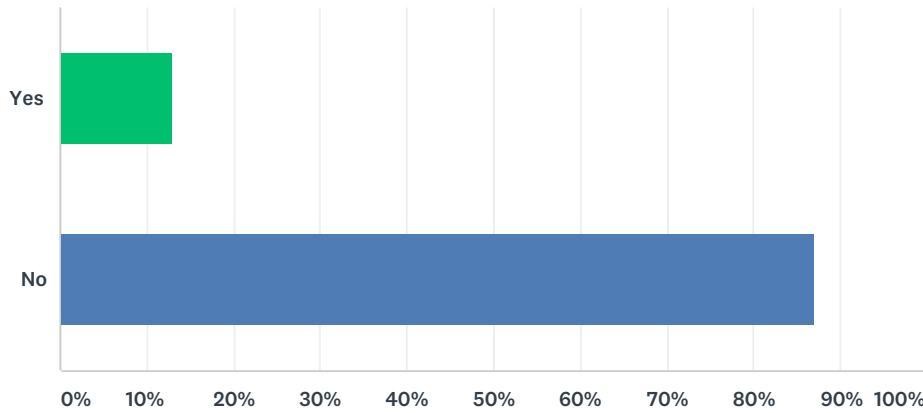


Q1 Would you like to provide input about the Aeronautics Commission?

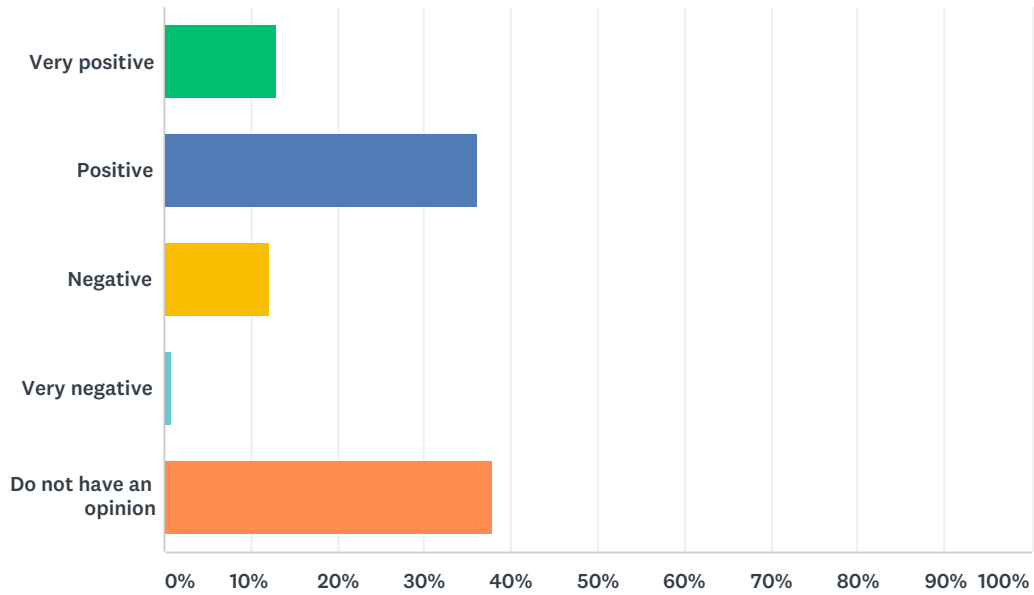
Answered: 1,462 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	12.93%	189
No	87.07%	1,273
TOTAL		1,462

Q2 Overall, what is your opinion of the Aeronautics Commission?

