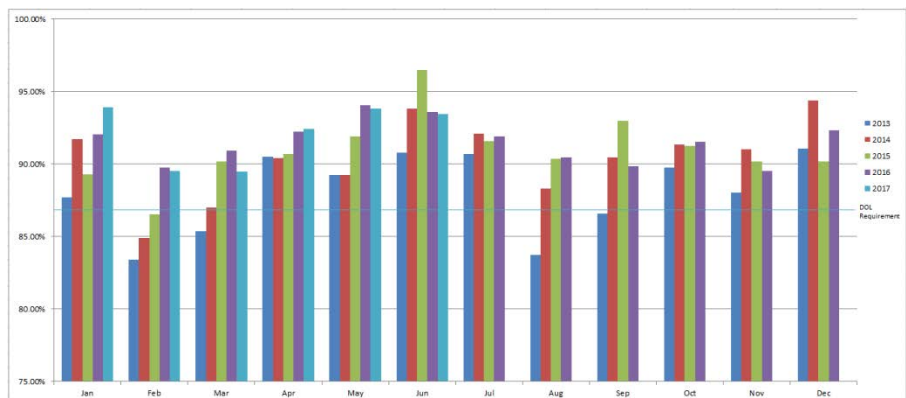
The agency also provided 3,569,862 services, ranging from job searches to training programs to placement services and much more, to 171,680 unique individuals through the Wagner Peyser program. Of those, 102,922 entered employment.

Finally, to ensure all of the state’s workforce partners and the services they provide are available to job seekers in the SC Works Centers, the agency looks to co-locate additional partners. This year, DSS SNAP Employment and Training case managers became partners at the SC Works Centers.

Efficiency

DEW strives to consistently increase organizational efficiencies to maximize available resources and taxpayer dollars. In PY 2016-17, the agency showed marked improvement in its progress toward meeting federal standards imposed on the agency. The agency works to measure and improve key performance indicators in an effort to provide services in a timely and cost efficient manner.

Unemployment Insurance Benefits Paid on Time



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DEW’s Unemployment Insurance division must meet or exceed the U.S. Department of Labor Standard of 87 percent of claimants receiving their first payment within 14 to 21 days after the claim week ending date. DEW was able to exceed this standard achieving a 91 percent deliverable. And the division has met this measure for 27 consecutive months.

The agency surpassed its goals of veterans entering employment and veterans six-month average earnings. DEW’s rate of veterans entering employment was 61 percent and the six-month average earnings was \$15,785.

The agency exceeded most of the federal measures for the Trade Adjustment Assistance, Wagner Peysner and Job for America’s Graduates (JAG) programs. The JAG-SC program experienced nearly 91 percent of students found jobs, continued their education or entered the military after graduation. And 98 percent of the students who entered the program graduated high school. Under TAA, the agency saw a 90 percent employment retention rate by providing assistance to a business before they make the decision to shut down or lay off employees.

The agency restructured Lower Authority appeals to increase productivity and improve efficiency in handling cases, which has led to improved communication and quality of decisions. Team lead positions created and one half of hearing officers aligned under each of the 2 team leaders.

The agency’s Finance department established improved internal controls on how to handle cash by enhancing its standard operation procedures. This will ensure the proper accounting entries and actions are made to adhere to Department of Labor and DEW requirements for the receipt of cash.

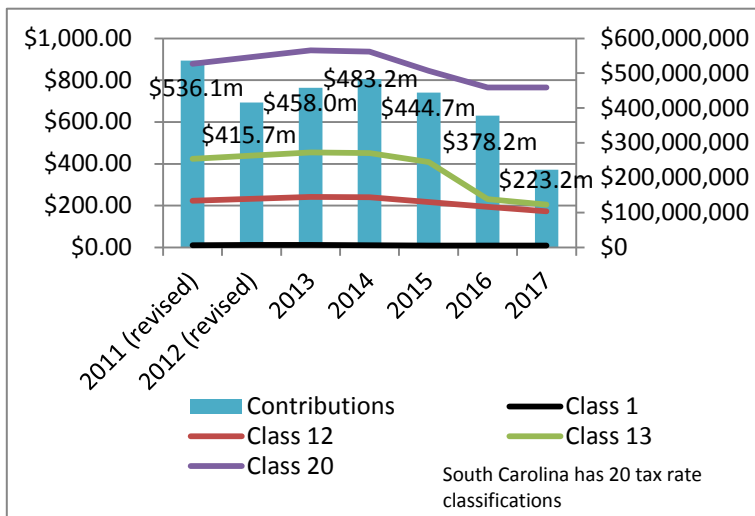
The agency implemented a project management process to oversee the agency’s projects. The constant monitoring and auditing of projects’ costs has allowed 99 percent of the agency’s projects to be completed on or under budget. This promotes fiscal accountability and transparency.

Through the use of technology, such as motion sensor light switches, and the use of energy efficient HVAC equipment, the agency has for the past several years cut its energy use and has met the state goal of reducing use by 20 percent by 2020. In the past year, the agency reduced its energy usage from 9,179,203 KWH to 7,032,300 KWH.

As the agency becomes more efficient, it is able to realize savings. This coupled with fewer people filing for unemployment is allowing the state to rebuild the Trust Fund. The agency also was able to cut Unemployment Insurance taxes for the second consecutive year saving taxpayers more than \$151 million over that period. The agency also is aggressively making sure the right people are receiving the right benefits. In FY 15-16, DEW collected 31 percent more in overpayments than it detected, all of which helps to keep the Trust Fund solvent. As of June 30, 2017, the Trust Funds balance was \$673.3 million.

The implementation of the new unemployment insurance benefits system will allow the agency staff to

Tax Rate and Contributions Over Time



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become even more efficient, as the system will automate many of the manual processes the agency was required to do using the current antiquated 30-year-old system.

Risk Assessment and Mitigation Strategies

Like all government agencies, the issue that could potentially have the highest impact on the citizens of South Carolina is a breach of stakeholder data. A breach would financially affect the state and the public. It would also harm the state's and agency's integrity by calling into question how data was being handled, in turn, destroying public trust.

This concern is why the agency's No. 1 goal is to protect and safeguard stakeholder data. As part of the agency's strategy, DEW is unifying its information security program, conducting privacy impact assessments monthly on selected business processes, eliminating full claimant Social Security numbers from benefit reporting, transitioning from using SSN as an identifier for claimant data and replacing it with a claimant ID number, and formulating high impact security awareness messaging program for internal and external stakeholders. The agency also is ensuring that appropriate controls have been built into all information systems and programs, enhancing privacy training for all employees, and providing system access to agency staff on a need-to-know basis.

To avoid this issue from becoming a crisis, the General Assembly could:

1. Continue to support, through awareness, statewide security initiatives.
2. Fund statewide security initiatives.
3. Ensure all in the Legislature supports the concept of security.

The second issue that could have a high impact on the citizens is another recession. As we experienced during the Great Recession was the impact on the Trust Fund. The state had to borrow and pay back nearly \$1 billion to the federal government. The agency is rebuilding the fund to be able to withstand a deep recession and is conscious of the impact on businesses. We have taken a balanced approach between what the business community pays into the Trust Fund relative to what is needed to maintain its integrity and stay on the path to solvency.

To avoid this issue from becoming a crisis, the General Assembly could:

1. Ensure the Trust Fund rebuild under Regulation 47-501 is left intact.
2. Provide adequate administration funds are in reserve to permit timely and efficient expansion of personnel to ensure spikes in unemployment claims result in the right claimants being paid and improper payments being detected and prevented.

| Type | Goal | Item # Strat | Object | Associated Enterprise Objective | Description |
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| G | 1 | | | Maintaining Safety, Integrity and Security | Protect and safeguard the security, privacy, and confidentiality of stakeholder data. |
| S | | 1.1 | | | Implement continuous assessments of compliancy requirements and best practices to help ensure that the appropriate controls are in place for agency information, systems, and business processes. ☐ |
| O | | | 1.1.1 | | <i>By 1st Quarter 2018, initiate privacy assessments and security evaluations within sixty (60) days of the inception of new business processes and technology efforts.</i> |
| O | | | 1.1.2 | | <i>90% of vendor published patches to critical vulnerabilities will be applied within seven (7) days by June 30, 2018.</i> |
| O | | | 1.1.3 | | <i>Perform a comprehensive review of agreements, data, systems, and physical inventories to consolidate administrative data into a repository of record by 6/30/2018.</i> |
| O | | | 1.1.4 | | <i>Compile a DEW-specific security standard from existing requirements tailored to the mission of the agency by 6/30/2018.</i> |
| S | | 1.2 | | | Enhance SCDEW's culture of information security, confidentiality, and privacy of agency information focused on policies & procedures and the continuous education of agency staff. ☐ |
| O | | | 1.2.1 | | <i>Each Information Technology staff member will attain and document a minimum of ten (10) hours of agency approved, role-specific training during FY 2017-2018.</i> |
| O | | | 1.2.2 | | <i>Provide ten (10) agency-specific information security and/or privacy tips to staff by June 30, 2018.</i> |
| O | | | 1.2.3 | | <i>Conduct four (4) business process reviews with major business units by June 30, 2018.</i> |
| O | | | 1.2.4 | | <i>Conduct three (3) information outreach sessions with major business units by June 30, 2018.</i> |
| G | 2 | | | Public Infrastructure and Economic Development | Facilitate a workforce system that fosters financial stability and economic prosperity. |
| S | | 2.1 | | | Create effective customer-focused workforce system experiences. |
| O | | | 2.1.1 | | <i>Identify, develop, and deploy three (3) new training opportunities for SC Works by June 30, 2018.</i> |
| O | | | 2.1.2 | | <i>Workforce programs will meet or exceed the entered 2nd quarter employment rate by June 30, 2018.</i> |
| O | | | 2.1.3 | | <i>Engage a minimum of one hundred twenty (120) additional business customers to become second chance employers by June 30, 2018.</i> |
| S | | 2.2 | | | Foster and participate in Partnerships across South Carolina to maximize effective relationships and to leverage resources. |
| O | | | 2.2.1 | | <i>Engage one(1) additional partner for resource sharing in all comprehensive centers by June 30, 2018.</i> |
| O | | | 2.2.2 | | <i>Facilitate core workgroup partner meetings at least once a quarter during fiscal year 2018.</i> |
| O | | | 2.2.3 | | <i>Meet five of five (5 of 5) National Standards for Job for America's Graduates (JAG) by June 30, 2018.</i> |
| O | | | 2.2.4 | | <i>Expand Back to Work program into two (2) new workforce areas by June 30, 2018.</i> |
| S | | 2.3 | | | Continue to enhance the use of data (internally and externally) as a driving force in making strategic decisions for the state's workforce system. |
| O | | | 2.3.1 | | <i>Train all new employees within sixty (60) days of employment on workforce and labor market information during FY 2018.</i> |
| O | | | 2.3.2 | | <i>Increase Workforce and Labor Market training for agency staff and partners from 50% to 75% by June 30, 2018.</i> |
| O | | | 2.3.3 | | <i>Meet or exceed all Bureau Labor Statistics federal deliverables that are required by US Department of Labor/Employment and Training Administration (DOL/ETA) by September 30, 2018.</i> |
| O | | | 2.3.4 | | <i>On a quarterly basis, provide financial data (expenditure analysis) to the State Workforce Development Board.</i> |
| O | | | 2.3.5 | | <i>Increase the number of customized data analysis reports distributed to workforce, economic development and education partners by 20% by June 30, 2018.</i> |
| S | | 2.4 | | | Continue to grow and support Sector Strategies as a means of building regional talent pipelines and creating meaningful Career Pathways for workers in South Carolina. |
| O | | | 2.4.1 | | <i>Procure a vendor by June 30, 2018 to initiate Career Pathways.</i> |
| O | | | 2.4.2 | | <i>Partner with at least five (5) state trade associations on the development of career pathways by June 30, 2018.</i> |
| O | | | 2.4.3 | | <i>Issue at least one (1) state policy on implementation of Sector Strategies by June 30, 2018.</i> |
| G | 3 | | | Healthy and Safe Families | Become an Employer of Choice in the State of South Carolina. |
| S | | 3.1 | | | Promote and encourage employee engagement and satisfaction. |
| O | | | 3.1.1 | | <i>Each executive staff visit six (6) SCDEW offices per year.</i> |
| O | | | 3.1.2 | | <i>Complete a disposition within sixty (60) days upon entries received from the Virtual Suggestion Box.</i> |
| O | | | 3.1.3 | | <i>Conduct fifty (50) listening tours by the end of fiscal year 2018.</i> |
| S | | 3.2 | | | Promote and encourage employee development. |
| O | | | 3.2.1 | | <i>Promote available non-mandatory developmental training monthly to achieve 30% participation rate by end of fiscal year.</i> |
| O | | | 3.2.2 | | <i>All agency employees complete and certify 90% of required training by mandated due date.</i> |
| O | | | 3.2.3 | | <i>Continue efforts to provide two (2) additional structured opportunities for career development by end of fiscal year.</i> |
| S | | 3.3 | | | Promote and encourage a culture of wellness and safety. |
| O | | | 3.3.1 | | <i>All personnel complete and certify required agency safety training developed by Human Resources (HR), Office of General Council (OGC) and Administration, Support and Operations (ASO) following recommendation by safety consultant.</i> |
| O | | | 3.3.2 | | <i>Develop a baseline, required safety training for all personnel to be completed by the end of the third day onsite.</i> |
| O | | | 3.3.3 | | <i>Conduct one (1) new Working Wellness initiative activity per quarter.</i> |
| G | 4 | | | Government and Citizens | Provide Customer Service Excellence to All Internal and External Stakeholders. |
| S | | 4.1 | | | Continuous improvement of customer service based upon feedback from stakeholders. |
| O | | | 4.1.1 | | <i>Identify a minimum of four (4) domains for stakeholder engagement by June 30, 2018.</i> |
| O | | | 4.1.2 | | <i>Add one (1) new customer service tip to the DEW'sletter once a month by June 30, 2018.</i> |
| O | | | 4.1.3 | | <i>Identify Unemployment Insurance/Workforce Economic Development (UI/WED) Operation specific customer service training needs by June 30, 2018.</i> |
| S | | 4.2 | | | Provide resources for a unified framework for customer service. |
| O | | | 4.2.1 | | <i>Develop cross-functional committee (governing body) by December 31, 2017 to assess stakeholders' feedback and prioritize efforts to improve customer service.</i> |
| O | | | 4.2.2 | | <i>Identify and share internal and external best practices for customer service by March 30, 2018.</i> |
| O | | | 4.2.3 | | <i>Develop and implement customer service best practices by June 30, 2018.</i> |
| O | | | 4.2.4 | | <i>Leverage existing training and tools quarterly to compile feedback from stakeholders.</i> |
| O | | | 4.2.5 | | <i>Publish performance measures in agency communication channels by March 31, 2018.</i> |
| S | | 4.3 | | | Build relationships by fostering transparency with internal and external stakeholders. |
| O | | | 4.3.1 | | <i>Implement and begin using digital signage by December 31, 2017 to publish agency accomplishments.</i> |
| O | | | 4.3.2 | | <i>Identify the elements for dashboard development by December 31, 2017.</i> |
| O | | | 4.3.3 | | <i>Publish Unemployment Insurance (UI) strategic planning and performance measures on agency website internally and externally by December 31, 2017.</i> |
| O | | | 4.3.4 | | <i>Create monthly enterprise dashboard with key/core federal performance measures by March 30, 2018.</i> |

Agency Name: SC Department of Employment and Workforce

Fiscal Year 2017-2018
Accountability Report

Agency Code: R600

Section:

Strategic Planning Template

| Type | Goal | Item # Strat | Object | Associated Enterprise Objective | Description |
|------|------|-----------------|--------|---|--|
| G | 5 | | | Public Infrastructure and Economic Development | Achieve optimal value from available resources and funding to increase public trust. |
| S | | 5.1 | | | Promote our culture of ongoing/continuous improvement among agency stakeholders by developing efficiency guidelines for all agency functions and processes. |
| O | | | 5.1.1 | | <i>Benchmark/baseline a Unemployment Insurance (UI) quality assessment and control process by April 30, 2018.</i> |
| O | | | 5.1.2 | | <i>Educate quality improvement principles by using three (3) existing communication channels and training programs per quarter such as DEW Weekly, DEW'sletter, iConnect, Educator's Council by June 30, 2018.</i> |
| O | | | 5.1.3 | | <i>Identify and track a minimum of four (4) potential opportunities for the agency to gain efficiencies per quarter by June 30, 2018.</i> |
| O | | | 5.1.4 | | <i>Assess and identify two (2) opportunities for technology advancements that will allow the agency to significantly reap cost efficiencies by June 30, 2018.</i> |
| S | | 5.2 | | | Maximize accountability, public trust, and transparency coupled with sound fiscal decisions. |
| O | | | 5.2.1 | | <i>Geographically schedule and conduct at least five (5) employer business outreach forums by June 30, 2018.</i> |
| O | | | 5.2.2 | | <i>Refine process to assess and maximize Return on Investments (ROI) and reduce Total Cost of Ownership (TCO).</i> |
| O | | | 5.2.3 | | <i>Refine audit process to establish proactive compliance reviews identifying at least two (2) high impact business processes by June 30, 2018.</i> |
| S | | 5.3 | | | Expand implementation of the unified Enterprise Project Management Office (EPMO) framework to increase efficiency for a greater number of agency functions and processes. |
| O | | | 5.3.1 | | <i>Enhance the organization's project management skills by providing at least two (2) training opportunities for selected staff critical to the agency's function by June 30, 2018.</i> |
| O | | | 5.3.2 | | <i>Design a portfolio-level performance dashboard that provides an accurate aggregated performance picture of all enterprise projects by June 30, 2018.</i> |
| O | | | 5.3.3 | | <i>Provide Enterprise Project Management Office (EPMO) services to at least four (4) initiatives identified as part of the agency's 2017/2018 strategic planning.</i> |

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 | Unify the Information Security Program | N/A | 100% | 100% | N/A | July 1 - June 30 | Manual Tracking of Progress | DEW hired a Chief Information Security Officer (CISO) at the end of 2016. The position reports to the Chief Legal Officer and has the necessary access to all business units in order to establish information security processes and best practices throughout the organization. The CISO has met with the heads of each major program area to tailor the information security program to the needs of the business units. | 1.1.1 | A successful information security program must be geared to and incorporated into the business functions and mission of the organization. |
| 2 | Develop an agency Privacy Program | N/A | 100% | 100% | N/A | July 1 - June 30 | Manual Tracking of Development and Progress | Privacy Liaison developed process for and performed privacy incident reviews and privacy impact assessments. Privacy Liaison worked with Information Security and IT during IRS and SSA site visits. Privacy Liaison participated in an external data task force. DEW established the role of Agency Privacy Officer in June 2017. | 1.1.2 | The development of a formal privacy program promotes good stewardship of stakeholders' data throughout the agency and compliance with confidentiality requirements and security safeguards. |
| 3 | Formulate high impact security awareness messaging program for internal and external stakeholders | N/A | 100% | 100% | N/A | July 1 - June 30 | Manual Tracking of Progress | The CISO has established a plan to incorporate both formal training opportunities and short-form encounters (micro-learning) in order to keep information security concepts and best practices in front of all employees and partners. | 1.3.1 | Knowledgeable and aware employees, contractors, and business partners are essential to protecting the data and systems of DEW. |
| 4 | Formulate operational test scenarios with which to conduct spot checks among agency staff | N/A | 100% | 100% | N/A | July 1 - June 30 | Manual Tracking of Progress | The CISO has formulated three distinct testing methodologies designed to assess the current security awareness knowledge and the understanding of and compliance with established policies and procedures. | 1.3.2 | Evaluating staff is a necessary step in designing programs that improve the information security posture of the organization. |
| 5 | Develop and issue Workforce Innovation and Opportunity Act (WIOA) guidance regarding the state infrastructure funding mechanism and Program Year 2017 Memorandum of Understanding/Resource Sharing Agreement (MOU/RSA) | N/A | 100% | 100% | N/A | July 1- June 30 | N/A | WIOA Statute and Federal Regulations; updated as Federal Guidance is received | 2.1.1 | As the state agency designated by the Governor to administer and oversee WIOA, DEW is responsible for providing technical guidance to the 12 workforce areas. Such guidance ensures compliance with the statute and federal regulations, as well as policies of the SWDB. |
| 6 | Develop and issue Workforce Innovation and Opportunity Act (WIOA) guidance regarding SC Works operator procurement | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | WIOA Statute and Federal Regulations; updated as Federal Guidance is received | 2.1.2 | As the state agency designated by the Governor to administer and oversee WIOA, DEW is responsible for providing technical guidance to the 12 workforce areas. Such guidance ensures compliance with the statute and federal regulations, as well as policies of the SWDB. |

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 |
|------|--|------------|----------------------|---------------|---------------------|------------------|---|--|--|---|
| 7 | Develop and issue Workforce Innovation and Opportunity Act (WIOA) guidance regarding SC Works centers and SC Works delivery system certification standards | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | WIOA Statute and Federal Regulations; updated as Federal Guidance is received | 2.1.3 | As the state agency designated by the Governor to administer and oversee WIOA, DEW is responsible for providing technical guidance to the 12 workforce areas. Such guidance ensures compliance with the statute and federal regulations, as well as policies of the SWDB. |
| 8 | Complete Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI) Implementation in South Carolina | N/A | New | No | Yes | July 1 - June 30 | N/A | N/A | 2.2.1 (2016/2017) 5.1.5 (2017/2018) | Implementation of a modernized Unemployment Benefits System will provide beneficiaries with an enhanced user experience, will increase the efficiencies of managing the Unemployment Insurance Program for the State of South Carolina, and will provide enhanced reporting capabilities. |
| 9 | Develop policies and procedures to be compliant with Unemployment Insurance Program Letter (UIPL) 1-16 /Due Process for Fraud, Investigation, Recovery, and Enforcement (FIRE) | N/A | Yes | Yes | N/A | July 1 - June 30 | N/A | Used Federal and State Laws/Regulations to issue PTLs and SOPs dealing with fraud fact-finding and adjudication, and waivers. | 2.2.2 | Ensure compliance with federal guidance, improve the thoroughness and quality of DEW's fraud adjudications and waiver determinations, and to ensure that provided claimants with due process |
| 10 | Unemployment Insurance (UI) Core Federal Measures | N/A | 80% | 86% | N/A | Oct 1 - Sept 30 | Various Sources | DOL Computed Measurement | 2.2.3 | To meet or exceed % of US Dept of Labor (DOL) core measures |
| 11 | Veteran Performance Measures | N/A | Yes | Yes | N/A | July 1 - June 30 | N/A | N/A | 2.2.4 | N/A |
| | Veterans Entered Employment Rate | N/A | 56% | 61% | N/A | July 1 - June 30 | N/A | N/A | 2.2.4 | Mandated federal performance measure |
| | Veterans Six-Month Average Earnings | N/A | \$14,971 | \$15,785.00 | N/A | July 1 - June 30 | SC Works Online Services Nightly | USDOL formula | 2.2.4 | Mandated federal performance measure |
| 12 | Appeals/Legal Federal Measures | N/A | 80% | 100% | N/A | July 1 - June 30 | Monthly, Quarterly, Annually | Measures the number of appeals cases disposed of within a certain number of days from the filing of the appeal. Reduced to a calculation, it is: # of decisions released within [30/45(LAA) 45/75 (HAA)] days within divided by Total# of decisions issued within the time period being measured(e.g. month); then multiplied by 100 | 2.2.6 | The UI program allows benefits recipients to maintain purchasing power which is designed to ease the ill effects of unemployment on households and communities. The USDOL mandates certain level of performance for fair, speedy, and efficient disposition of UI appeals. |
| 13 | Benefit Accuracy Measurement (BAM) Federal Measures | N/A | N/A | 100% | N/A | July 1 - June 30 | N/A | N/A | 2.2.7 | N/A |
| | % Benefit Accuracy Measurement (BAM) cases signed-off within 60 days | N/A | 70% | 100% | N/A | July 1 - June 30 | DOL-selected populaton; established intervals | # of DOL-assigned cases reviewed by BAM | 2.2.7 | To comply with established DOL required case completion of all cases for IPIA reporting year per the ETA 395 handbook |
| | % Benefit Accuracy Measurement (BAM) cases signed-off within 90 days | N/A | 95% | 100% | N/A | July 1 - June 30 | DOL-selected populaton; established intervals | # of DOL-assigned cases reviewed by BAM | 2.2.7 | To comply with established DOL required case completion of all cases for IPIA reporting year per the ETA 395 handbook |

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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|---|--|--|--|
| | % Benefit Accuracy Measurement (BAM) denial cases signed-off within 60 days | N/A | 70% | 100% | N/A | July 1 - June 30 | DOL-selected populaton; established intervals | # of DOL-assigned cases reviewed by BAM | 2.2.7 | To comply with established DOL required case completion of all cases for IPIA reporting year per the ETA 395 handbook |
| | % Benefit Accuracy Measurement (BAM) denial cases signed-off within 90 days | N/A | 95% | 100% | N/A | July 1 - June 30 | DOL-selected populaton; established intervals | # of DOL-assigned cases reviewed by BAM | 2.2.7 | To comply with established DOL required case completion of all cases for IPIA reporting year per the ETA 395 handbook |
| | % Benefit Accuracy Measurement (BAM) denial cases signed-off within 120 days | N/A | 100% | 100% | N/A | July 1 - June 30 | DOL-selected populaton; established intervals | # of DOL-assigned cases reviewed by BAM | 2.2.7 | To comply with established DOL required case completion of all cases for IPIA reporting year per the ETA 395 handbook |
| 14 | Trade Adjustment Assistance (TAA), Wagner Peysner (WP), and Job for America's Graduates (JAG) | N/A | 71.5 | 71.5 | N/A | 31-Mar-17 | SC Works Online Services Nightly | Total # of decisions issued within the time period being measured (e.g., month) | 2.2.8 | Mandated federal performance measure |
| 15 | Expand the # of reentry programs to correctional sites | N/A | 20% | 33% | N/A | July 1 - June 30 | Staff calculated Quarterly | Then Multiplied by 100 | 2.3.2 | State Workforce Development Board is focused on retooling and employment of priority populations |
| 16 | Increase the number of Job Profiles | N/A | Yes | Yes | N/A | July 1- June 30 | Staff calculated Weekly | N/A | 2.4.1 | SC is focused on better assessing our existing and emerging workforce against the skill demands of today's jobs |
| 17 | Engage economic developers and local chambers | N/A | Yes | Yes | N/A | July 1- June 30 | Staff calculated | Tally the number of engagements with business and industry leaders | 2.4.3 | The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses. |
| 18 | Implement Maintenance Criteria for SC Work Ready Communities | N/A | Yes | Yes | N/A | July 1- June 30 | ACT Data Reports Monthly | Tally each counties data achieved against the designated maintenance goal | 2.5.1 | SC is focused on better assessing our existing and emerging workforce against the skill demands of today's jobs |
| 19 | Facilitate Level II resume training | N/A | 100% | 100% | N/A | July 1- June 30 | N/A | N/A | 2.5.2 | WEB staff to provide assistance to job seekers to obtain employment |
| 20 | Produce state level data analyses related to sustaining sector strategies | N/A | Yes | Yes | N/A | July 1 - June 30 | Supply Gap Analyses produced through input from the State Data Team | Map the projected demand of in-demand occupations against the completer data provided through IPEDES, indicating whether there is a gap or oversupply of workers | 2.6.1 | SC is striving to funnel the existing and emerging workforce into training related to the high-demand occupations to ensure there is adequate number of workers to meet business and industry demand |
| 21 | Develop overall training plan for center staff | N/A | Yes | Yes | N/A | July 1 - June 30 | Staff Calculated | Track the number of certificates issued | 2.7.2 | Effective and consistent service delivery is required to better align job seekers with business and industry needs |
| 22 | Increase the number of standardized and customized data analysis reports distributed to workforce, economic development, and education partners | N/A | 1249 | 1611 | 1501 | July 1 - June 30 | As these reports are produced they are listed for each source requesting from our external partners (monthly) | A 20% increase was computed from total reports completed last program year and a 20% increase was figured at 1,501. The method used was to count each report completed | 2.8.1 (2016/2017) 2.3.5 (2017/2018) | This measure is an indicator of external sources who use the data developed by the agency for workforce development, research, or educational purposes. |
| 23 | Increase the number of standardized and customized Performance and Reporting data analysis reports distributed to internal customers | N/A | 130 | 157 | 143 | July 1 - June 30 | Reports requested internally are tracked via an electronic tool(monthly) | A 20% increase was computed from total reports completed last program year and a 20% increase was figure at 143. The method used was to count each report completed | 2.8.2 (2016/2017) 2.3.5 (2017/2018) | This measure is an indicator of internal sources who use the data created within the agency. |

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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|--|--|--|--|
| 24 | Increase the number of standardized and customized UI data analysis reports distributed to internal customers | N/A | 18 | 27 | 20 | July 1 - June 30 | Reports requested internally are tracked via an electronic tool (monthly) | This is a simple count of standardized and customized data analysis provided to the UI Division as requested and/or needed. | 2.8.3 (2016/2017) 2.3.5 (2017/2018) | This measure assist with providing reports to the UI Division and measuring frequency of use |
| 25 | Regular Human Resources (HR) field visits with office hours and rotating staff (49 of 49) | N/A | 100% | 100% | 100% | July 1 - June 30 | Visit aggregates by HR department; calculated manually monthly | This is a simple count of the number of HR Field visits conducted. | 3.1.1 (2016/2017) 3.1.1 (2017/2018) | Promote and encourage employee engagement, development, and safety. |
| 26 | Conduct Executive Director Listening tours from all levels of the organization | N/A | 50 | 54 | 50 | July 1 - June 30 | Manual monthly tracking | Manual count of small group meetings and tracking document of suggestions from meetings. | 3.1.2 (2016/2017) 3.1.3 (2017/2018) | Promotes and encourages employee engagement and development. |
| 27 | Respond to Virtual suggestion box submissions in a timely fashion | N/A | 75% | 84% | 75% | July 1 - June 30 | Manual Tracking of Suggestions and Responses | Manual count of submissions received and response on percent of suggestions based on Complete, In Progress, Hold or Not Viable | 3.1.3 (2016/2017) 3.1.2 (2017/2018) | Promotes and encourages employee engagement and development. |
| 28 | Enhance Employee Recognition | N/A | 100% | 100% | N/A | July 1 - June 30 | tracked manually to ensure each employee was invited to participate in a recognition event | N/A | 3.1.4 | Promote and encourage employee engagement, development, and safety. |
| 29 | Career Path | N/A | 100% | 100% | N/A | July 1 - June 30 | Various resources | Analyze agency needs to develop and document avenues for career growth and advancement using existing state classification and compensation system to benchmark state data and internal data | 3.1.5 | Promote and encourage employee engagement, development, and safety. |
| 30 | Complete analysis and review of classification and compensation state study | N/A | 100% | 100% | N/A | July 1 - June 30 | Published report by State Human Resource Division | N/A | 3.1.6 | Increase organizational efficiencies to maximize available resources and taxpayer dollars. |
| 31 | Develop and Rollout the BE IT Coaching Network | N/A | 100% | 100% | N/A | July 1 - June 30 | Various resources | N/A | 3.1.7 | Promote and encourage employee engagement, development, and safety |
| 32 | Unemployment Insurance (UI) Symposium | N/A | Yes | Yes | Yes | July 1 - June 30 | Annual Event | N/A | 3.2.1 (2016/2017) 3.2.3 (2017/2018) | Host Annual Event to engage UnEmployment Insurance staff on the Agency's Integrity Efforts |
| 33 | Job Specific Training (Central office and Local office) | N/A | 100% | 100% | 100% | July 1 - June 30 | Various resources | N/A | 3.2.2 (2016/2017) 3.2.3 (2017/2018) | Promote and encourage employee engagement, development, and safety. |
| 34 | Enhance understanding and management of leave | N/A | 100% | 100% | N/A | July 1 - June 30 | State Human Resources Division and internal data analysis | Internal reporting and trending | 3.2.3 | Increase organizational efficiencies to maximize available resources and taxpayer dollars |

| 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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|---|--|--|---|
| 35 | Develop quarterly quality reviews with appeals | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | N/A | 3.2.4 | N/A |
| 36 | Utilize the Office State Human Resources (OSHR) InfoSec/Privacy and Data Protection (PDP) for continual learning and performance evaluation of knowledge skills and abilities of key personnel | N/A | Yes | Yes | N/A | July 1 - June 30 | Utilizes the agency SCDEW iConnect Intranet website http://iconnect/index.php?title=Division_of_Information_Technology_(DoIT)#Resources | N/A | 3.2.5 | This measure is intended to provide guidance to IT managers in focusing the career development of agency IT staff in alignment with OSHR guidelines, increasing awareness and skills in the areas of data privacy and security. |
| 37 | Enhance compliance with Time and attendance tracking timelines | N/A | 100% | 100% | N/A | July 1 - June 30 | Internal data analysis and tracking | Internal reporting and trending | 3.2.6 | Increase organizational efficiencies to maximize available resources and taxpayer dollars. |
| 38 | Develop and provide updated training materials and desk references for staff on accurate time-charging. | N/A | 100% | 100% | N/A | July 1 - June 30 | Memo describing process to staff | Existence of training materials and communication of such to staff. | 3.2.7 | Increase staff efficiency and improve the use of labor resources |
| 39 | Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI) training for SC Works staff | N/A | Yes | Yes | N/A | July 1 - June 30 | N/A | N/A | 3.2.8 | N/A |
| 40 | Develop and produce a monthly report customized for each supervisor that details staff time-charging and includes guidance for management to use in monitoring time-charging | N/A | 100% | 100% | N/A | July 1 - June 30 | Report produced outlining time charging results each month | Existence of report and distribution of said report to managers | 3.3.1 | Increase staff efficiency and improve the use of labor resources |
| 41 | Implement new Working Wellness initiatives from third party assessment | N/A | 5 | 4 | N/A | July 1 - June 30 | Manual Tracking of Milestones | Number of tasks completed from recommendations for initiatives from Working Wellness assessment site: SC Hospital Association. Recommendation part of SCHA's new system not established yet. | 3.4.1 | Promotes and encourages enterprise objective of Healthy and Safe Families. |
| 42 | Complete comprehensive external evaluation of workplace safety | N/A | 100% | 100% | N/A | July 1 - June 30 | Manual Track of Progress | New initiative. Goal is to have an analysis and plan in place by 6-30-17. Contract awarded to Ensafe. | 3.4.2 | Promotes and encourages enterprise objective of Healthy and Safe Families. |
| 43 | Workplace Safety policy review and standards monitoring | N/A | Yes | Yes | N/A | July 1 - June 30 | Manual Tracking of Progress | New initiative. Monthly review of consultant progress aligned with existing policies and procedures. | 3.4.4 | Promotes and encourages employee engagement, development, and safety. |
| 44 | Develop E-Learning modules to provide safety tools and education | N/A | 100% | 100% | 100% | July 1 - June 30 | Various resources | N/A | 3.4.5 (2016/2017) 3.3.2 (2017/2018) | Promote and encourage employee engagement, development, and safety. |
| 45 | Minimize hiring process timeframe | N/A | 100% | 100% | N/A | July 1 - June 30 | NeoGov and internal analysis | Reviewed measurement periods from raw data reports to ascertain posting to fill dates and trends therein. | 3.5.2 | N/A |
| 46 | Increase Workforce and Economic Development (WED) staff's knowledge of basic Unemployment Insurance (UI) eligibility requirements and procedures by providing Frequently Asked Question (FAQ) training to WED staff | N/A | 75% | 90% | N/A | July 1 - June 30 | Learning Management System | WED Staff Utilization of the Learning Management System to complete the FAQ training | 4.1.1 | Provide the capability for WED staff to address basic UI questions accurately and consistently in the SC Works Centers |