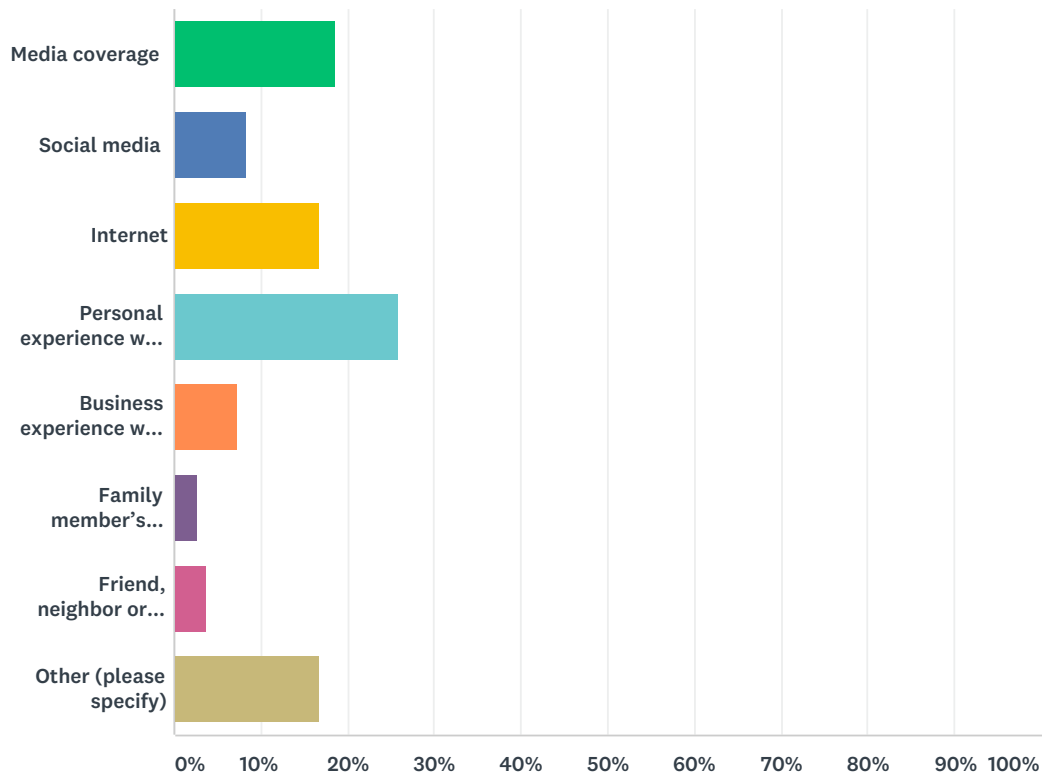
Answered: 116 Skipped: 1,369



ANSWER CHOICES	RESPONSES	
Very positive	12.93%	15
Positive	36.21%	42
Negative	12.07%	14
Very negative	0.86%	1
Do not have an opinion	37.93%	44
TOTAL		116

Q3 Which of the following has most influenced your opinion of the Aeronautics Commission?

Answered: 108 Skipped: 1,377



ANSWER CHOICES	RESPONSES	
Media coverage	18.52%	20
Social media	8.33%	9
Internet	16.67%	18
Personal experience with the agency	25.93%	28
Business experience with the agency	7.41%	8
Family member's experience with the agency	2.78%	3
Friend, neighbor or colleague's experience with the agency	3.70%	4
Other (please specify)	16.67%	18
TOTAL		108

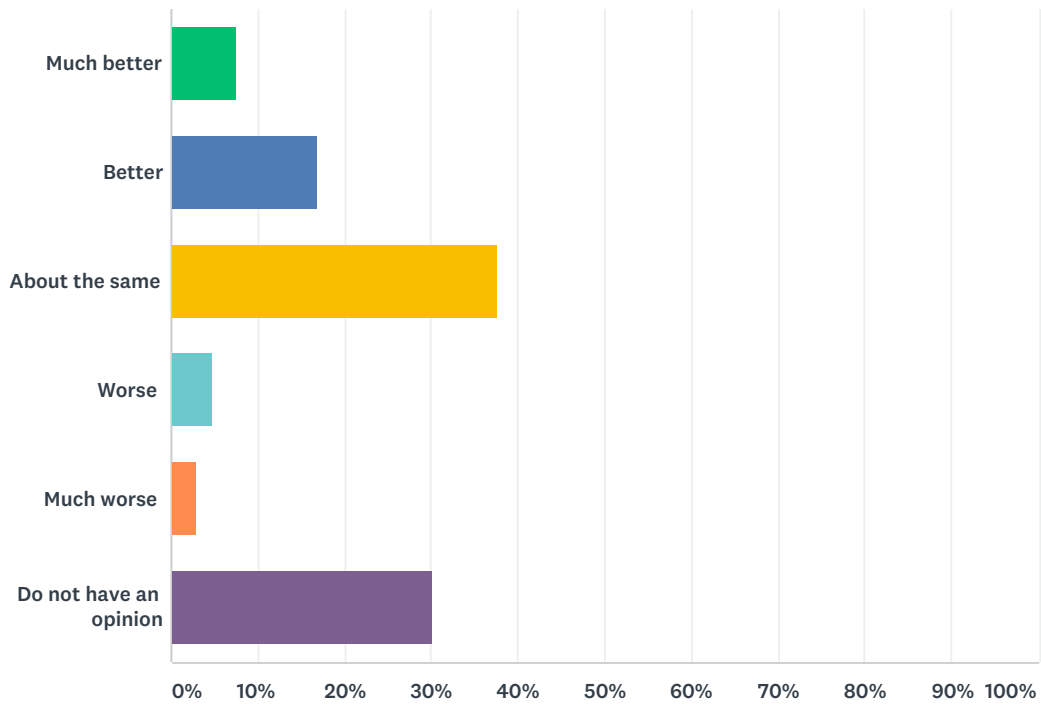
#	OTHER (PLEASE SPECIFY)	DATE
1	I never heard anything about what they do makes you wonder if they should be closed	8/9/2018 3:03 PM
2	LACK OF KNOWLEDGE	8/1/2018 2:17 PM
3	Lack of coverage and information	7/31/2018 9:37 AM
4	what the h#&* is this?	7/28/2018 4:14 AM

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5	Not familiar	7/24/2018 11:08 AM
6	my interest in aeronautics	7/24/2018 7:59 AM
7	why do we have this commission	7/24/2018 7:35 AM
8	What does that have to do with thy'all department of mental health and my job	7/22/2018 6:06 PM
9	general interest in programs geared to manage systems	7/20/2018 5:55 PM
10	word of mouth	7/20/2018 4:15 PM
11	no opinon	7/20/2018 3:48 PM
12	None	7/20/2018 12:43 PM
13	Did not know it existed	7/20/2018 12:39 PM
14	Not aware of it's existence	7/18/2018 9:00 PM
15	nothing	7/18/2018 8:32 AM
16	the people	7/17/2018 1:41 PM
17	never heard of it	7/17/2018 1:20 PM
18	not familiar with agency	7/17/2018 1:14 PM

Q4 How do you think the Aeronautics Commission functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 106 Skipped: 1,379



ANSWER CHOICES	RESPONSES	
Much better	7.55%	8
Better	16.98%	18
About the same	37.74%	40
Worse	4.72%	5
Much worse	2.83%	3
Do not have an opinion	30.19%	32
TOTAL		106

Q5 Please list any comments, concerns, or suggestions you may have about the Aeronautics Commission, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 25 Skipped: 1,460

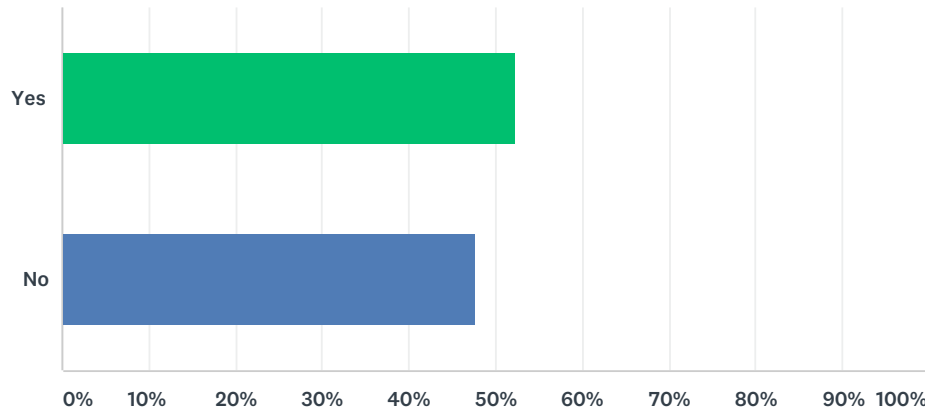
#	RESPONSES	DATE
1	What exactly do they do I have never heard from this group. Let the federal government perform this function.	8/9/2018 3:03 PM
2	Excellent stewards of South Carolina's aviation assets.	8/3/2018 9:43 PM
3	NEED TO MAKE INFORMATION MORE READILY AVAILABLE AND OBVIOUS	8/1/2018 2:17 PM
4	big issue with pay	8/1/2018 9:16 AM
5	I had no idea that SC even had an aeronautics commission. What do they do?	7/31/2018 9:37 AM
6	SC Department of Corrections is a very unprofessional agency. The Wardens and most supervisors are rude, irresponsible and untrained. They do not know how to work with the employees. The NonUniformed are treated no better than an inmate. They are constantly left out when it comes to raises but they are expected to constantly do jobs for which they are trained or paid for everyday. The Directors of Operations (Mr. McCall) is a very rude person when it comes to talking with the employees. He will not listen to what anyone has to say when it comes to suggestions. He always ask for suggestions but does not want to listen to anyone but himself. The Wardens are untrained and rude to everyone. They sleep with certain employees and treat the people who want sleep with them unfairly. Wardens, Associate Wardens and Majors are all sleeping together so the employees have nobody to talk to about important issues. Working for SCDC has been a horrible experience!	7/30/2018 11:25 AM
7	No concerns	7/25/2018 12:29 PM
8	knowledge about the commission	7/25/2018 9:00 AM
9	Spends lots of time and tax money to accomplish very little.	7/24/2018 2:06 PM
10	none	7/24/2018 1:06 PM
11	Do what's right by the people because without people no agency can run.	7/24/2018 12:44 PM
12	I hope that Aeronautics Commission will continue to guide and advise legislation to provide the safe and reliable commercial flight system our state needs and towards the creation of an effective, useful standard for the operation of drone technology.	7/24/2018 9:09 AM
13	no comment	7/24/2018 7:58 AM
14	why do we have this commission	7/24/2018 7:35 AM
15	The Aeronautics Commission operates with a high degree of transparency. The Aeronautics Commission maintains a website that has a tremendous amount of South Carolina airports information available to the general public.	7/23/2018 5:05 PM
16	As with any government agency the need to deter corruption & nepotism is paramount	7/23/2018 2:35 PM
17	never heard of this Commission	7/23/2018 1:30 PM
18	N/A	7/20/2018 5:55 PM
19	none	7/20/2018 4:15 PM
20	n/a	7/20/2018 1:16 PM
21	All who are involve with using the airspace need to be aware of our climate change and not to pollute the atmosphere.	7/20/2018 9:23 AM
22	none	7/20/2018 8:22 AM