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 |
|------|--|------------|----------------------|---------------|---------------------|------------------|--|---|--|---|
| 47 | Increase Unemployment Insurance (UI) claimant awareness of Employment Services (ES) programs by providing WED services information to UI Hub staff | N/A | Yes | Yes | N/A | July 1 - June 30 | Distribution of Flyer to UI Hub staff that summerizes SC Works purpose, services, locations, and contacts. | N/A | 4.1.2 | Enables UI Staff to inform Claimants of Workforce services available at SC Works Centers across the State. |
| 48 | Colocation of additional partners within comprehensive SC Works Centers | N/A | 1 | 1 | 1 | July 1 - June 30 | N/A | Data from Local Workforce Board Infrastructure Funding Agreements – Negotiated Annually | 4.2.1 (2016/2017) 2.2.1 (2017/2018) | Co-locating additional partners in the SC Works Centers increases the number of on-site servicers for customers and reduces infrastructure costs for other co-located partners both of which are intended by WIOA (federal legislation) |
| 49 | Outreach to business community | N/A | Yes | Yes | N/A | July 1 - June 30 | Staff Calculated | Tally the number of engagements with business and industry leaders | 4.2.2 | The workforce system is seeking business and industry's insight in forming workforce strategies and to partner more closely on serving existing businesses |
| 50 | Unemployment Insurance (UI) Customer Service Call Center Metrics | N/A | N/A | Yes | N/A | July 1 - June 30 | N/A | N/A | 4.3.1 | Integration of all phone elements of Operations, to include UI Operations, FIRE, and Employer Tax Services |
| | Unemployment Insurance (UI) Operations Average Wait Time | N/A | 6:00 | 4:27 | N/A | July 1 - June 30 | InContact; Weekly | Self-Generated Report from InContact | 4.3.1 | To assist callers in the statewide IVR that provides a customer friendly wait time while continually monitoring nationwide wait times to ensure stakeholder expectations are maintained |
| | Unemployment Insurance (UI) Operations Handle/Answer Rate | N/A | 89% | 100% | N/A | July 1 - June 30 | InContact; Weekly | Self-Generated Report from InContact | 4.3.1 | To increase the answer rate to a level that maintains proper phone coverage and ensures other workload items are handled in a customer driven manner |
| | Unemployment Insurance (UI) Operations Standard Level Adherence (SLA) | N/A | 80% | 80% | N/A | July 1 - June 30 | InContact; Weekly | Self-Generated Report from InContact | 4.3.1 | To ensure 80% of calls are answered within wait time performance metrics outlined within the UI strategic initiatives |
| | Employer Tax Services (ETS) Average Wait Time | N/A | Baseline | 3:56 | N/A | July 1 - June 30 | CMS: Weekly | Self-Generated Report from CMS | 4.3.1 | To assist callers that provides a customer friendly wait time while continually monitoring statewide wait times to ensure stakeholder expectations are maintained |
| | Employer Tax Services (ETS) Handle/Answer Rate | N/A | Baseline | 94.77% | N/A | July 1 - June 30 | CMS: Weekly | Self-Generated Report from CMS | 4.3.1 | To increase the answer rate to a level that maintains proper phone coverage and ensures other workload items are handled in a customer driven manner |
| | Fraud, Investigation, Recovery, and Enforcement (FIRE) Average Wait Time | N/A | Baseline | :55 | N/A | July 1 - June 30 | CMS: Weekly | Self-Generated Report from CMS | 4.3.1 | To assist callers that provides a customer friendly wait time while continually monitoring statewide wait times to ensure stakeholder expectations are maintained |
| | Fraud, Investigation, Recovery, and Enforcement (FIRE) Handle/Answer Rate | N/A | Baseline | 77.90% | N/A | July 1 - June 30 | CMS: Weekly | Self-Generated Report from CMS | 4.3.1 | To increase the answer rate to a level that maintains proper phone coverage and ensures other workload items are handled in a customer driven manner |
| 51 | Unemployment Insurance (UI) Quality Assurance (QA) Metrics | N/A | N/A | Yes | N/A | July 1 - June 30 | QA/QC Scorecards; weekly | QA/QC Scoring specific to associated task | 4.3.2 | Improve UI program Integrity |

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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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|---|---|--|---|
| | Phones (Customer Service Etiquette) | N/A | 73% | 80% | N/A | July 1 - June 30 | QA/QC Scorecards; weekly | QA/QC Scoring specific to associated task | 4.3.2 | Improve UI program Integrity |
| | Fact Findings | N/A | 75% | 80% | N/A | July 1 - June 30 | QA/QC Scorecards; weekly | QA/QC Scoring specific to associated task | 4.3.2 | Improve UI program Integrity |
| | Local Office Adjudication | N/A | 83% | 85% | N/A | July 1 - June 30 | QA/QC Scorecards; weekly | QA/QC Scoring specific to associated task | 4.3.2 | Improve UI program Integrity |
| 52 | Satisfaction Survey Metrics/Develop Strategy to Solicit Feedback from Claimants, Constituents and Employers | N/A | Baseline | < 5% | 5-10% | Quarterly | Modernization Efforts/Personnel Outreach; Quarterly | Scoring specific to associated task | 4.3.3 (2016/2017) 4.1.1 (2017/2018) | Utilize technology as well as other mechanisms to solicit and evaluate feedback on a consistent basis |
| 53 | Incorporate 100% of all report requests (Internal and external) into Footprints by December 2017 | N/A | 100% | 100% | N/A | July 1 - June 30 | All report requests are required to be entered in Footprints for assignment and tracking purposes | A new tool and measurement put in place to ensure that all staff (internal and external) utilize Footprints for requesting complicated and detailed reports | 4.3.4 | This measure is an indicator of staff usage of Footprints and the success of switching to an electronic tool to track that usage |
| 54 | Enhance Information Technology (IT) Service Delivery measures and performance reporting | N/A | N/A | Yes | N/A | July 1 - June 30 | Agency BMC Footprints Workflow Management System, weekly | N/A | 4.3.5 | Continous service delivery improvement and increases in speed and efficiency, weekly |
| | Information Technology (IT) Satisfaction Survey | N/A - New | Yes | Yes | N/A | July 1 - June 30 | Agency BMC Footprints Workflow Management System, weekly | N/A | 4.3.5 | IT uses these surveys to gauge their success in increasing customer service improvement, and identifies specific areas for remediation and enhancement. |
| | Information Technology (IT) Service request response rate within Service Level Adherence (SLA) | N/A - New | 90% | 93.90% | N/A | July 1 - June 30 | Agency BMC Footprints Workflow Management System, weekly | N/A | 4.3.5 | IT uses these surveys to gauge their success in increasing customer service improvement, and identifies specific areas for remediation and enhancement. |
| | Information Technology (IT) Service request resolution rate within Service Level Adherence (SLA) | N/A - New | 90% | 92.80% | N/A | July 1 - June 30 | Agency BMC Footprints Workflow Management System, weekly | N/A | 4.3.5 | IT uses these surveys to gauge their success in increasing customer service improvement, and identifies specific areas for remediation and enhancement. |
| | Information Technology (IT) Service delivery customer satisfaction survey | N/A - New | 90% | 98.31% | N/A | July 1 - June 30 | Agency BMC Footprints Workflow Management System, weekly | N/A | 4.3.5 | IT uses these surveys to gauge their success in increasing customer service improvement, and identifies specific areas for remediation and enhancement. |
| | Information Technology (IT) Data Center availability | N/A - New | 99.90% | 99.90% | N/A | July 1 - June 30 | N/A | Number of calendar days unaffected by data center shutdown or unexpected unavailability annually. | 4.3.5 | IT uses these surveys to gauge their success in increasing customer service improvement, and identifies specific areas for remediation and enhancement. |
| 55 | Enhance Interactive Voice Response (IVR)/Enhance Agency Communications with Implementation of IVR PHASE III | N/A | Yes | Yes | N/A | July 1 - June 30 | Deployed Phase I/II; Phase III TBD | Deployment of Phase III | 4.4.2 | To improve the customer experience by expanding communication channels through chat and email. Also, utilize workforce management tools to ensure staffing resources are deployed appropriately |

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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|---|--|--|---|
| 56 | State Unemployment Insurance Tax System (SUITS) | N/A | N/A | No | Yes | July 1 - June 30 | N/A | N | 4.5.2 (2016/2017) 5.1.5 (2017/2018) | To implement new tax system that will improve efficiencies and reporting within the ETS Division |
| 57 | Unemployment Insurance (UI) Reporting Dashboard/Quality Assurance (QA) Reporting | N/A | Yes | Yes | N/A | July 1 - June 30 | Various Sources (Data Warehouse, InContact, CMS, QA/QC Scorecards); weekly | Manual generated reports | 4.5.3 | Availability of real-time data for management reporting, trending and analysis |
| 58 | Imaging Enhancement (Establish an agency imaging solution Integrate Employer Tax Services (ETS) and Fraud, Investigation, Recovery, and Enforcement (FIRE) Imaging with Operations Imaging) | N/A | Yes | Yes | N/A | July 1 - June 30 | N/A | N/A | 4.5.4 | Create agency efficiencies by utilizing dedicated staff to index, scan and image agency documentation |
| 59 | Trade Readjustment Allowance (TRA)/Trade Readjustment Allowance Trade Adjustment Assistance System (STRATAAS) | N/A | Yes | Yes | N/A | July 1 - June 30 | Deployment 4th Qtr 2016 | N/A | 4.5.5 | To improve efficiencies between the TRA and TAA programs |
| 60 | Incorporate 100% of Business Intelligence data into Data Warehouse by December 2017 | N/A | 75% | 100% | N/A | July 1 - June 30 | As the agency moves to a Data Warehouse, all current BI data outputs are incorporated into the Data Warehouse (monthly) | Each output (report) is individually researched and readied for inclusion in the Data Warehouse by a team of Report Architects | 5.1.5 | This measure is an indicator of cdata produced in BI for publication. It is being made available in one environment that is accessible to many Report Architects. |
| 61 | Develop Standardized referral report guidelines for referrals from Fraud, Investigation, Recovery, and Enforcement (FIRE) to Office of General Counsel (OGC) | N/A | Yes | Yes | N/A | July 1 - June 30 | N/A | N/A | 5.1.6 | OGC, Policies and Procedures, and Fraud Investigation, Recovery, Enforcement units collaborated on guidelines to address referral and disposition of cases. An agency Standard Operating Procedures incorporating these guidelines was developed and issued by Policies and Procedures. |
| 62 | Facilitate timely disposition of Fraud, Investigation, Recovery, and Enforcement (FIRE) referrals | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | N/A | 5.1.7 | OGC, Policies and Procedures, and Fraud Investigation, Recovery, Enforcement units collaborated on guidelines to address referral and disposition of cases. An agency Standard Operating Procedures incorporating these guidelines was developed and issued by Policies and Procedures. |
| 63 | Freedom of Information Act (FOIA) and Subpoenas are responded to and resolved in a timely fashion | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | Tracked by Office of General Counsel via Microsoft Excel spreadsheet using date formula | 5.1.8 | Compliance with state statute |
| 64 | Restructure Lower Authority organization to increase productivity and improve efficiency | N/A | 100% | 100% | N/A | July 1 - June 30 | N/A | N/A | 5.1.9 | Increased productivity and improved efficiency in handling cases, which has led to improved communication and quality of decisions. Team lead positions created and one half of hearing officers aligned under each of the 2 team leads. |

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 |
|------|--|------------|----------------------|---------------|---------------------|------------------|---|---|-------------------------|--|
| 65 | Establish improved internal controls over Cashiering by preparing, implementing and monitoring SOP's | N/A | 85% | 90% | N/A | July 1 - June 30 | Prepare and document all SOPs on file | Existence of new policy and procedures for cashiering | 5.1.11 | Ensure the proper accounting entries and actions are made and taken to adhere to USDOL and SCDEW requirements for the receipt of cash. |
| 66 | Enterprise projects completed on or under budget | N/A | 95% | 99% | N/A | July 1 - June 30 | Project costs are set by determining work effort hours using work breakdown methodologies/estimation methodologies. This information is tracked during the entire project life cycle. | Actual cost at project closure are compared to projected hours of latest baseline budget. Change Orders are taken into consideration. | 5.2.1 | Constant monitoring and auditing of project costs is critical to promoting fiscal accountability and transparency |
| 67 | Decrease Energy Consumption (State goal of 20% by 2020) | N/A | 9,179,203 KWH | 7,032,662 KWH | N/A | July 1 - June 30 | Identify and catalog systems and key internal controls than can be enhanced | Determine how many of the key internal controls have been enhanced | 5.2.2 | Increases organizational efficiencies to maximize available resources and taxpayer dollars. |
| 68 | Facilitate quarterly meeting between WED Regional Managers and UI Hub Managers | N/A | 4 | 4 | N/A | July 1 - June 30 | N/A | Audits produced and submitted for review said process for CFO | 5.3.1 | To provide strong organization and efficient communications |
| 69 | Facilitate coordinated policy and procedure updates | N/A | Yes | Yes | N/A | July 1 - June 30 | Develop a process and report aging of AP | Existence of working process that provides aging of AP for management review | 5.3.2 | Ensures internal coordination that impacts external delivery of services |
| 70 | Decrease deferred maintenance costs for Central Office Complex in Columbia | N/A | New | \$262,149.62 | N/A | July 1 - June 30 | Existence of new system | Existence of a new system recording financial activities | 5.4.2 | Increases organizational efficiencies to maximize available resources and taxpayer dollars. |
| 71 | Submitted Information Management Planning Council (IMPC) requests will include all required docs and a comprehensive business case | N/A | 90% | 100% | N/A | July 1 - June 30 | Existence of new P&P | Approved P&P | 5.5.1 | Setting high standard for the production of business cases for all potential enterprise projects allows the agency to make sound decisions in determining which projects to approve and prioritize for the organization. |
| 72 | Minimize Change Orders submitted on projects | N/A | 90% | 100% | N/A | July 1 - June 30 | Inventory areas that need P&P development then Define, Develop and Document finance P&P | Track percentage of areas that have or do not have documented and sufficient P&Ps in place | 5.5.2 | Increases in individual project timelines/project costs impacts though the Change Order process can negatively impact the management of the full portfolio of enterprise projects and can negatively impact an agency's budget. Keeping Change Order to manageable thresholds allows the agency to avoid those negative impacts. |
| 73 | Utilize standardized Project Management Methodologies on all projects | N/A | 90% | 92% | N/A | July 1 - June 30 | Information contained within project work sites, weekly project updates to PMO, and project updates to Project Sponsors as they occur. | Based upon adherence to the documented auditing requirements set forth by the PMO conducted for all enterprise projects. | 5.5.3 | The delivery of business outcomes are realized through the success of projects. A standardized methodology is critical to controlling/improving costs and projects' success. |

| 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 |
|------|---|------------|----------------------|---------------|---------------------|------------------|--|--|-------------------------|---|
| 74 | Enterprise projects Completed on time | N/A | 90% | 98% | N/A | July 1 - June 30 | Project schedules are set by determining work effort hours using standard work breakdown methodologies/estimation methodologies. This information is tracked during the entire project life cycle. | Actual hours at project closure are compared to projected hours of latest baseline schedule. Change Orders are taken into consideration. | 5.5.4 | Constant monitoring and auditing of project hours is critical to promoting fiscal accountability and transparency. |
| 75 | Create and implement a desk monitoring process to substantiate reported obligations for federal funds awarded to subrecipients | NA - New | 50% | 50% | N/A | July 1 - June 30 | Review, refine and continue to manage a process by which subrecipient awards are timely reported to management. | Existence of a report that clearly lists all subrecipient awards and further outlines the status of said awards to 'subs' | 5.6.3 | Increase transparency of spend related to dollars awarded to subrecipients. |
| 76 | Develop, design and implement a process for planning audits and federal fiscal/program monitoring engagements including budgeted hours and dollars | NA - New | 100% | 100% | N/A | July 1 - June 30 | Processed defined and developed by audits | Audits produced and submitted for review said process for CFO | 5.6.4 | Increase the effectiveness and efficiency of audits performed. Insure an effective use of resources and compliance with USDOL and SCDEW requirements. |
| 77 | Create and implement a monthly roll forward for overpayment receivable for fiscal year | NA - New | 100% | 100% | N/A | July 1 - June 30 | Processed defined and developed by accounting | Finance completes review and performs the rollforward entry | 5.7.1 | Ensure the proper statement of assets on the books and records. |
| 78 | Develop a program to produce an accounts payable (AP) aging report at month-end for reconciliation to Financial Accounting and Reporting System (FARS) and for AP and Management review. | NA - New | 15% | 15% | N/A | July 1 - June 30 | Develop a process and report aging of AP | Existence of working process that provides aging of AP for management review | 5.7.2 | Ensure all accounts payable are paid within the statutory 30 day timeframe and that SCEIS and FARS agree. |
| 79 | Develop and produce a monthly balance sheet and statement of revenues, expenditures and changes in fund balances for the Agency Administrative Fund. | NA - New | 100% | 100% | N/A | July 1 - June 30 | Processed defined and developed by accounting | Income Statement and Balance Sheet produced by accounting each month | 5.7.3 | Produce GAAP and GASB compliant financial statements on a monthly basis to aid management decisions. |
| 80 | Reconciliation/Process implementation to balance South Carolina Enterprise Information System (SCEIS)/Financial Accounting Reporting System (FARS) by Fund, Cost Center and Grant | 65% | 65% | 70% | N/A | July 1 - June 30 | Existence of process to perform recon | Existence of working process that evidences recon was performed | 5.7.4 | Ensure accuracy of the accounting information recorded in FARS and SCEIS. Ensure they equal. |
| 81 | Unemployment Insurance (UI) Resource Justification Model (RJM) quarterly review, via producing a report comparing the actual hours/costs vs. amounts approved in the planning targets for the fiscal year | 92% | 92% | 92% | N/A | July 1 - June 30 | Solidify existing process for performance of comparison to ensure all elements are reported | Report should indicate a percentage of all areas against planning targets | 5.7.5 | Ensure RJM calculations are compared to actual results to create a more precise RJM calculation going forward. |
| 82 | Develop Appeals Handbook | NA - New | 99% | 99% | N/A | July 1 - June 30 | N/A | N/A | 5.8.1 | Handbook was developed to standardize processes and procedures for Appeals Division and to create a centralized repository for them. Updates to Handbook continue periodically as needed. |

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 |
|------|--|------------|----------------------|---------------|---------------------|------------------|---|--|--|--|
| 82 | Develop higher and lower tax appeals Standard Operating Procedure (SOP) document | NA - New | 50% | 100% | N/A | July 1 - June 30 | N/A | N/A | 5.8.2 | Inventory procedures and develop procedures where holes exist that accurately depict the finance and assurance work environment. |
| 83 | Legal Insurance Reimbursement Process - Document process and develop service levels | NA - New | 100% | 100% | N/A | July 1 - June 30 | Manual Tracking of Progress | Completed documented process. Completed December 2016 | 5.8.3 | Increases organizational efficiencies to maximize available resources and taxpayer dollars. |
| 84 | Review all Fraud, Investigation, Recovery, and Enforcement (FIRE) policies and procedures and modify as needed | NA - New | Yes | Yes | N/A | July 1 - June 30 | N/A | N/A | 5.8.4 | Ensures internal coordination that impacts external delivery of services |
| 85 | Re-write Purchasing Card and Procurement Manual by February 28, 2017 | NA - New | 99% | 99% | 100% | July 1 - June 30 | Existence of new P&P | Approved P&P | 5.8.5 (2016/2017) 3.2.3 (2017/2018) | Final Draft of Pcard manual reviewed and approved by CFO and ED |
| 86 | Create and launch a plan to develop a Finance policies and procedures manual. | NA - New | 50% | 100% | 100% | July 1 - June 30 | Inventory areas that need P&P development then Define, Develop and Document finance P&P | Track percentage of areas that have or do not have documented and sufficient P&Ps in place | 5.8.5 (2016/2017) 3.2.3 (2017/2018) | Inventory procedures and develop procedures where holes exist that accurately depict the finance and assurance work environment. |

| | | | |
|---------------------|--|-----------------|------------|
| Agency Name: | SC Department of Employment and Workforce | | |
| Agency Code: | R600 | Section: | 000 |

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. Administration | To provide executive leadership and administrative services for the Agency. | | \$ 1,550,436 | \$ 20,712,691 | \$ 22,263,127 | \$ 1,550,436 | \$ 27,240,067 | \$ 28,790,503 | 3.1.2; 3.4.1; 3.4.2; 4.2.2; 5.2.2; 5.4.1; 5.4.2; 5.4.3 | |
| II. Employment Services (ES) | To provide for the matching of job seekers with employers who need workers. | \$ 500,000 | \$ 182,570 | \$ 10,714,248 | \$ 11,396,818 | \$ 500,000 | \$ 182,570 | \$ 17,018,705 | \$ 17,701,275 | 2.2.8; 2.3.1; 2.4.2; 2.5.2; 2.6.2; 4.2.3 |
| III. UnEmployment Insurance (UI) | To provide for assessing and collecting Unemployment Insurance Taxes. Oversees the filing of unemployment claims and benefit payments. | | \$ 12,474,544 | \$ 17,250,444 | \$ 29,724,988 | \$ 12,474,544 | \$ 33,908,527 | \$ 46,383,071 | 2.2.3; 3.2.1; 3.2.2; 4.3.2; 4.3.3; 4.4.2; 4.5.3; 4.5.5; 4.8.2; 5.1.2; 5.1.3 | |
| IV. Workforce Innovation and Opportunity Act (WIOA) | To assist businesses in meeting their needs for skilled workers and provide individuals with access to training that helps them | | | \$ 39,219,759 | \$ 39,219,759 | | \$ 40,065,206 | \$ 40,065,206 | 2.2.8; 2.3.1; 2.4.2; 2.5.2; 2.6.2; 4.2.3 | |
| V. Trade | To provide reemployment services to workers adversely impacted by increased imports or by a shift in production of services to another country. | | | \$ 5,407,728 | \$ 5,407,728 | | \$ 8,843,069 | \$ 8,843,069 | 2.2.8; 2.3.1; 2.4.2; 2.5.2; 2.6.2; 4.2.3 | |
| VI. Appeals | To provide assistance for appeals related to unemployment benefits, unemployment tax, trade, set-off debt, special labor disputes, and other contested matters decided by the Agency. | | \$ 3,782 | \$ 2,127,174 | \$ 2,130,955 | \$ 3,782 | \$ 3,889,474 | \$ 3,893,255 | 2.2.6; 5.1.6; 5.1.7; 5.1.8 | |
| Totals | | | | | \$ 110,143,376 | | | \$ 145,676,379 | | |

ame: SC Department of Employment and Workforce

Fiscal Year 2016-2017
Accountability Report

Code: R600 Section: 000

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 | §§ 1-23-110 -- 160 | State | Statute | These provisions set forth the procedures for promulgating proposed agency regulations; Provides for publication of notice, public participation, public hearings, contesting regulation for procedural defects, regulation processes, required reports, General Assembly approval, disapproval and modification of regulations, petitions, emergency regulations, duties of state agencies to provide public inspection and information, and appeals contesting agency authority to promulgate regulations | Yes | No |
| 2 | §§ 1-23-320 -- 360 | State | Statute | Governs administrative procedures, appeals and hearings before DEW and other state agencies; Sets forth procedures, notice requirements, record of hearing, evidentiary matters, and final agency decision or order in contested case hearings. | Yes | Yes |
| 3 | § 1-23-380 | State | Statute | Governs judicial review of appeals of final administrative decisions of DEW; Appeal must be filed/served within 30 days to Administrative Law Court; Scope of review is confined to record and to determining whether DEW's decision is supported by substantial evidence or controlled by error of law. | Yes | No |
| 4 | §§ 41-27-10 -- 40 | State | Statute | These general provisions establish: 1) the public policy of the state to provide eligible claimants unemployment benefits; 2) the coverage of employers is not intended to be identical to the coverage requirements of the Federal Internal Revenue Code; and 3) the General Assembly may amend or repeal Chapters 27-41 of Title 41 at any given time. | Yes | No |
| 5 | §§ 41-27-110 -- 390 | State | Statute | These sections list definitions of common terms throughout Chapters 27 through 41 of Title 41. | Yes | No |
| 6 | § 41-27-410 | State | Statute | Establishes the computation of the administrative contingency assessment and to whom it applies. | Yes | No |
| 7 | § 41-27-510 | State | Statute | Establishes that DEW must promulgate regulation applicable to individuals who are unemployed in any manner. | Yes | Yes |
| 8 | § 41-27-520 | State | Statute | Establishes the threshold for which included and excluded services for an employer will be considered employment. | Yes | No |
| 9 | § 41-27-525 | State | Statute | Establishes that an eligible individual whose base period includes part-time work shall not be denied benefits for seeking part-time employment. | Yes | No |

| 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) |
|--------|---------------------|--------------|-------------|---|--|---|
| 10 | § 41-27-530 | State | Statute | Establishes that an employing unit which maintains two or more establishments will be considered a single employing unit for purposes of these Chapters. | No | No |
| 11 | § 41-27-540 | State | Statute | Indicates that a person employed to assist agents or employees of an employing unit will be deemed an employee of the employing unit. | No | No |
| 12 | § 41-27-550 | State | Statute | Provides that under appropriate circumstances DEW may enter into agreements with other state and federal agencies. | Yes | Yes |
| 13 | § 41-27-560 | State | Statute | Provides that reports or communications made during the normal course of business cannot be used in a libel or slander suit. | No | No |
| 14 | § 41-27-570 | State | Statute | Provides that DEW must be a party to any suit to enjoin the collection of contributions and that the AG's Office or a DEW attorney must defend the suit. | No | Yes |
| 15 | § 41-27-580 | State | Statute | Provides that in a civil action DEW may be defended by a DEW attorney or the AG's Office. | No | No |
| 16 | § 41-27-590 | State | Statute | Provides that in cases of significant fraud or criminal violations of Chapters 27 through 41, the cases shall be referred to/prosecuted by the AG's Office. | Yes | Yes |
| 17 | § 41-27-600 | State | Statute | Establishes the DEW may settle cases and provides a procedure to follow upon the decision to compromise. | No | No |
| 18 | § 41-27-610 | State | Statute | Establishes that the failure to do an act anywhere in the state under Chapters 27 through 41 shall be deemed, in part, a failure to do an act in Columbia. | No | No |
| 19 | § 41-27-620 | State | Statute | Establishes that a certificate of DEW that a required act was not done is prima facie evidence of the alleged action. | No | No |
| 20 | § 41-27-630 | State | Statute | Provides that neither DEW nor the state is liable for any sum in excess of the amount of available money to pay benefits. | No | No |
| 21 | § 41-27-640 | State | Statute | Provides that unemployment insurance coverage is extended to political subdivisions of the state. | No | No |
| 22 | § 41-27-650 | State | Statute | Provides that DEW must work with the Budget and Control Board and the Dept. of Commerce on certain computer hardware and software matters. | Yes | Yes |
| 23 | §§ 41-27-700 -- 750 | State | Statute | Establishes the DEW Review Committee and provides for the Committee's organization, duties, powers, membership, expenses, staff support and reports and recommendations the Committee may make. | No | No |
| 24 | § 41-27-760 | State | Statute | Establishes rules of behavior for prospective candidates for the Appellate Panel and for the General Assembly in the election of Appellate Panel members. | No | No |

| 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) |
|--------|--------------------------|--------------|-------------|---|--|---|
| 25 | § 41-29-20 -- § 41-29-35 | State | Statute | Establishes the creation of DEW and the provides for the appointment, removal, compensation and duties of the Executive Director. | No | No |
| 26 | § 41-29-40 | State | Statute | Establishes the creation of the Unemployment Compensation and Employment Services divisions of DEW and provides that each must have a director. | No | No |
| 27 | § 41-29-50 | State | Statute | Establishes the Executive Director may appoint an advisory council and provides for the membership of the council. | No | No |
| 28 | §§ 41-29-70 -- 80 | State | Statute | Establishes the personnel and standards for personnel for DEW. | No | No |
| 29 | § 41-29-110 | State | Statute | Establishes the powers and duties of DEW. | Yes | Yes |
| 30 | § 41-29-120 | State | Statute | Establishes the DEW must maintain and publish various reports and statistics and provides that DEW may require that employing units provide DEW with certain reports and statistics. | Yes | Yes |
| 31 | § 41-29-140 | State | Statute | Establishes the DEW must maintain and publish various reports and statistics and provides that DEW may require that employing units provide DEW with certain reports and statistics. | Yes | Yes |
| 32 | §§ 41-29-150-- 170 | State | Statute | Establishes that information DEW obtains is confidential, not open to the public, and cannot reveal the individual's or employing unit's identity. Also establishes defined exceptions to this general rule. | Yes | No |
| 33 | § 41-29-180 | State | Statute | Establishes that DEW should attempt to confine reports to the minimum necessary. | No | No |
| 34 | § 41-29-190 | State | Statute | Establishes that in the discharge of its duties, DEW may administer oaths or affirmations, take depositions and issue subpoenas. | Yes | Yes |
| 35 | § 41-29-200 | State | Statute | Provides that an individual cannot be excused from complying with a DEW subpoena on the grounds it may incriminate them. All testimony and evidence supplied by an individual to DEW cannot be used in a subsequent prosecution of subject the individual to penalty or forfeiture. | Yes | No |
| 36 | § 41-29-210 | State | Statute | Provides the penalties for refusal or failure to obey a subpoena. | Yes | No |
| 37 | § 41-29-220 | State | Statute | Allows for and establishes the process for DEW to examine returns or reports of Banks. | No | No |
| 38 | §§ 41-29-230 -- 240 | State | Statute | Provides that DEW must cooperate with the USDOL, the Railroad Retirement Board and other Federal agencies in all matters consistent with the proper administration of Chapters 24-41. | Yes | No |
| 39 | § 41-29-250 | State | Statute | Provides that DEW must make regulations, reports to the Governor and General Assembly, and all other suitable materials available on DEW's website and available for printing and public distribution. | Yes | Yes |
| 40 | § 41-29-270 | State | Statute | Provides that DEW may promulgate regulations for the operation of an emergency unemployment compensation system in emergency situations. | Yes | Yes |

| 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) |
|--------|-------------|--------------|-------------|---|--|---|
| 41 | § 41-29-280 | State | Statute | Provides that DEW must yearly submit an annual report no later than January 15th, to the Governor and General Assembly and make recommendations for any appropriate statutory changes. | Yes | Yes |
| 42 | § 41-29-290 | State | Statute | Provides that DEW must notify the Governor and General Assembly and provide recommendations if it believes a change in contribution of benefit rates is necessary. | Yes | Yes |
| 43 | § 41-29-300 | State | Statute | Establishes the creation of the DEW Appellate Panel and provides for the powers, purpose and composition of the Panel. | No | No |
| 44 | § 41-29-310 | State | Statute | Transferred the operation and execution of the Workforce Investment Act program from the Dept. of Commerce to DEW. | Yes | No |
| 45 | § 41-31-5 | State | Statute | Provides definitions for: benefit ratio, department, statewide average required rate, and statewide average interest surcharge | No | No |
| 46 | § 41-31-10 | State | Statute | States that each employer shall pay unemployment tax contributions equal to the tax rate assigned to rate class twenty, except as otherwise provided by Title 41, Chapters 27 through 41. | No | No |
| 47 | § 41-31-20 | State | Statute | Establishes that DEW shall maintain separate accounts for each employer in order to determin an employer's unemployment experience for the purpose of tax rate assignments; also provides fro joint accounts under certain circumstances. | No | No |
| 48 | § 41-31-30 | State | Statute | Provides that DEW shall annually classify employers' contribution rates based on their actual experience (with respect to taxable wages reported and unemployment benefits charged against their accounts). | Yes | Yes |
| 49 | § 41-31-40 | State | Statute | Establishes base rate computation periods. | No | No |
| 50 | § 41-31-45 | State | Statute | Provides certain definitions, rules for determining when the Unemployment Insurance Trust Fund is in debt status, and making projections related to the income necessary to pay both benefits debt management; in addition, once trust fund is solvent, requires DEW to promulgate regualtions regarding income need to maintain an adequate level of the trust fund. | No | Yes |
| 51 | § 41-31-50 | State | Statute | Establishes rules governing DEW's calculation of annual tax contribution rate for each employer qualified for an experience rating. | Yes | Yes |
| 52 | § 41-31-52 | State | Statute | Outlines benefits for seasonal workers [law passed in 2011, but DOL determined not in conformity with FUTA and so DEW is not currently implementing] | Yes | No |
| 53 | § 41-31-55 | State | Statute | Provides for additional surcharges on all contributory employers when UI Trust Fund is insolvent. | No | No |

| 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) |
|--------|-----------------------|--------------|-------------|--|--|---|
| 54 | § 41-31-60 | State | Statute | Provides that DEW must assign tax class twenty to an employer who has a delinquent report and/or is subject to a outstanding tax execution | No | No |
| 55 | § 41-31-70 | State | Statute | Sets forth that an employer account shall not be terminated if the suspension of the business is due to an owner's service in the Armed Forces | No | No |
| 56 | § 41-31-90 | State | Statute | Permits that when a corporation's name is changed without change in ownership, DEW can continue the experience rating of the old corporation | No | No |
| 57 | § 41-31-100 thru -120 | State | Statute | Provides rules for the transfer of an employer's benefit experience record and the computation of tax rates when a business is acquired and continued by a successor | No | No |
| 58 | § 41-31-125 | State | Statute | Provides alternate rules for assignment of employment benefit record upon acquisition or reorganization of an existing business unit; designed to prevent "SUTA dumping" and provides for penalties for knowing violations | No | No |
| 59 | § 41-31-130 | State | Statute | Establishes that DEW is not authorized or required to refund any sums lawfully paid into the trust fund and provides that only unemployment benefits may be paid out of the trust fund; however, DEW may make adjustments to accounts for future contributions under certain circumstances | No | No |
| 60 | § 41-31-140 | State | Statute | Governs the transfer of experience rating account | No | No |
| 61 | § 41-31-150 | State | Statute | Provides treatment of assessment for a fractional part of a cent | No | No |
| 62 | § 41-31-160 | State | Statute | Establishes that DEW shall not require contribution and wage reports more frequently than quarterly | No | No |
| 63 | § 41-31-170 | State | Statute | Provides that DEW shall annually report to any employer the account status and provides for protest rights within 30 days of report mailing | Yes | Yes |
| 64 | § 41-31-310 | State | Statute | Establishes that an employer's tax contributions shall not be deducted from employees' wages and limits assessments to four years | Yes | No |
| 65 | § 41-31-320 | State | Statute | Directs that DEW examine contribution reports as soon as practicable and computer contribution due. | No | No |
| 66 | § 41-31-330 | State | Statute | Provides for imposition of penalty for deliberate understatement of contribution. | No | No |
| 67 | § 41-31-340 | State | Statute | Establishes that DEW must notify an employer when it fails to make reports or has filed incorrect/insufficient report; also provides that DEW will estimate and double the contribution rate if the employer fails to remedy after notice. | Yes | Yes |
| 68 | § 41-31-350 | State | Statute | If employer fails to file a report after demand by DEW, then DEW shall assess penalty of ten percent (but penalty is limited to between \$25 and \$1,000). | No | No |

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|--------|-----------------------|--------------|-------------|---|--|---|
| 69 | § 41-31-360 | State | Statute | Provides for adjustments to, and in limited circumstances, refunds of, tax contribution. | No | No |
| 70 | § 41-31-370 | State | Statute | Establishes interest rate on and penalties for unpaid contributions. | No | No |
| 71 | § 41-31-380 thru -400 | State | Statute | Provides that taxes owed to DEW, including interest, penalties, contingency assessments, etc., are considered a lien on the real property of debtor; also establishes procedures for issuing warrant of execution for collection on delinquent tax contributions; bestows on DEW all collection powers that Dept. of Revenue has for recovery of unpaid income taxes. | No | No |
| 72 | § 41-31-410 | State | Statute | Establishes that clerk of court or county treasurers shall be entitled to fees for filing, enrolling, and satisfying a tax execution issued by DEW. | No | No |
| 73 | § 41-31-420 | State | Statute | Establishes priorities under legal distribution of an employer's assets pursuant to a court order. | No | No |
| 74 | § 41-31-600 thru 670 | State | Statute | Provides for financing of benefits paid to employees of non-profit organizations | Yes | Yes |
| 75 | § 41-31-810 thru -820 | State | Statute | Provides for financing of benefits paid to employees of governmental entities | Yes | Yes |
| 76 | § 41-31-910 thru -930 | State | Statute | Relates to the payment and collection of DEW's administrative contingency assessments | No | No |
| 77 | § 41-33-10 | State | Statute | Establishes the unemployment compensation fund, which must be administered separate and apart from all public monies or funds of the State. | Yes | No |
| 78 | § 41-33-20 | State | Statute | Establishes that DEW has full authority and jurisdiction over the unemployment compensation fund, and may perform any and all acts which are necessary or convenient in the administration of Title 41, Chapters 27 through 41. | Yes | Yes |
| 79 | § 41-33-30 | State | Statute | Provides that the State Treasurer is ex officio treasurer and custodian of the unemployment compensation fund and shall administer it pursuant to DEW's directions. | No | No |
| 80 | § 41-33-40 | State | Statute | Establishes that the State Treasurer shall maintain the following three separate accounts within the unemployment compensation fund: (a) a clearing account; (b) an unemployment trust fund account; and (c) a benefit account. | No | No |
| 81 | § 41-33-45 | State | Statute | Requires an annual report to the General Assembly, the Review Committee, and to the Governor regarding the amount in the unemployment trust fund and an assessment of its funding level, including a trend chart and cost analysis. | Yes | Yes |
| 82 | § 41-33-50 | State | Statute | Transfer of Funds to United States Secretary of the Treasury for Federal Unemployment Trust Fund | Yes | No |
| 83 | § 41-33-60 | State | Statute | Withdrawals from Unemployment Trust Fund shall constitute Benefit Account | No | No |
| 84 | § 41-33-70 | State | Statute | Deposit of moneys in Clearing and Benefit Accounts | No | No |