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23	The commission seems to have great leadership, and knowledgeable people in appropriate positions.	7/18/2018 2:55 PM
24	I would like to hear more of what they do for SC	7/17/2018 1:41 PM
25	Leadership and staff exceed expectations and are courteous and responsive to the public.	7/17/2018 1:23 PM

Q6 Would you like to provide input about the Department of Corrections?

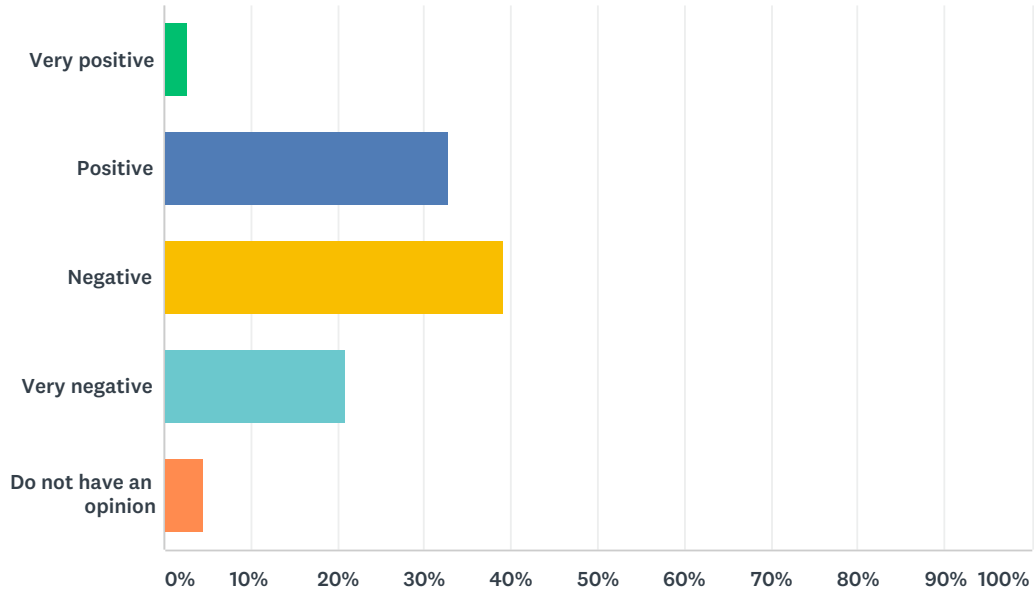
Answered: 1,359 Skipped: 126



ANSWER CHOICES	RESPONSES	
Yes	52.39%	712
No	47.61%	647
TOTAL		1,359

Q7 Overall, what is your opinion of the Department of Corrections?