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|--------|----------------------------|--------------|-------------|--|--|---|
| 85 | § 41-33-80 | State | Statute | Moneys Shall be requisitioned from State's Account in Unemployment Trust Fund for payment of Benefits and Refunds | Yes | Yes |
| 86 | § 41-33-90 | State | Statute | Establishes requisitions by DEW on State Treasurer | Yes | No |
| 87 | § 41-33-100 | State | Statute | Deposit of Amounts Drawn by DEW; Security | No | No |
| 88 | § 41-33-110 | State | Statute | Representatives of DEW shall be delegated to sign checks; Bonds of Representatives | No | No |
| 89 | § 41-33-120 | State | Statute | Authorizes payment of refunds pursuant to 41-31-360 or 41-27-260 (6) from the clearing or benefit accounts upon requisition by DEW to the Comptroller General | No | No |
| 90 | § 41-33-130 | State | Statute | Appropriation or formal release not required for expenditures from Benefit Account or refunds from Clearing Account | No | No |
| 91 | § 41-33-140 | State | Statute | Withdrawal and use of money credited to State's account in Unemployment Trust Fund may not be withdrawn or used except for the payment of benefits and for the payment of expenses for the administration of Chapters 27 through 41 | No | No |
| 92 | § 41-33-150 | State | Statute | Specific appropriation by the Legislature is required for requisitions from Unemployment Trust Fund for Payment of Administrative Expenses and must specify the purpose for which the money is appropriated and the amounts appropriated therefore | No | No |
| 93 | § 41-33-160 | State | Statute | Money appropriated from unemployment trust fund for administrative expenses must be deposited in the employment security administration fund from which payment shall be made. If it will not be expended, it shall be returned promptly to the unemployment trust fund. | No | Yes |
| 94 | § 41-33-170 | State | Statute | Provides for disposition of unused amounts in benefit payment account shall be redeposited with the Secretary of the Treasury of the United States to the credit of the State's account in the unemployment trust fund. | No | Yes |
| 95 | § 41-33-180 -- § 41-33-200 | State | Statute | Withdrawals from Unemployment Trust Fund for certain Federal Benefits; Bank Account for payment of certain Federal Benefits; and Disposition of unused funds withdrawn for certain Federal Benefits | No | Yes |
| 96 | § 41-33-210 | State | Statute | Provides for the management of funds upon discontinuance of Unemployment Trust Funds | No | No |
| 97 | § 41-33-220 | State | Statute | Establishes liability of State Treasurer on bond | No | No |
| 98 | § 41-33-410 | State | Statute | Establishes the creation and content of the DEW Workforce Administration Fund | No | No |
| 99 | § 41-33-420 | State | Statute | Requires that all money deposited in the DEW Administration Fund shall not be commingled and shall be maintained in a separate account | No | No |
| 100 | §§ 41-33-430 -- 440 | State | Statute | Use of DEW Administration Fund: All moneys in the fund shall be expended by DEW solely for the purpose of defraying the cost of the administration of Chapters 27-41 and for the purposes and in amounts found necessary by the Secretary of Labor for the proper and efficient administration of Chapters 27 through 41 | No | No |

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|--------|---------------------|--------------|-------------|--|--|---|
| 101 | § 41-33-450 | State | Statute | The State Treasurer shall be liable on his official bond for the faithful performance of his duties in connection with the administration fund | No | No |
| 102 | §§ 41-33-460 -- 470 | State | Statute | The State shall replace funds lost or improperly spent; DEW shall file report to State Budget and Control Board with a statement of the amounts required for any replacement required | Yes | Yes |
| 103 | § 41-33-610 | State | Statute | Establishes the creation and content of the DEW Special Administration Fund, which shall consist of all penalties and interest collected on contributions due and unpaid contributions; Sets forth the purposes for which moneys in the fund may be expended. | No | No |
| 104 | § 41-33-710 | State | Statute | Establishes the creation and content of the DEW Administrative Contingency Fund; consists of all assessments collected pursuant to 41-27-410; and sets forth the purposes for which the DEW may expend moneys from the fund | No | No |
| 105 | § 41-33-810 | State | Statute | Establishes the creation and content of the DEW Interest Assessment Fund: consists of all assessments collected pursuant to 41-31-55(A); Money in the fund shall not be commingled and shall be maintained in a separate account; All monies in this fund shall be expended solely for the purpose of defraying the cost of interest on advances from the federal Unemployment Trust Fund. Any balance in the fund shall not lapse but shall be available to DEW for expenditure consistent with Chapters 27-41. | No | No |
| 106 | § 41-33-910 | State | Statute | Establishes the creation and content of the DEW Integrity Fund. This fund shall not be commingled and shall be maintained in a separate account. The fund consists of monetary penalties collected pursuant to 41-41-45 (C) (3). This fund shall be used for the purpose of preserving the integrity of the unemployment compensation fund and promoting unemployment insurance integrity efforts. These efforts may include verifying eligibility, determining status, and updating technology and educational tools to support integrity activities. | No | No |
| 107 | § 41-35-10 | State | Statute | Generally, benefits shall be made to unemployed and eligible individuals subject conditions listed in Chapters 27 - 41 of Title 41. | Yes | Yes |
| 108 | § 41-35-20 | State | Statute | Provides for the payment or nonpayment of unemployment compensation to certain individuals who perform services in schools or institutions of higher education. | Yes | Yes |
| 109 | § 41-35-30 | State | Statute | Under certain conditions, benefits owed an individual at the time of his death may be paid to relatives or dependents of the deceased. | Yes | Yes |
| 110 | § 41-35-40 | State | Statute | Establishes the computation of an insured worker's weekly benefit amount. | Yes | No |
| 111 | § 41-35-50 | State | Statute | Establishes that the maximum potential benefit amount for an insured worker for one year is: 1) 20 times his weekly benefit amount; or 2) one-third of his wages for insured work paid during the base period. | Yes | No |
| 112 | § 41-35-60 | State | Statute | Establishes the conditions in which an individual may be eligible for weekly benefits due to partial unemployment. | Yes | Yes |

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|--------|---------------------|--------------|-------------|---|--|---|
| 113 | § 41-35-66 | State | Statute | Establishes that benefits shall not be paid to an individual on the basis of employment consisting of participation in athletic events or preparation and training for athletic events. | Yes | No |
| 114 | § 41-35-67 | State | Statute | Establishes that benefits shall not be paid to aliens unless the alien is lawfully in the US and lawfully admitted for permanent residence. | Yes | No |
| 115 | § 41-35-100 | State | Statute | Establishes that benefit rights of individuals currently serving in the military or any organization affiliated with the defense of the United States are preserved during service. | Yes | Yes |
| 116 | § 41-35-110 | State | Statute | Establishes the Conditions of eligibility for an unemployed worker to receive unemployment compensation benefits. | Yes | Yes |
| 117 | § 41-35-115 | State | Statute | Establishes that an individual eligible for benefits may not be denied benefits because they are required by law to serve on a jury. | Yes | Yes |
| 118 | § 41-35-120 | State | Statute | Establishes the conditions under which an individual separated from employment would be ineligible for benefits. | Yes | Yes |
| 119 | § 41-35-125 | State | Statute | Establishes: 1) an individual is not disqualified from benefits if the separation from employment is directly resulting from domestic abuse; and 2)an individual is not disqualified from benefits if the separation from employment is due to compelling family circumstances. | Yes | Yes |
| 120 | § 41-35-126 | State | Statute | Establishes that an individual is not disqualified from benefits if the separation from employment is due to the relocation of a spouse who has been reassigned from one military assignment to another. | Yes | Yes |
| 121 | § 41-35-130 | State | Statute | Lists the circumstances in which benefits paid to a claimant will not be charged against a former employee. | Yes | No |
| 122 | § 41-35-135 | State | Statute | Establishes the conditions that DEW will not relieve the charges of overpaid benefits to an employers account if the employer's inactions contribute to the overpayment. | Yes | Yes |
| 123 | § 41-35-140 | State | Statute | Establishes that DEW may enter into agreements with the federal government and other states where the wages or services of the federal government or other states are considered wages for employment, as long as the trust fund is properly reimbursed. | Yes | Yes |
| 124 | § 41-35-310 | State | Statute | Defines "Extended Benefits Period." | No | No |
| 125 | § 41-35-320 | State | Statute | Establishes the parameters in which the state will participate in distributing federally funded extended unemployment security benefits. | No | No |
| 126 | §§ 41-35-330 -- 400 | State | Statute | Defines the following terms pertaining to extended benefits, respectively: 1) state "on" and "off" indicator; 2) rate of insured unemployment; 3) regular benefits; 4) additional benefits; 5) extended benefits; 6) eligibility period; 7) exhaustee; and 8) state law. | No | No |

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|--------|-------------|--------------|-------------|--|--|---|
| 127 | § 41-35-410 | State | Statute | Establishes that the provisions which apply to regular benefits must apply to claims for and the payment of extended benefits. | No | No |
| 128 | § 41-35-420 | State | Statute | Establishes the conditions in which an individual may be eligible for extended benefits. | Yes | Yes |
| 129 | § 41-35-430 | State | Statute | Establishes the calculation of the weekly extended benefit amount. | No | No |
| 130 | § 41-35-440 | State | Statute | Establishes the total extended benefit amount that may be paid to an individual. | No | No |
| 131 | § 41-35-450 | State | Statute | Establishes that DEW must publically announce the "on" and "off" indicators for extended benefits. | No | No |
| 132 | § 41-35-610 | State | Statute | Provides that certain procedures for DEW must be made pursuant to promulgated regulations. | No | No |
| 133 | § 41-35-615 | State | Statute | Provides that all notices to employers must be sent be either US mail or electronic mail, at the employers discretion. | Yes | Yes |
| 134 | § 41-35-620 | State | Statute | Provides that written notice of insured status must be given to claimant. | Yes | Yes |
| 135 | § 41-35-630 | State | Statute | Establishes DEW's process of actions when a claim or claims arise from a labor dispute. | Yes | Yes |
| 136 | § 41-35-640 | State | Statute | Establishes the conditions for reconsideration of determinations. | Yes | Yes |
| 137 | § 41-35-650 | State | Statute | Claimant must be notified of the reasons for denial on findings subsequent to the initial determination | Yes | Yes |
| 138 | § 41-35-660 | State | Statute | Establishes a 10 day time frame to appeal determination decisions. | Yes | Yes |
| 139 | § 41-35-670 | State | Statute | Establishes that if a determination to provide benefits has been appealed, benefits shall be paid until the determination or decision has been modified or reversed. | Yes | Yes |
| 140 | § 41-35-680 | State | Statute | Provides that the appeal tribunal must decide appeals within 30 days from the hearing date. | Yes | Yes |
| 141 | § 41-35-690 | State | Statute | Provides that the appeal procedure established in § 41-29-300 is the exclusive appeal procedure. | No | Yes |
| 142 | § 41-35-700 | State | Statute | Establishes the composition of appeal tribunals. | No | Yes |
| 143 | § 41-35-710 | State | Statute | Establishes the procedure of Appellate panel review of appeal tribunal decisions. | Yes | Yes |
| 144 | § 41-35-720 | State | Statute | Establishes that DEW must promulgate regulations establishing rules of procedure for the appeals tribunal and appellate panel. | Yes | Yes |
| 145 | § 41-35-730 | State | Statute | Establishes that subpoenaed witnesses for appeal hearings must be allowed fees and mileage. | Yes | Yes |
| 146 | § 41-35-740 | State | Statute | Establishes that appeal decisions become final 10 days after mailing unless appealed and that DEW must be considered a party to the appeal. | Yes | No |
| 147 | § 41-35-750 | State | Statute | Establishes procedures for appealing Appeals Tribunal decisions to the Administrative Law Court. | Yes | Yes |
| 148 | § 41-35-760 | State | Statute | Establishes that all regulations must be published online. | No | Yes |

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|--------|------------|--------------|-------------|--|--|---|
| 149 | § 41-37-10 | State | Statute | Provides that any employing unit which is or becomes an employer subject to Chapters 27 through 41 of this Title within any calendar year shall be subject to such chapters during the whole of such calendar year. | Yes | No |
| 150 | § 41-37-20 | State | Statute | This section describes the time lines and requirements involved in voluntary election of coverage by employers for employees who are otherwise exempt from coverage under specific circumstances. | Yes | No |
| 151 | § 41-37-30 | State | Statute | This section describes the time lines and requirements involved when covered employers may terminate coverage for employees who are otherwise exempt from coverage under specific circumstances. | Yes | Yes |
| 152 | § 41-39-10 | State | Statute | This section states in summary that an employer and employee cannot enter into an agreement to waive employee's right to benefits. Neither can an employer deduct the cost of payment of UI taxes from an employee's wages. It further makes it a crime to do or attempt to do the above actions. | Yes | No |
| 153 | § 41-39-20 | State | Statute | This section states that other than for child support, unemployment benefits cannot be garnished to pay debts. | Yes | No |
| 154 | § 41-39-30 | State | Statute | This section limits the amount of fees a court or attorney can charge a claimant in pursuing a claim for benefits. The limits are established by DEW. | Yes | No |
| 155 | § 41-39-40 | State | Statute | A claimant must be advised that he or she can elect to have taxes withheld from benefits or pay them at a later date. | Yes | Yes |
| 156 | § 41-41-10 | State | Statute | Provides that making false statements to increase a person's UI benefit amount is a misdemeanor. | Yes | No |
| 157 | § 41-41-20 | State | Statute | Provides that if DEW determines a person has made a false statement to increase a person's UI benefit amount it may hold them retroactively ineligible for all benefits received and disqualify the up to 52 weeks in the future. | Yes | Yes |
| 158 | § 41-41-30 | State | Statute | Provides an employing unit who has made a false statement to prevent or reduce the payment of benefits to a claimant has committed a misdemeanor. | Yes | No |
| 159 | § 41-41-40 | State | Statute | Establishes that a claimant who is later determined ineligible for benefits which they have already received is liable to repay those benefits to DEW. This section also provides for methods of collecting these debts, the applicable statutes of limitations on collection actions and under what circumstances such overpayments may be waived by DEW. | Yes | Yes |
| 160 | § 41-41-45 | State | Statute | This section provides when DEW has determined the receipt of benefits was the result of fraud, the claimant will be charged with an additional administrative penalty of 25%. It also explains where such money is to be applied. | Yes | Yes |

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|--------|--------------------|--------------|-------------|---|--|---|
| 161 | § 41-41-50 | State | Statute | This section provides both a civil and criminal penalty against a person who willfully fails to comply with the requirements of Chapters 27 through 41 of Title 41. | Yes | No |
| 162 | § 38-55-530 | State | Statute | Authority to prosecute under Title 38, Chapter 55 is granted under this provision which states, in relevant part: " 'Authorized agency' means... the Department of Employment and Workforce" S.C. Code Ann. § 38-55-530(A) | No | No |
| 163 | § 38-55-540 | State | Statute | Establishes criminal Penalties for making a false statement or misrepresentation, or assisting, abetting, soliciting or conspiring to do so; Restitution to Victims | No | No |
| 164 | § 38-55-550 | State | Statute | Civil penalties for violations of article; costs; payment; use of revenues; Attorney General to assist Insurance Fraud Division; consent agreements | No | No |
| 165 | § 12-56-10 et. Seq | State | Statute | Establishes the Setoff Debt Collection Act. Pursuant to § 41-41-40, DEW utilizes this Act to intercept the State income tax refunds of persons owing debts to DEW such as unemployment overpayments and delinquent unemployment taxes. | No | No |
| 166 | § 12-49-10 et. Seq | State | Statute | Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("[Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.") | No | No |
| 167 | § 12-53-10 et. Seq | State | Statute | Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("[Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.") | No | No |
| 168 | § 12-54-10 et. Seq | State | Statute | Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("[Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.") | No | No |
| 169 | Proviso § 23.6 | State | Statute | Provides that the methodology for allocating funds provided to the State Board for Technical and Comprehensive Education for E&G STEM programs must be created by the State Board in consultation with the Dept. of Commerce and DEW. | No | No |
| 170 | Proviso § 83.1 | State | Statute | Provides that user fees collected by the South Carolina Occupational Information Coordinating Committee (SCOICC) through DEW may be retained by SCOICC | No | No |

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|--------|---------------------------------|--------------|-------------|---|--|---|
| 171 | Proviso § 83.2 | State | Statute | Provides that all earmarked funds retained by DEW's LMI -Training-Development Sessions, Media Services and Program Contracts may be retained by DEW for operating those programs. | No | No |
| 172 | Proviso § 83.3 | State | Statute | Provides that DEW may pay prior year obligations with current year funds. | No | No |
| 173 | Proviso § 83.5 | State | Statute | Provides that DEW must publish a report on its website of all taxes, fees and payments charged and collected in the prior fiscal year. | No | Yes |
| 174 | Proviso § 83.6 | State | Statute | Provides for certain uses and conditions for usage of contingency assessment funds. | No | No |
| 175 | Proviso § 83.7 | State | Statute | Provides that DEW must attempt to negotiate a waiver of interest on the state's FUTA loan debt. | No | Yes |
| 176 | Proviso §117.95 | State | Statute | Provides for DEW to report how funds were expended in the prior fiscal year to provide marketable work skills training and to report any restructuring or realignment of DEW functions. | No | Yes |
| 177 | S.C. Regs. Ann. §§47-1 - 47-3 | State | Statute | Regulations that provide general provisions, including how the cash value of certain remunerations is determination; authorization for the Department to designation employees to administer oaths and affirmations and issue subpoenas; and definitions | No | No |
| 178 | S.C. Regs. Ann. §47-4 | State | Statute | Explains how the Department assigns the classification of the legal entity for an employer. | Yes | No |
| 179 | S.C. Regs. Ann. §47-5 | State | Statute | Explains that missing contribution and wage reports on the rate computation date are delinquent for the purpose of experience tax rate calculation and tax rate assignment. | Yes | Yes |
| 180 | S.C. Regs. Ann. §47-6 | State | Statute | Explains how the benefit ratio is determined for zero taxable wages | Yes | No |
| 181 | S.C. Regs. Ann. §47-7 | State | Statute | Requires all contributory employers to pay an interest surcharge. | Yes | No |
| 182 | S.C. Regs. Ann. §47-8 | State | Statute | Provides information regarding how the Department determines an Employer-Employee relationship, including the common law test. | No | No |
| 183 | S.C. Regs. Ann. §§47-11 - 47-13 | State | Statute | Provides employers shall display informational posters and coverage information, including where a worker reports in the event of becoming unemployed. | Yes | No |
| 184 | S.C. Regs. Ann. §47-14 | State | Statute | Requires employers to preserve for five years records regarding the number of workers in employment and their information. Employers must all keep their payroll records. | Yes | No |
| 185 | S.C. Regs. Ann. §47-15 | State | Statute | Requires employers to make reports, as instructed by the Department, including reports covering the wages of individuals in their employment. | Yes | No |
| 186 | S.C. Regs. Ann. §47-16 | State | Statute | Explains that contributions are to be paid quarterly and what happens when employers are delinquent. All collections remedies set forth in Chapter 12, Chapter 54 can be used to enforce payment of the amount due when there is a lien in favor of the Department. | Yes | No |

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|--------|---------------------------------|--------------|-------------|--|--|---|
| 187 | S.C. Regs. Ann. §47-17 | State | Statute | Provides for the information that an employer must provide to the Department when there is a change in ownership. It includes information for the employer acquiring the business, including how the experience rating from the former business transfers to the new business. | Yes | Yes |
| 188 | S.C. Regs. Ann. §47-18 | State | Statute | Requires employers to collect the Social Security Account Number for each worker employed and includes the duty to provide application forms for workers that do not have a Federal Social Security Account Number. | Yes | No |
| 189 | S.C. Regs. Ann. §47-19 | State | Statute | Provides information regarding separation notices, including the Request to Employer for Separation Information and the handling of mass separations. | Yes | Yes |
| 190 | S.C. Regs. Ann. §47-20 | State | Statute | Describes "non-job-attached unemployment" and "job-attached unemployment." | No | No |
| 191 | S.C. Regs. Ann. §47-21 | State | Statute | Provides information for filing claims for benefits and registration for work for both non-job-attached unemployment claims, including individual and mass claims, and job-attached claims. The regulation includes the process for employer filing when there is a labor dispute. | Yes | Yes |
| 192 | S.C. Regs. Ann. §47-22 | State | Statute | Provides that benefits shall be paid by the Department from the Benefit Payment Account. | No | Yes |
| 193 | S.C. Regs. Ann. §47-23 | State | Statute | Provides for what constitutes an offer of work (written or oral), which may result in disqualification for refusing to accept available work. This regulation includes as a failure to accept a suitable offer or work, a claimant who tests positive for drugs after being given a drug test as a condition of employment by a prospective employer | Yes | Yes |
| 194 | S.C. Regs. Ann. §47-24 | State | Statute | Defines week for non-job attached unemployment and job attached unemployment | No | No |
| 195 | S.C. Regs. Ann. §47-25 | State | Statute | Explains the terms wages payable in a quarter. | No | No |
| 196 | S.C. Regs. Ann. §47-26 | State | Statute | Provides for payment of benefits to a deceased claimant when the claimant has filed a valid claim and dies prior to receiving the benefits. | Yes | Yes |
| 197 | S.C. Regs. Ann. §47-27 | State | Statute | Provides employers are automatically notified when benefit payments are charged against the employer's account. | Yes | Yes |
| 198 | S.C. Regs. Ann. §47-28 | State | Statute | Explains the benefit year for military service and that benefits for ex-service members are assigned based on the Title XV of the Social Security Act. | Yes | No |
| 199 | S.C. Regs. Ann. §47-29 | State | Statute | Provides for the payment of benefits to Interstate Claimants and the combination of wage credits. It includes the determination of claims and the appellate procedure. | Yes | Yes |
| 200 | S.C. Regs. Ann. §§47-30 - 47-31 | State | Statute | Explains that the terms shall be construed in the sense they were defined. The term "public employment office" means a free public employment office operated by the state or the U.S. Employment Service. | No | No |
| 201 | S.C. Regs. Ann. §47-32 | State | Statute | Provides the time for filing of continued claims for non-job attached unemployment. | Yes | Yes |
| 202 | S.C. Regs. Ann. §47-33 | State | Statute | Provides how the Department handles employer elections to cover multi-state workers. The regulation include applicable definitions and the submission and approval of coverage election under interstate reciprocal coverage agreements. | Yes | Yes |

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|--------|---------------------------------|--------------|-------------|---|--|---|
| 203 | S.C. Regs. Ann. §47-34 | State | Statute | Provides for the Notice of benefit determinations | Yes | Yes |
| 204 | S.C. Regs. Ann. §47-35 | State | Statute | Provides for what benefits are payable under Title XV of the Social Security Act, including benefits to Federal employees and ex-service members. | Yes | Yes |
| 205 | S.C. Regs. Ann. §47-36 | State | Statute | Provides for the process of a review of rulings with respect to status, liability, and rate contributions of employers | Yes | Yes |
| 206 | S.C. Regs. Ann. §§47-39 - 47-40 | State | Statute | Provides for a joint account between two or more employers and the establishment of joint account for parent employer and one or more subsidiary legal entity rendering no employment. | Yes | No |
| 207 | S.C. Regs. Ann. §47-41 | State | Statute | Provides the bonding requirements for certain nonprofit organization that become liable for benefits in lieu of contributions and do no own real property in S.C. valued in excess of two million dollars. | Yes | No |
| 208 | S.C. Regs. Ann. §47-42 | State | Statute | Provides for child support intercept of unemployment benefits. | Yes | Yes |
| 209 | S.C. Regs. Ann. §47-43 | State | Statute | Provides for the exclusion of claims for extended benefits in determining the rate of insured unemployment. | No | No |
| 210 | S.C. Regs. Ann. §§47-44 - 47-45 | State | Statute | Provides for limitations on Trade Readjustment Allowances and the prohibition against the disqualification from Trade Readjustment Allowances when enrolled for approved training. | Yes | No |
| 211 | S.C. Regs. Ann. §47-48 | State | Statute | Provides for what the suitable work requirements are for extended benefits. | Yes | Yes |
| 212 | S.C. Regs. Ann. §47-49 | State | Statute | Provides for the reduction of unemployment benefits by pension benefits on a pro-rata basis. | Yes | No |
| 213 | S.C. Regs. Ann. §47-51 | State | Statute | Explains the process for appeals to the Department's Appeal Tribunal, including the presentation of appeals, hearing of appeals are de novo in nature and conducting informally and in conformity with the South Carolina Administrative Procedures Act. | Yes | Yes |
| 214 | S.C. Regs. Ann. §47-52 | State | Statute | Explains the process of appeals to the Department's Appellate Panel, including the presentation of application for leave to appeal to the Appellate Panel; Hearing of Appeals, and the Appellate Panel on its own motion may remove any decision from the Appeal Tribunal to its own jurisdiction for review. | Yes | Yes |
| 215 | S.C. Regs. Ann. §47-53 | State | Statute | Provides for subpoenas to compel witnesses and the production of records for an appeal | Yes | Yes |
| 216 | S.C. Regs. Ann. §47-54 | State | Statute | Provides for orders to supply information from the Department's record to claimant | Yes | Yes |
| 217 | S.C. Regs. Ann. §47-55 | State | Statute | Provides for representation before the Appeal Tribunal and the Appellate Panel. An individual may represent himself or herself. A partnership may be represented by any of its partners. A corporation may only be represented by an attorney. | Yes | No |
| 218 | S.C. Regs. Ann. §47-56 | State | Statute | Provides for the inspection of the Appeal Tribunal's and the Appellate Panel's decisions. Copies are open to the public, but such copies shall not reveal the identity of the parties. | Yes | Yes |
| 219 | S.C. Regs. Ann. §47-57 | State | Statute | Any party that has exhausted his or her remedies before the Department may file a petition to the court designed for a review of the Appellate Panel's decision. A party filing a petition for review shall serve a copy on the Department's legal department. | Yes | No |

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| 220 | S.C. Regs. Ann. §47-100 | State | Statute | Explains what constitutes "cause other than misconduct" as referred to in S.C. Code Ann. §41-35-120(2)(b). | Yes | No |
| 221 | S.C. Regs. Ann. §47-101 | State | Statute | Explains what the Department considers "substandard performance due to inefficient, inability, or incapacity" as referred to in S.C. Code Ann. §41-35-120(2). | Yes | No |
| 222 | S.C. Regs. Ann. §47-103 | State | Statute | Provides for the process when the Department may waive a non-fraudulent or no-fault overpayment. | Yes | Yes |
| 223 | S.C. Regs. Ann. §47-500 | State | Statute | Unemployment Trust Fund | No | No |
| 224 | S.C. Regs. Ann. §47-501 | State | Statute | Unemployment Trust Fund | No | No |
| 225 | 26 U.S.C.A. §3301 | Federal | Statute | Establishes, under the Federal Unemployment Tax Act (FUTA), employer's tax rate is set at 6.0% of total wages paid by the employer during the calendar year. | Yes | No |
| 226 | 26 U.S.C.A. §3302 | Federal | Statute | Establishes tax credits for employers' contributions to state unemployment taxes. | Yes | No |
| 227 | 26 U.S.C.A. §3303 | Federal | Statute | Establishes the Secretary of Labor's certification to the Secretary of Treasury with respect to additional credit allowance. The statute includes definitions used in FUTA. The statute also establishes the prohibition on noncharging an employer's account due to employer fault for failing to respond timely or adequately to a request by the state agency for information related to a claim and the employer has established a pattern of failing to respond to such requests. | Yes | No |
| 228 | 26 U.S.C.A. §3304 | Federal | Statute | Establishes the requirements for the Secretary of Labor to approve a State's laws. Requirements include compensation withdrawn from the unemployment fund must be used for the payment of unemployment compensation, with limited exceptions. | No | No |
| 229 | 26 U.S.C.A. §3305 | Federal | Statute | Establishes the applicability of state laws to entities including but not limited to national banks and federal property | Yes | No |
| 230 | 26 U.S.C.A. §3306 | Federal | Statute | Definitions for FUTA | Yes | No |
| 231 | 26 U.S.C.A. §3307 | Federal | Statute | Permits deductions as constructive payments to employees under FUTA, an act of Congress, or a state law. | Yes | No |
| 232 | 26 U.S.C.A. §3308 | Federal | Statute | Establishes that other tax exemptions, shall not be exempt from the FUTA tax unless the law specifically exempts FUTA. | Yes | No |
| 233 | 26 U.S.C.A. §3309 | Federal | Statute | Establishes state law requirements for nonprofit organizations and governmental entities. | Yes | |
| 234 | 26 U.S.C.A. §3310 | Federal | Statute | Establishes judicial review in the event the Secretary of Labor makes a finding that requires the Secretary to withhold certification from a State. Filings are made in the U.S. Court of Appeals for the circuit in which State is located. Statute also establishes the stay of Secretary of Labor's actions. | No | No |
| 235 | 26 U.S.C.A. §3311 | Federal | Statute | The chapter may be cited as the "Federal Unemployment Tax Act." | No | No |

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| 236 | 5 U.S.C.A. §§8501 -8509 | Federal | Statute | Establishes unemployment compensation for Federal employees, including the assignment of service and wages to the state of last official station before filing, payments to state, and dissemination of information to the State. | Yes | No |
| 237 | 5 U.S.C.A. §§8521-8525 | Federal | Statute | Establishes unemployment compensation for former service members | Yes | No |
| 238 | 42 U.S.C.A. §501 | Federal | Statute | The Social Security Act establishes how unemployment funds may be used. | No | No |
| 239 | 42 U.S.C.A. §502 | Federal | Statute | Establishes the payment of administration funds to the State | No | No |
| 240 | 42 U.S.C.A. §503 | Federal | Statute | The Secretary of Labor cannot make a certification for payment of funds to any State unless the Secretary finds the State's laws approved by the Secretary under FUTA include specific provisions including: the methods of administration to insure full payment of unemployment compensation when due; payment of unemployment compensation solely through the public employment office or other approved agency; opportunity for a fair hearing for individuals whose claims are denied; and other requirements | No | No |
| 241 | 42 U.S.C.A. § 504 | Federal | Statute | Provides for the opportunity for judicial review in the United States Court of Appeals in the event the Secretary of Labor finds the State law does include a provision as specified in 42 U.S.C.A. 503. There is further appeal available to the Supreme Court. There is an opportunity for a stay of the Secretary's actions. | No | No |
| 242 | 42 U.S.C.A. §505 | Federal | Statute | Permits the Secretary to enter into an agreement with a state for demonstration projects to test reemployment. | Yes | No |
| 243 | 42 U.S.C.A. §§1101 - 1103 | Federal | Statute | Establishes the Employment Security Administration Account, transfers between the Federal Unemployment Account and the State's Employment Security Administration Account, and the transfer of any excess at the end of the fiscal year to the State's Unemployment Trust Fund. | No | No |
| 244 | 42. U.S.C.A. §1104 | Federal | Statute | Establishes the State's Federal Unemployment Trust Fund | No | No |
| 245 | 42 U.S.C.A. §1105 | Federal | Statute | Establishes the Extended Unemployment Compensation Fund. | No | No |
| 246 | 42 U.S.C.A. §§1106 - 1108 | Federal | Statute | Establishes programs for unemployment research, personnel training, and an Advisory Council on Unemployment Compensation | No | No |
| 247 | 42 U.S.C.A. §1109 | Federal | Statute | Establishes the Federal Employees Compensation Account. | No | No |
| 248 | 42 U.S.C.A. §1110 | Federal | Statute | Permits the Secretary of Treasury to transfer funds from a Federal account that is determined to be exceed the amount needed for its anticipated payments to a Federal account, which is insufficient to meet its anticipated payments. | No | No |
| 249 | 42 U.S.C.A. §1111 | Federal | Statute | Establishes data exchange and reporting standardization | No | No |
| 250 | 42 U.S.C.A. §1321 | Federal | Statute | Allows for advances to be made to State Unemployment Trust Fund | Yes | Yes |
| 251 | 42 U.S.C.A. §1322 | Federal | Statute | Allows the Governor to request funds be transferred to make repayments of advances. This section includes how interest on loans are established and what is required to avoid interest during a calendar year. | Yes | Yes |
| 252 | 42 U.S.C.A. §1323 | Federal | Statute | Authorizes repayable advances to the Federal Unemployment Account. | No | No |

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| 253 | 29 U.S.C.A. §49 et. seq | Federal | Statute | The national system of public employment office, the U.S. Employment Service will be established and maintained within the U.S. Department of Labor. Referred to as the Wagner-Peyser Act. | No | No |
| 254 | 29 U.S.C.A. §§49a-b | Federal | Statute | Definitions used within the Federal Employment Service chapter of Title 29, Labor and lists the duties of the Secretary of Labor. | No | No |
| 255 | 29 U.S.C.A. §§49c- d | Federal | Statute | The Governor shall designate or authorize a State agency to be vested with power to cooperate with the Secretary of Labor under Federal Employment Service. The Secretary of Labor is authorized to transfer to State property by the US Employment Service. The Secretary shall certify to the Secretary of the Treasury for payments to states in compliance with Federal Employment Service. | No | No |
| 256 | 29 U.S.C.A. §§49-e-f | Federal | Statute | Provides for the allotment of funds for the disposition of funds for employment services | No | No |
| 257 | 29 U.S.C.A. 49g | Federal | Statute | States wanting to receive assistance under Federal Employment Service must submit a State plan, which must include information on workforce investment activities and one-stop delivery system | No | No |
| 258 | 29 U.S.C.A. 49h-i | Federal | Statute | Establishes auditing, fiscal controls, accounting procedures to assure proper disbursement of funds, recordkeeping, and accountability. | No | No |
| 259 | 29 U.S.C.A. §49j | Federal | Statute | Authorizes the Secretary of Labor to provide for the giving of notice of strikes or lockouts to applicants before they are referred to employment. | No | No |
| 260 | 29 U.S.C.A. §§49l-12 | Federal | Statute | Authorizes the Secretary of Labor to establish performance standards for Federal Employment Service; prohibits the use of funds under Federal Employment Service to be used to pay for advertising; Authorizes Secretary of Labor to provide funds to operate statistical programs for the development of estimates of the gross national product and other statistics related to employment and oversee the development and maintenance of nationwide employment statistics. | No | No |
| 261 | 29 U.S.C.A. §2801 | Federal | Statute | Definitions for the Workforce Investment Act. (The Workforce Innovation and Opportunity Act goes into effect on July 1, 2015.) | REPEALED | |
| 262 | 29 U.S.C.A. §2811 | Federal | Statute | Establishes the purpose of the Statewide and Local Workforce Investment | REPEALED? | |
| 263 | 29 U.S.C.A. § 2821 | Federal | Statute | Requires the Governor to establish a State Workforce Investment Board and establishes the criteria for membership, and the functions of the Board. | REPEALED | |
| 264 | 29 U.S.C.A. 2822 | Federal | Statute | Establishes what a State Plan, as required by the Wagner-Peyser Act to receive funds, must include. State plans must include provisions for the description of the State board, the requirements for the statewide workforce investment system, a State performance accountability System, information describing the states needs regarding employment opportunity, the job skills necessary, the skills and economic development needs of the state, etc. The State plan must also include the procedures to assure coordination and avoid duplication of workforce investment activities, programs authorized under Wagner-Peyser and other laws. | REPEALED | |