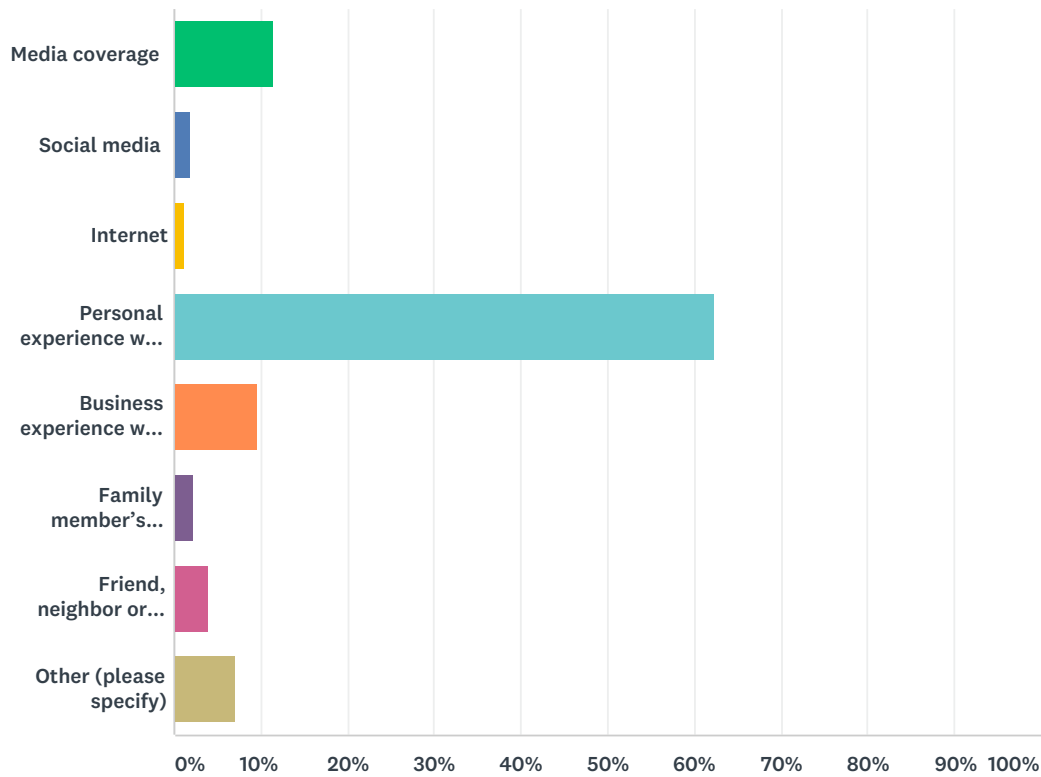
Answered: 609 Skipped: 876



ANSWER CHOICES	RESPONSES	
Very positive	2.63%	16
Positive	32.84%	200
Negative	39.08%	238
Very negative	20.85%	127
Do not have an opinion	4.60%	28
TOTAL		609

Q8 Which of the following has most influenced your opinion of the Department of Corrections?

Answered: 607 Skipped: 878



ANSWER CHOICES	RESPONSES	
Media coverage	11.53%	70
Social media	1.81%	11
Internet	1.15%	7
Personal experience with the agency	62.44%	379
Business experience with the agency	9.72%	59
Family member's experience with the agency	2.31%	14
Friend, neighbor or colleague's experience with the agency	3.95%	24
Other (please specify)	7.08%	43
TOTAL		607

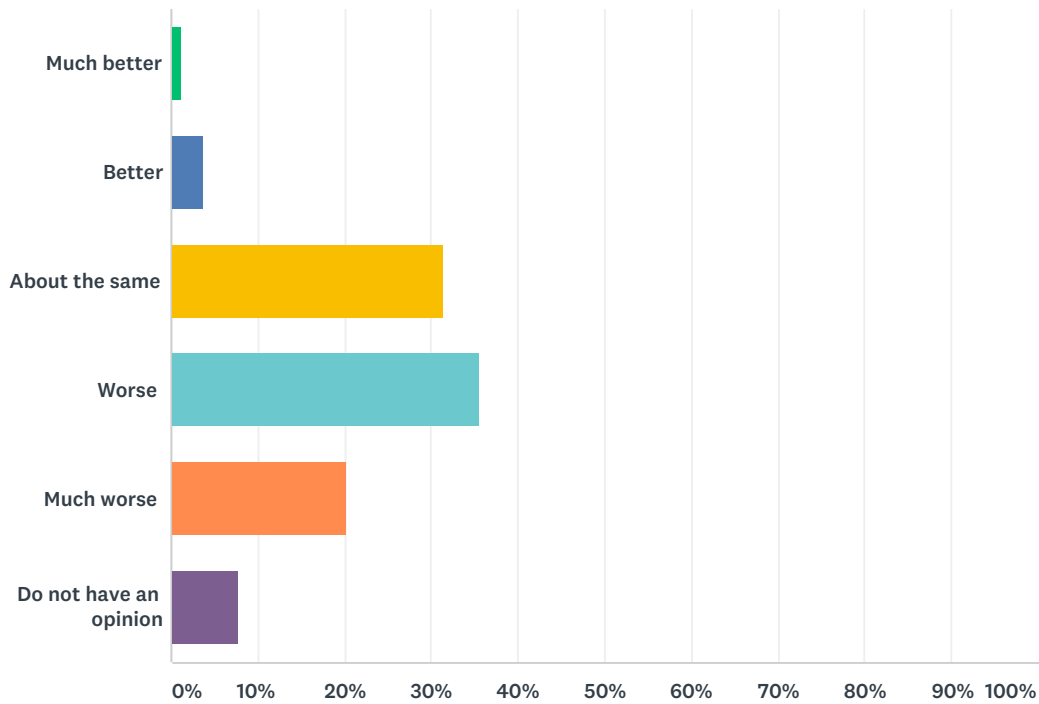
#	OTHER (PLEASE SPECIFY)	DATE
1	Employed at SCDoc	8/14/2018 10:33 AM
2	I trust and love my job. A spotlight, unchecked correctional cannibal is destroying our institution.	8/6/2018 8:29 AM
3	Personal research related to mentally ill prisoners and their treatment	8/4/2018 8:13 AM
4	being an employee	8/2/2018 2:37 PM

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5	both my personal experience and the news	8/2/2018 1:37 PM
6	NA	8/2/2018 8:40 AM
7	Agency leadership	7/31/2018 2:25 PM
8	Academic studies	7/31/2018 9:43 AM
9	I work at the DOC.	7/29/2018 1:46 PM
10	I am an employee	7/27/2018 4:06 PM
11	Employee	7/27/2018 2:48 PM
12	Employee	7/27/2018 2:35 PM
13	very unprofessional	7/27/2018 8:35 AM
14	As a Staff Member of a Municipality	7/27/2018 8:30 AM
15	Lack of support from State House	7/26/2018 9:38 AM
16	DMH- outpatient services collaboration of care	7/26/2018 8:55 AM
17	the agency is falling apart!	7/26/2018 3:50 AM
18	wages	7/25/2018 10:39 AM
19	Employee	7/24/2018 5:10 PM
20	Combination	7/24/2018 2:15 PM
21	losing annual due to staff shortages	7/24/2018 2:11 PM
22	Previous employee	7/24/2018 11:09 AM
23	Employee	7/24/2018 7:48 AM
24	work experience	7/24/2018 7:43 AM
25	How employees are treated. How Budgeting personnel have not done their jobs with needed moneys. Presently S.C.D.C. is approximately \$15,000.00 a year behind outside hospitals.	7/23/2018 9:49 PM
26	The senior admin staff treat the employees like 2 class citizens. The senior staff is very racist against persons who are white.	7/23/2018 4:02 PM
27	Employee	7/23/2018 3:53 PM
28	I work here and I hear the stories that the news doesn't get a hold of. DOC needs to be federalized. These prisons are dangerous as they don't have enough officers.	7/23/2018 3:17 PM
29	Daily Operations of the Agency	7/23/2018 3:03 PM
30	why are they paying officers who just started the same as a non uniform person who has been here for 25 years ? where is non uniform personnel's pay raise and longevity pay ?	7/23/2018 2:57 PM
31	I have worked for SCDC for 20 Years and we are worst than I have ever seen it !!!	7/23/2018 2:55 PM
32	Personal experience, media, observations, discussion with SCDC Employees	7/23/2018 2:43 PM
33	Employee	7/23/2018 2:10 PM
34	I AM AN EMPLOYEE	7/23/2018 2:08 PM
35	I am a current employee in a level 3 Prison in SC.	7/23/2018 1:58 PM
36	work there	7/23/2018 1:43 PM
37	work environment	7/23/2018 1:38 PM
38	n/a	7/20/2018 1:17 PM
39	Inadequate staffing, low pay	7/20/2018 1:15 PM
40	You don't pay them enough	7/20/2018 1:04 PM
41	What is the mission of the Department?	7/18/2018 10:26 PM
42	I see a lot of things happening inside the department of correction that is going unnoticed.	7/18/2018 8:33 AM