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|--------|---------------------------|--------------|-------------|--|--|---|
| 265 | 29 U.S.C.A. §§2831-2833 | Federal | Statute | Establishes the designation of Local Workforce Areas, the establishment and membership criteria for the Local Workforce Investment Boards, and requirements for the Local Plan. | REPEALED | |
| 266 | 29 U.S.C.A. §2841 | Federal | Statute | Establishes the one-stop delivery system, including required partners and permissible additional partners, requires the local board to enter into a memorandum of understanding for the operation of the one-stop delivery system, including the costs. It provides for the designation and certification of one-stop operators. | REPEALED | |
| 267 | 29 U.S.C.A. §§2842 - 2843 | Federal | Statute | Establishes the eligible requirements for eligible training providers and providers of youth activities. | REPEALED | |
| 268 | 29 U.S.C.A. §§2851-2854 | Federal | Statute | Establishes the authorization and funding methods and uses for youth activities. | REPEALED | |
| 269 | 29 U.S.C.A. §§2861 - 2864 | Federal | Statute | Establishes the authorization, funding, and use of funds for employment and training activities, specifically adult and dislocated workers. | REPEALED | |
| 270 | 29 U.S.C.A. §2871 | Federal | Statute | Establishes a performance accountability system to assess the State and local areas. | REPEALED | |
| 271 | 29 U.S.C.A. §2872 | Federal | Statute | Authorizes the appropriations for youth activities, adult employment and training activities, and dislocated worker employment and training activities. | REPEALED | |
| 272 | 29 U.S.C.A. §§2881-2901 | Federal | Statute | Establishes the Job Corps program to assist eligible youth who need an intensive program, and includes the eligibility for job corps (e.g. not less than 16 years old, not more than age 21 on the date of enrollment, etc.), recruitment, enrollment, program activities, counseling and job placement, standards of conduct, establishes industry councils and advisory committees, and authorizes appropriations. | REPEALED | |
| 273 | 29 U.S.C.A. §2911 | Federal | Statute | Establishes Native American programs. | REPEALED | |
| 274 | 29 U.S.C.A. §2912 | Federal | Statute | Establishes Migrant and Seasonal farmworker programs. | REPEALED | |
| 275 | 29 U.S.C.A. §2913 | Federal | Statute | Establishes Veterans' workforce investment programs. | REPEALED | |
| 276 | 29 U.S.C.A. §2914 | Federal | Statute | Establishes youth opportunity grants | REPEALED | |
| 277 | 29 U.S.C.A. §2915 | Federal | Statute | The Secretary of Labor shall provide technical assistance to the States and local areas. | REPEALED | |
| 278 | 29 U.S.C.A. §2916 | Federal | Statute | Establishes the Secretary shall every two years publish a plan that describes demonstration and pilot, multiservice, research, and multistate project priorities of the U.S. Department of Labor, concerning employment and training. | REPEALED | |
| 279 | 29 U.S.C.A. §2916a | Federal | Statute | The Secretary of Labor shall use funds to award grants for job training and related activities for workers to assist them in obtaining or upgrading employment in industries and economic sectors that are expected to have high growth. | Yes | No |
| 280 | 29 U.S.C.A. §2917 | Federal | Statute | Establishes the continuing evaluation of the programs under 29 U.S.C.A. § 2916. | REPEALED | |

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|--------|--------------------------|--------------|-------------|--|--|---|
| 281 | 29 U.S.C.A. §2918 | Federal | Statute | Authorizes the Secretary of Labor to award national emergency grants to provide employment and training assistance to workers affected by major economic dislocations, major disasters, or to local boards to carry out assistance. Establishes the eligibility criteria for these grants. | REPEALED | |
| 282 | 29 U.S.C.A. §§ 2918a -b | Federal | Statute | Establishes the YouthBuild program, which enables disadvantaged youth to obtain education and employment skills, meaningful work opportunities, and foster the development of leadership skills. Establishes the program requirements for eligible participants. | 2918b transferred to 29 usc | No |
| 283 | 29 U.S.C.A. § 2919 | Federal | Statute | Authorizes appropriations for Native America, migrant and seasonal farmworkers, and veterans' workforce investment programs an includes authorization for technical assistance, demonstration and pilot projects, evaluations, and incentive grants. | REPEALED | |
| 284 | 29 U.S.C.A. § 2920 | Federal | Statute | Authorizes the use of funds to provide for grants for education assistance and training. Describes the disbursements to states and the allocation of funds. | Yes | No |
| 285 | 29 U.S.C.A. §§2931 -2945 | Federal | Statute | Establishes the administration of the Workforce Investment Systems. Includes authorization for the Secretary of Labor to monitor, the establishment of fiscal controls, requirements for reports and recordkeeping, judicial review if the Secretary declines an award, the transfer of Federal equity in State employment security real property to the State, and other general program requirements. | ALL REPEALED | |
| 286 | 29 U.S.C.A. §§3101 -3102 | Federal | Statute | Establishes the purpose and the definitions for the Workforce Innovation and Opportunity Act (WIOA) goes into effect on July 1, 2015 and replaces the Workforce Investment Act of 1998. | Yes | No |
| 287 | 29 U.S.C.A. §§ 3111-3113 | Federal | Statute | Establishes the State Workforce Development Board, the requirements for a unified State plan, and authority to submit a combined State plan for core programs. | Yes | No |
| 288 | 29 U.S.C.A. §§3121- 3123 | Federal | Statute | Establishes Local Workforce Development Areas, the requirements for the Local Workforce Development Boards, and the requirements for the Local Plan. | Yes | No |
| 289 | 29 U.S.C.A. §3131 | Federal | Statute | Establishes the funding of State and Local Boards | Yes | No |
| 290 | 29 U.S.C.A. §3141 | Federal | Statute | Establishes the performance accountability system that applies to core programs. It lists the requirements for accountability measures, the indicators of performance, levels of performance for each primary indicator, and provisions for the State and the Secretary of Labor to reach an agreement in conjunction with the Secretary of Education for each indicator. It provides for revisions based on economic conditions and individuals served. It includes the evaluation of State programs, which shall be conducted by the State, local boards, and State agencies. The section establishes the sanctions for the State if it fails to meet the State performance accountability measures. | Yes | No |

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|--------|---------------------------|--------------|-------------|--|--|---|
| 291 | 29 U.S.C.A. §3151 | Federal | Statute | Establishes the one-stop delivery system, including required partners and allows for additional partners. Requires the local board to enter into a memorandum of understanding with the one-stop partners regarding the operation of the one-stop delivery system in the area. MOUs must include how the costs of the services and operating costs of the system will be funded. | Yes | Yes |
| 292 | 29 U.S.C.A. §3152 | Federal | Statute | Establishes the eligibility criteria for eligible training providers. In establishing the criteria, the Governor shall take into account the performance of providers, the need to ensure access to training, information reported to State agencies with respect to program involving training services, the degree to which training programs relate to in-demand industry sectors, State licensing requirements for training services, ways to encourage providers to use industry recognized certifications, the ability to provide programs that lead to postsecondary credentials, the ability to provide training services to individuals with barriers to employment, and other factors the Governor deems appropriate to ensure accountability, what is needed to meet the needs of local employers and participants, and the collection of information required to demonstrate compliance. | Yes | No |
| 293 | 29 U.S.C.A. §3153 | Federal | Statute | Establishes the eligible providers for youth workforce investment activities. | Yes | No |
| 294 | 29 U.S.C.A. §§ 3161 -3164 | Federal | Statute | Establishes the authority to allot funds for Youth Workforce Investment Activities, including the use of funds, which establishes youth participant eligibility and required statewide youth activities. It is established that out-of-school youth have a priority and not less than 75 percent of the funds shall be used to provide youth workforce investment activity for out-of-school youth. | Yes | No |
| 295 | 29 U.S.C.A. §§3171-3174 | Federal | Statute | Establishes the authority to allot funds for Adult and Dislocated Worker Employment and Training Activities, including the allotment among the States, and the use of funds. The use of funds establishes the required statewide employment and training activities, including statewide rapid response, the use of funds for carrying out the activities described in the State plan. | Yes | No |
| 296 | 29 U.S.C.A. §3181 | Federal | Statute | Authorizes the appropriations for youth activities, adult employment and training activities, and dislocated worker employment and training activities. | No | No |
| 297 | 29 U.S.C.A. §§ 3191-3212 | Federal | Statute | Establishes the Job Corps program to assist eligible youth who need an intensive program, and includes the eligibility for job corps (e.g. not less than 16 years old, not more than age 21 on the date of enrollment, etc.), recruitment, enrollment, program activities, counseling and job placement, standards of conduct, establishes workforce councils and advisory committees, allows the Secretary of Labor to carry out experimental, research and demonstration projects related to Job Corps and provide technical assistance, and authorizes appropriations. It provides for oversight and reporting. | Yes | No |
| 298 | 29 U.S.C.A. §3221 | Federal | Statute | Establishes Native American programs | Yes | No |
| 299 | 29 U.S.C.A. §3222 | Federal | Statute | Establishes Migrant and Seasonal farmworker programs. | Yes | No |

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|--------|-----------------------------|--------------|-------------|--|--|---|
| 300 | 29 U.S.C.A. §3233 | Federal | Statute | Establishes the Secretary of Labor shall ensure the Department has the capacity to provide and provides technical assistance, appropriate training, staff development, etc. | Yes | No |
| 301 | 29 U.S.C.A. §3224 | Federal | Statute | Requires evaluations of the programs under WIOA. | No | No |
| 302 | 29 U.S.C.A. §3225 | Federal | Statute | Establishes national dislocated worker grants to provide assistance for disaster relief employment. Establishes eligibility and requirements. Provides additional assistance in areas where there is a higher than average demand for employment and training activities for dislocated members of the armed services. | Yes | Yes |
| 303 | 29 U.S.C.A. §3226 | Federal | Statute | Establishes the YouthBuild program, which enables disadvantaged youth to obtain education and employment skills, meaningful work opportunities, and foster the development of leadership skills. Establishes the program requirements for eligible participants, what are eligible activities, the authorization of appropriations. | Yes | No |
| 304 | 29 U.S.C.A. § 3227 | Federal | Statute | Authorizes appropriations for Native America and migrant and seasonal farmworkers, includes authorization for technical assistance, demonstration and pilot projects, evaluations, and incentive grants. Also establishes the carryover of unobligated funds to remain available for assistance for veterans and eligible workers. | No | No |
| 305 | 29 U.S.C.A. §§3241 -3255 | Federal | Statute | Establishes the administration of the Workforce Investment Systems. Includes authorization for the Secretary of Labor to monitor, the establishment of fiscal controls, requirements for reports and recordkeeping, judicial review if the Secretary declines an award, the transfer of Federal equity in State employment security real property to the State, and other general program requirements. | Yes | No |
| 306 | 29 U.S.C.A. §§3271-3333 | Federal | Statute | Subchapter in WIOA regarding Adult Education and Literacy. Includes: Authorizes funds to be used for carrying out corrections education and education of other institutionalized individualized, which can include academic programs for career pathways and the Secretary shall establish and carry out a program of national leadership activities, which may include collecting data regarding the improvement of local and State data systems. | Yes | Yes |
| 307 | 29 U.S.C.A. §§3341-3361 | Federal | Statute | Establishes the general provisions of WIOA and references to prior legislation. | Yes | Yes |
| 308 | 19 U.S.C.A. §§ 2101, et. al | Federal | Statute | The Trade Act of 1974, which is the law under Title 19, Customs Duties, Chapter 12. The Trade Act includes adjustment assistance for workers, including benefit allowance, training, and other employment services where injury is caused by import competition. | Yes | Yes |
| 309 | 20 C.F.R. Part 601 | Federal | Statute | Regulations regarding the Administrative Procedures of the U.S. Department of Labor, Employment and Training Administration. | Yes | Yes, IN PART |
| 310 | 20 C.F.R. Part 602 | Federal | Statute | Regulations regarding the quality control in the Federal-State Unemployment Insurance system. | Yes | Yes, IN PART |

| 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) |
|--------|--------------------|--------------|-------------|--|--|---|
| 311 | 20 C.F.R. Part 603 | Federal | Statute | Regulations regarding the Federal-State Unemployment Compensation (UC) Program: Confidentiality and Disclosure of State UC Information | Yes | Yes, IN PART |
| 312 | 20 C.F.R. §603.4 | Federal | Statute | Provides for the confidentiality requirement of Federal UC law. | Yes | Yes |
| 313 | 20 C.F.R. §603.5 | Federal | Statute | Provides for the exceptions to the confidentiality requirement, including what constitutes informed consent of an individual's or an employer's information. | Yes | No |
| 314 | 20 C.F.R. §603.9 | Federal | Statute | Provides for the safeguards and security requirements that apply to information permitted to be disclosed. | Yes | Yes |
| 315 | 20 C.F.R. §603.10 | Federal | Statute | Provides for the requirements of an agreements permitting disclosure. | Yes | Yes |
| 316 | 20 C.F.R. Part 604 | Federal | Statute | Regulations for Eligibility for Unemployment Compensation | Yes | Yes, IN PART |
| 317 | 20 C.F.R. Part 606 | Federal | Statute | Regulations regarding Tax Credits under FUTA; Advances Under Title XII of the Social Security Act. | Yes | No |
| 318 | 20 C.F.R. Part 609 | Federal | Statute | Regulations Unemployment Compensation for Federal Civilian Employees | Yes | Yes, IN PART |
| 319 | 20 C.F.R. Part 614 | Federal | Statute | Regulations regarding Unemployment Compensation for Ex-Service Members | Yes | Yes, IN PART |
| 320 | 20 C.F.R. Part 615 | Federal | Statute | Regulations regarding Extended Benefits in the Federal-State Unemployment Compensation Program | Yes | Yes, IN PART |
| 321 | 20 C.F.R. Part 616 | Federal | Statute | Regulations regarding Interstate Arrangement for Combining Employment and Wages | Yes | Yes, IN PART |
| 322 | 20 C.F.R. Part 617 | Federal | Statute | Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974 | Yes | Yes |
| 323 | 20 C.F.R. Part 618 | Federal | Statute | Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974, as amended | Yes | Yes |
| 324 | 20 C.F.R. Part 619 | Federal | Statute | Regulations regarding the Unemployment Compensation Data Exchange Standardization for Improved Interoperability | Yes | No |
| 325 | 20 C.F.R. Part 625 | Federal | Statute | Regulations regarding Disaster Unemployment Assistance | Yes | Yes |
| 326 | 20 C.F.R. Part 639 | Federal | Statute | Regulations regarding Worker Adjustment and Retraining Notification | Yes | No |
| 327 | 20 C.F.R. Part 640 | Federal | Statute | Regulations regarding Standard for Benefit Payment Promptness- Unemployment Compensation | Yes | Yes, IN PART |
| 328 | 20 C.F.R. Part 641 | Federal | Statute | Regulations regarding Provisions Governing the Senior Community Service Employment Program | Yes | Yes |
| 329 | 20 C.F.R. Part 645 | Federal | Statute | Regulations regarding Provisions Governing Welfare-to-Work Grants | Yes | Yes |
| 330 | 20 C.F.R. Part 650 | Federal | Statute | Regulations regarding the Standard for Appeals Promptness- Unemployment Compensation | Yes | Yes |
| 331 | 20 C.F.R. Part 651 | Federal | Statute | Regulations regarding the General Provisions Governing the Federal-State Employment Service System | Yes | No |
| 332 | 20 C.F.R. Part 652 | Federal | Statute | Regulations regarding the Establishment and Functioning of State Employment Services | Yes | Yes |
| 333 | 20 C.F.R. Part 653 | Federal | Statute | Regulations regarding the Services of the Employment Service System | Yes | Yes |
| 334 | 20 C.F.R. Part 654 | Federal | Statute | Regulations regarding the Special Responsibilities of the Employment Service System | Yes | No |
| 335 | 20 C.F.R. Part 655 | Federal | Statute | Regulations regarding the Temporary Employment of Foreign Workers in the United States | Yes | No |

| 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) |
|--------|--------------------|--------------|-------------|--|--|---|
| 336 | 20 C.F.R. Part 656 | Federal | Statute | Regulations regarding the Labor Certification Process for Permanent Employment of Aliens in the United States | Yes | No |
| 337 | 20 C.F.R. part 658 | Federal | Statute | Regulations regarding the Administrative Provisions Governing the Job Service System | Yes | Yes |
| 338 | 20 C.F.R. Part 660 | Federal | Statute | Regulations regarding the Introduction to the Regulations for Workforce Investment Systems under Title I of the Workforce Investment Act | Yes | No |
| 339 | 20 C.F.R. Part 661 | Federal | Statute | Regulations regarding Statewide and Local Governance of the Workforce Investment System under Title I of the Workforce Investment Act | Yes | Yes |
| 340 | 20 C.F.R. Part 662 | Federal | Statute | Regulations regarding the Description of the One-Stop System Under Title I of the Workforce Investment Act | Yes | Yes |
| 341 | 20 C.F.R. Part 663 | Federal | Statute | Regulations regarding Adult and Dislocated Worker Activities under Title I of the Workforce Investment Act | Yes | Yes |
| 342 | 20 C.F.R. Part 664 | Federal | Statute | Regulations regarding Youth Activities under Title of the Workforce Investment Act | Yes | Yes |
| 343 | 20 C.F.R. Part 665 | Federal | Statute | Regulations regarding Statewide Workforce Investment Activities under Title I of the Workforce Investment Act | Yes | Yes |
| 344 | 20 C.F.R. Part 666 | Federal | Statute | Regulations regarding Performance Accountability under Title I of the Workforce Investment Act | Yes | Yes |
| 345 | 20 C.F.R. Part 667 | Federal | Statute | Regulations regarding the Administrative Provisions under Title I of the Workforce Investment Act | Yes | Yes |
| 346 | 20 C.F.R. Part 668 | Federal | Statute | Regulations regarding the Indian and Native American Programs under Title I of the Workforce Investment Act | Yes | Yes |
| 347 | 20 C.F.R. Part 669 | Federal | Statute | Regulations regarding the National Farmworker Jobs Program under Title I of the Workforce Investment Act | Yes | Yes |
| 348 | 20 C.F.R. Part 670 | Federal | Statute | Regulations regarding the Job Corps under Title I of the Workforce Investment Act | Yes | Yes |
| 349 | 20 C.F.R. Part 671 | Federal | Statute | Regulations regarding National Emergency Grants for Dislocated Workers | Yes | Yes |
| 350 | 20 C.F.R. Part 672 | Federal | Statute | Regulations regarding Provisions Governing the YouthBuild Program | Yes | Yes |

Agency Name: SC Department of Employment and Workforce

Fiscal Year 2016-2017
Accountability Report

Agency Code: R600 Section: 0

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> |
|--|---|--|---------------------------------|---|
| UnEmployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA) | Claimants | Unemployment Insurance (UI) benefits | General Public | Individuals from the general public who qualify for Unemployment Insurance (UI) benefits based on criteria set forth by legal statutes. |
| UnEmployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA) | Employers | UI, worker training, tax credits, layoff aversion, job postings, job candidate recruitment | Industry | All qualified organizations including state government, non-profit, and private entities that provide employment for the state of South Carolina. |
| Workforce Innovation and Opportunity Act (WIOA) | Jobseekers, to include veterans, individuals with disabilities, youth, ex-offenders, homeless, and the long-term unemployed | Provide resume writing training, interview skills training, access to job postings, access to educational programs, access to job training | General Public | Individuals from the general public who qualify for Employment Services (ES) based on criteria set forth by legal statutes. |
| Administration | General Assembly | Education on state Employment issues and to help keep the state in compliance with federal law | Legislative Branch | |
| Administration, UnEmployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA) | Local Workforce Boards | Policy guidance, funding | Local Govts. | |
| Administration, UnEmployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA) | SC Governor | Provide guidance and fulfill the mission of unemployment insurance and labor services | Executive Branch/State Agencies | |
| Trade | Claimants | TRA benefits and reemployment services to workers adversely impacted by increased imports or by a shift in production of services to another country | General Public | Individuals from the general public who qualify for benefits and service due to jobs that are lost or threatened base on trade related circumstances. |
| Appeals | Claimants | Provide assistance for claim adjudication | General Public | Individuals from the general public who qualify for Unemployment Insurance (UI) benefits based on criteria set forth by legal statutes. |

Agency Name: SC Department of Employment and Workforce

**Fiscal Year 2016-2017
Accountability Report**

Agency Code: R600 **Section:** 000

Partner Template

| Name of Partner Entity | Type of Partner Entity | Description of Partnership | Associated Objective(s) |
|--------------------------------|-------------------------------|--|-----------------------------------|
| Department of Corrections | State Government | Work on Second Chance Initiatives | 2.3.1; 2.3.2 |
| Economic Developers | Local Government | Educate on services provided | 2.4.3; 2.6.1; 2.6.2; 2.6.3; 4.1.2 |
| Department of Juvenile Justice | State Government | Work on Second Chance Initiatives | 2.3.1; 2.3.2 |
| Veteran Affairs | Federal Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Commission on Higher Education | State Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| SC Veteran Affairs | State Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Fast Forward | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Teleman | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Army National Guard | State Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Army Reserves | Federal Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |

| Name of Partner Entity | Type of Partner Entity | Description of Partnership | Associated Objective(s) |
|---|-------------------------------|---|----------------------------|
| One 80 Place | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Vocational Rehabilitation | State Government | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Upstate Warrior Solutions | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Lowcountry Warrior Solutions | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| SC Serves | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Alston Wilkes | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| RECON SC | Non-Governmental Organization | Assist with providing services to Veterans | 2.2.4; 3.2.2; 3.2.1 |
| Office of Federal Contractor Compliance | Federal Government | Help contractors reach hiring benchmarks | 2.2.4; 3.2.2; 3.2.1 |
| U.S. Attorneys Office | Federal Government | Work on Second Chance Initiatives | 2.3.1; 2.3.2 |
| SC Probation Pardon and Parole | State Government | Work on Second Chance Initiatives | 2.3.1; 2.3.2 |
| AbleSC | Non-Governmental Organization | Work on employing individuals with disabilities | 2.3.1 |
| Department of Education | State Government | State educational leader for Sector Strategies | 2.6.1; 2.6.2; 2.6.3; 2.7.1 |

| Name of Partner Entity | Type of Partner Entity | Description of Partnership | Associated Objective(s) |
|-----------------------------------|-------------------------------|--|--|
| State Technical College System | State Government | State post graduate educational leader for Sector Strategies | 2.6.1; 2.6.2; 2.6.3; 2.7.1 |
| Department of Commerce | State Government | State economic development leader for Sector Strategies | 2.6.1; 2.6.2; 2.6.3; 2.7.1 |
| Office of Aging | State Government | Hiring older workers | 2.7.1 |
| Commission for the Blind | State Government | Hiring individuals with disabilities | 2.3.1; 2.7.1 |
| SCMEP | Non-Governmental Organization | Engaging at risk firms | 2.4.1; 2.4.2 |
| Transitions | Non-Governmental Organization | Hiring individuals with low income | 2.3.1 |
| Local Council of Government | Local Government | Coordination | 2.6.1; 2.6.2; 2.6.3; 2.7.1; 2.3.1 |
| State Workforce Development Board | State Government | Leadership | 2.4.1; 2.4.2; 2.4.3; 2.5.1; 2.5.2; 2.5.3 |
| SC Chambers of Government | State Government | Partnership | 2.6.1; 2.6.2; 2.6.3; 2.7.1 |
| Council of Competiveness | Professional Association | Partnership | 2.6.1; 2.6.2; 2.6.3; 2.7.1 |
| Goodwill | Non-Governmental Organization | Hiring individuals with low income | 2.3.1; 2.6.1; 2.6.2; 2.6.3; 2.7.1 |

| Name of Partner Entity | Type of Partner Entity | Description of Partnership | Associated Objective(s) |
|-------------------------------|-------------------------------|------------------------------------|-----------------------------------|
| Department of Social Services | State Government | Hiring individuals with low income | 2.3.1; 2.6.1; 2.6.2; 2.6.3; 2.7.1 |
| Phoenix Center | Non-Governmental Organization | Hiring individuals with low income | 2.3.1; 2.6.1; 2.6.2; 2.6.3; 2.7.1 |

Agency Name: SC Department of Employment and Workforce

Fiscal Year 2016-2017
Accountability Report

Agency Code: R600 Section: 000

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 | Accountability Report | Executive Budget Office | State | Annually | September 15th | Annual accountability reports serve as a major tool to institute a statewide performance management system with an objective to ensure continuous improvement in government operations, programs and services. | http://www.admin.sc.gov/budget/agency-accountability-reports |
| 2 | SCUBI Consortium Report | US Congress | Federal | Quarterly | Jan, Mar, Jun, Dec | Status update keeping federal legislative and administrative bodies informed as to the disposition and level of completion of the SCUBI project. | dol.gov |
| 3 | DOL Quarterly Narrative Progress Report ETA Form-9165 | US Department of Labor | Federal | Quarterly | Mid February, Mid May, Mid August, Mid November | Status update keeping DOL informed of initiatives being funded through Supplemental Budget Requests/Funds given to SC DEW. | Copies can be obtained through SC DEW's Division of Business Solutions |
| 4 | Appeals Pending Supplement | US Department of Labor | Federal | Monthly | by the 20th of every month | workload measurement review | US Department of Labor |
| 5 | South Carolina Attorney General's Annual Insurance Fraud Report | SC Attorney General | State | Annually | first quarter of calendar year | To assist SC Attorney General with its annual report to the General Assembly on Insurance Fraud. | SC Attorney General |
| 6 | Benefit Appeals Report ETA-5130 | US Department of Labor | Federal | Monthly | by the 20th of every month | workload measurement review | US Department of Labor |
| 7 | Energy Annual Progress Report | Office of Regulatory Staff | State | Annually | September 15, 2017 | Energy conservation plan | www.regulatorystaff.sc.gov |
| 8 | CPIP - Comprehensive Permanent Improvement Plan | Executive Budget Office | State | Annually | March 4, 2017 | Permanent improvement plan | www.admin.sc.gov |
| 9 | Property Report | Dept. of Administration | State | Upon Request | Upon Request | Inventory of Agency's Real Property | www.admin.sc.gov |
| 10 | Recycling Report | DHEC | State | Annually | September 15, 2017 | Report on agency's recycling efforts | www.scdhec.gov |
| 11 | Bank Account Transparency Proviso Report | SC Legislature | State | Annually | October 31st | Promotion of fiscal transparency for agencies utilizing composite reservoir accounts. | www.dew.sc.gov |
| 12 | Fines and Fees Report Proviso Report | Chairman of Senate Finance and Chairman of Ways and Means | State | Annually | September 30th | Promotion of fiscal transparency for agencies collecting fees and fines. | www.dew.sc.gov |
| 13 | Unemployment Compensation Fund Audited Financial Statements | Office of the SC State Auditor, Office of the SC Comptroller General | Outside Organization | Annually | September 15 (draft); September 30 (final) | To promote transparency and facilitate measurement of agency financial operations via independently audited financial statements prepared in accordance with GAAP. | http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx |
| 14 | Agency-Wide Audited Financial Statements and A-133 'Single' Audit Report | USDOL | Outside Organization | Annually | November 30 (draft); December 15 (final); March 31 (Single Audit) | To promote transparency and facilitate measurement of agency financial operations via independently audited financial statements prepared in accordance with GAAP. | http://osa.sc.gov/stateengagements/Pages/EmploymentandWorkforce.aspx |
| 15 | Unemployment Insurance (UI) Resource Justification Model (RJM) | USDOL | Federal | Annually | January 31st | To provide data to USDOL on agency expenditures for the UI program, by USDOL-stipulated function code, which is then compared to actual/forecasted workloads by function, and used to determine base funding levels for subsequent fiscal years for South Carolina's UI program. | http://www.ows.doleta.gov/rjm/ |
| 16 | Agency Debt Collection Report | Dept. of Admin Executive Budget Office | State | Annually | February 28th | To provide a report of all agency debt. | Department of Admin |
| 17 | Work Opportunity Tax Credit (WOTC) | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm |

| 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 |
|------|---|--------------------------------------|----------------|---------------------|--|--|--|
| 18 | Youth Demo Grant | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | Submit narrative and performance metrics report electronically to DOL |
| 19 | Dislocated Worker Training Grant (DWTG) - National Emergency Grant (NEG) | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm |
| 20 | National Dislocated Worker Grant (NDWG) - Disaster | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm |
| 21 | Trade Adjustment Assistance (TAA) - TAPR (Trade Activity Participant Report) | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm |
| 22 | Workforce Innovation & Opportunity Act (WIOA) | DOL | Federal | Quarterly | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.etareports.doleta.gov/CFDOCS/grantee_prod/reporting/index.cfm |
| 23 | WIOA Annual Report | DOL | Federal | Annual | up to 45 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | https://www.scworks.org/wia.asp |
| 24 | Veteran's 200 A, B, C Performance Report (Services provided by Veteran Program staff) | DOL | Federal | Quarterly | up to 15 days after QTR ends | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | FOIA - Veterans Program Manager |
| 25 | Veteran's 9002-D (Vets Labor Exchange Performance Report) | DOL | Federal | Annual | February, May, August, November | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | FOIA - Veterans Program Manager |
| 26 | Veterans Technical Performance Narrative | DOL | Federal | Quarterly | April | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | FOIA - Veterans Program Manager |
| 27 | Foreign Labor Report (ETA 9127) | DOL | Federal | Quarterly | February | In order to effectively meet its management responsibilities and to have adequate data with which to evaluate the designated federal program. | FOIA - Veterans Program Manager |
| 28 | SC TAPR Report | N/A | Federal | Quarterly | N/A | Report statewide participant data for the Trade Adjustment Assistance Program (TAPR) | www.doleta.gov |
| 29 | TPS Report | US Department of Labor | Federal | Annually | April 30th | Provide DOL with detailed information on UI performance measures. | Request to Keri Dowd-Pugh at kpugh@dew.sc.gov |
| 30 | Employment & Training Administration (ETA)227 Report | US Department of Labor | Federal | Quarterly | Feb 1st, May 1st, Aug 1st, Nov 1st | The report reflects detections and recovery of improper payments. | US Department of Labor |
| 31 | WIOA Monitoring Report | US Department of Labor | Federal | Annual | October 1st | To provide oversight and compliance monitoring as required by the Workforce Innovation and Opportunity Act of Federal grant funds. | Request to Jake Sherbert at jsherbert@dew.sc.gov |
| 32 | Annual Summary of Job Services to Migrant Seasonal Farm Workers (MSFW) | US Department of Labor | Federal | Annually | August 31st | To collect and disseminate information about farmworker needs, characteristics, services provided, and concerns to improve the provision of services to farmworkers. | Request to Jake Sherbert at jsherbert@dew.sc.gov |
| 33 | Labor Exchange Agricultural Reporting System (LEARS) ETA 5148 Report | US Department of Labor | Federal | Quarterly | 55 days after each quarter; for 2017 - February 25th, May 26th, August 25th, November 25th | To collect and disseminate information about farmworker needs, characteristics, services provided, and concerns to improve the provision of services to farmworkers. | Request to Jake Sherbert at jsherbert@dew.sc.gov or www.etareports.doleta.gov |

| 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 |
|------|--|--------------------------------------|----------------|---------------------|---|---|---|
| 34 | Budget Provisos | Executive Budget Office | State | Annually | September 30th | The state budget request requires each agency to submit printed and electronic versions in the state PBF system of the following: Form D: Proviso Revision Request (MS Word). Agencies will also submit any decision packages through the PBF system.. | http://scstatehouse.gov |
| 35 | Annual Assessment and Transparency Report | SC General Assembly | State | Annually | October 1st | To provide an overview of health of the trust fund as well as details regarding tax contributions from employers and benefits paid to unemployed individuals. | www.dew.sc.gov |
| 36 | BAM Methods and Procedures review | US DOL Atlanta Regional Office | Federal | Annually | No specific submission date. Depending on Regional Representative request. 2016 review - December 15, 2016. 2015 review - January 30, 2016. 2014 review - February 15, 2015 | To provide a review process of the BAM policy manual with supporting documentation of BAM methods and procedures. The BAM NDNH input files with detail records for each BAM sampled paid claim process is also verified that the recorded submission complies with the required parameters. A full review is conducted bi-annually and a partial review is conducted on the off year. | Request to the BAM Manager Eddie Porter at eporter@dew.sc.gov |
| 37 | UI-1 Report | DOL | Federal | Annually | September 30th | The UI-1 reports staff hours worked by quarter and staff hours paid by quarter and is part of determining our base UI admin grant. | Request to Miranda Thompson at mthompson@dew.sc.gov |
| 38 | UI-3 Report | DOL | Federal | Quarterly | 30 days after each calendar quarter ends | The UI-3 report calculates the amount of above base UI admin funding we earn per quarter (if any). | Request to Miranda Thompson at mthompson@dew.sc.gov |
| 39 | Budget Carry Forward General Appropriations | Executive Budget Office | State | Annually | July 31st | The Budget Carry Forward of General Appropriations Form is required to be completed on an annual basis and submitted to EBO. | https://sceisgateway.sc.gov/ |
| 40 | Plans for Agency Restructuring | Executive Budget Office | State | Annually | August 31st | The restructuring request is required if a state funded program is being changed or if a new state funded program is being added. A form is completed with budget information along with state or federal mandates to quantify the addition or revision. | https://sceisgateway.sc.gov/ |
| 41 | State Budget | Executive Budget Office | State | Annually | September 30th | The state budget request requires each agency to submit printed and electronic versions in the state PBF system of several forms | https://sceisgateway.sc.gov/ |
| 42 | Hidden Earmarks Survey | Executive Budget Office | State | Annually | November 1st | The Hidden Earmarks Survey is required to be completed on an annual basis and submitted to EBO. | https://sceisgateway.sc.gov/ |
| 43 | Other Funds Survey | Executive Budget Office | State | Annually | November 1st | Carry Forward Authority (Statute or Proviso) and detail of how revenue is generated. Fees, Fines, Assessments, Charges, etc. amount(s). Identify who pays the fee, fine charge, etc. | https://sceisgateway.sc.gov/ |
| 44 | General Fund Reduction Analysis | Executive Budget Office | State | Annually | September 30th | Governor's Office is requests that each agency conduct a General Fund Reduction Analysis whereby you identify areas in your budget that you would reduce or eliminate if you received a 3% General Fund budget reduction and complete Form E. | https://sceisgateway.sc.gov/ |
| 45 | Safeguard Security Report | IRS | Federal | Annually | September 30th | The agency must update and submit the SSR annually to encompass any changes that impact the protection of FTI. | SC DEW |
| 46 | Corrective Action Plan | IRS | Federal | Bi-annually | March 31st and September 30th | To report to the IRS on identified findings. | SC DEW |
| 47 | Agency's Management and Trust Fund Review Report | SC Legislature | State | Annually | January 15th | To provide a management review of the SC DEW's Unemployment Insurance Trust Fund. | Copies can be obtained through SC DEW's Division of Business Solutions |

| 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 |
|------|---|--------------------------------------|----------------|---------------------|------------------------------|---|---|
| 48 | Agency Head Evaluation | SC Governor's Office | State | Annually | July 15th | To provide annual performance evaluation results for the Agency's Director. | Copies can be obtained through SC DEW's Division of Business Solutions |
| 49 | Agency Head Planning | SC Governor's Office | State | Annually | August 15th | Serves as the planning document for the upcoming annual performance evaluation for the Agency's Director. | Copies can be obtained through SC DEW's Division of Business Solutions |
| 50 | Workforce Information Grant Annual Narrative | ETA | Federal | Annually | September 30th | Narrative on the deliverables met under the Workforce Information Grant and SC successes. | https://www.doleta.gov/performance/results/AnnualReports/annual_report.cfm |
| 51 | Workforce Information Grant Economic Report | ETA | Federal | Annually | September 30th | Narrative report on the economic state of South Carolina | scworkforceinfo.com |
| 52 | South Carolina Short Term Occupation/Industry Projections | ETA | Federal | Annually | February 28th | Statewide Industry and Occupation two-year employment projections | ProjectionCentral.com |
| 53 | Long-term Industry/Occupation Projections | ETA | Federal | Annually | June 30th | Statewide and Workforce Region 10 year employment projections | ProjectionCentral.com |
| 54 | Quarterly Census of Employment and Wages | BLS | Federal | Quarterly | Jan, Apr, Jul, Oct | Statewide Industry Employment and Wages | scworkforceinfo.com |
| 55 | Local Area Unemployment Statistics | BLS | Federal | Monthly | March | Statewide and Area Unemployment Rates | scworkforceinfo.com |
| 56 | Current Employment Statistics | BLS | Federal | Monthly | March | Statewide and Area Industry Employment | scworkforceinfo.com |
| 57 | Occupational Employment and Wage Statistics | BLS | Federal | Semi-Annual | November 30th and May 30th | Statewide and Area Industry Occupational Employment and Wages | scworkforceinfo.com |

Agency Name: SC Department of Employment and Workforce

**Fiscal Year 2016-2017
Accountability Report**

Agency Code: R600 **Section:** 000

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 | SC Legislative Audit Council | State | 07/01/2016 - 06/30/2017 | http://lac.sc.gov/Pages/ReportByAgency.aspx |
| 2 | Social Security Administration | Federal | 07/01/2016 - 06/30/2017 | https://choosework.ssa.gov/findhelp/profile?einid=012293203 |
| 3 | SC Governor's Office | State | 07/01/2016 - 06/30/2017 | https://applications.sc.gov/SpendingTransparency/CategorySearchResult.aspx |
| 4 | SC Office of the State Auditor | State | 07/01/2016 - 06/30/2017 | http://osa.sc.gov/Reports/stateengagements/employmentworkforce/Pages/EmploymentandWorkforce.aspx |
| 5 | SC Office of the State Auditor | State | 07/01/2016 - 06/30/2017 | http://osa.sc.gov/Reports/stateengagements/employmentworkforce/Pages/UnemploymentCompensation.aspx |
| 6 | US Department of Labor UnEmployment Insurance Tax Performance Measures | Federal | 07/01/2016 - 06/30/2017 | https://oui.doleta.gov/unemploy/tps.asp |
| 7 | US Department of Labor Unemployment Insurance State Quality Service Plan(SQSO) Data Validation | Federal | 07/01/2016 - 06/30/2017 | https://oui.doleta.gov/dv/pdf/results_vy17.pdf |