Q9 How do you think the Department of Corrections functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 603 Skipped: 882



ANSWER CHOICES	RESPONSES
Much better	1.16% 7
Better	3.81% 23
About the same	31.34% 189
Worse	35.66% 215
Much worse	20.23% 122
Do not have an opinion	7.79% 47
TOTAL	603

Q10 Please list any comments, concerns, or suggestions you may have about the Department of Corrections, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 353 Skipped: 1,132

#	RESPONSES	DATE
1	What needs to be looked into is the medical department. They are working severely short staffed, two of the biggest reasons is having the nurses walk door to door passing medications and the salary. When the nurses pass these meds they do this without proper security and it is a threat to their safety. Nurses don't carry gas or anything to defend themselves. Also it is against pharmacy law doing this because there is not an active pharmacist at these facilities and the medications by law are not to be repackaged to deliver to the inmate which happens when taking medications to the dorm. This happens even if the dorms are not locked down and security can just come and say the nurse has to walk. This is a major reason why nurses leave. Medical needs to be overseen by medical personnel and not security. The other reason with the salary is all the officers continue to get raises and bonuses but they leave out the medical personnel. The LPN salary is a joke.	8/20/2018 7:18 PM
2	the unavoidable loss of vacation time for employees who reach the 360 hour mark is unacceptable and one of the biggest issues i hear about on a daily basis. for any hours over 360 to just disappear after an employee works hard to earn them and does not take time off do to staff shortages is just insulting to us. there has to be some better way to handle this such as possibly a buyback of any time over the 360 mark at a lower percentage of the employees standard pay. this would not only help those who lose time but encourage those who call out to prevent the loss of time to come to work. that would help our staffing numbers.	8/19/2018 12:49 PM
3	The department of corrections need to pay their employees more money first of all and I feel that the age limit for employees need to be raised and some of the rule and regulation need to take a step back to how it use to be as far as disciplinaries. The institutions had more control.	8/19/2018 7:58 AM
4	There has not been enough concern about the safety of officers and the pay for officers.	8/17/2018 3:10 PM
5	Need salary increase for all staff, including support personnel	8/16/2018 3:42 PM
6	The comments that I have is that not all workers are dirty. Caseworkers work 37 1/2 hrs. a week, we are not receiving any raises, yet we have to stay certified, and assist when needed, and some people do work faithfully to support the shift and to get the job done, whether it is at the hospital or at the institution. it just seem that when we work as an officer that we should get officer pay.	8/16/2018 2:55 PM
7	Mental Health available to inmates	8/16/2018 11:47 AM
8	No equality in locations; terrible time lag in ordering items for inmates - from when order and pay to when gets items; ridiculous fees on phone cards	8/16/2018 9:04 AM
9	Very wastfull, and terrible moral	8/15/2018 3:03 PM
10	Policies are not followed	8/15/2018 1:31 PM
11	I am an employee and the morale is not good. Bonuses for employees are a distraction; however, no consideration are made for non-security employees at Headquarters or supervisors who make institutional visits and have to cover their employees in the event of their absence or a vacant position.	8/15/2018 11:04 AM
12	They should do more to find prisoners jobs and housing once they are about to be released.	8/14/2018 10:43 PM
13	concern of inmate's safety	8/14/2018 2:37 PM
14	Inmates need to work, have no access to violence or foul language through media, repeat offenders need longer sentences and sterilization (check the number of offspring per felon). I/M do not serve better conditions than our military heroes.	8/14/2018 10:33 AM
15	How can they offer a \$10,000.00 bonus for nurses and DMH not give pay raises. Mental health patients can be just as dangerous.	8/14/2018 2:47 AM

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16	over reactive, Under payed, has Loss its dull abjective in the reabilitation of inmates. It has turned into what bull st Mental health facility was. People loss sight of how it was to be in the institution. Many officers work overtime not to help the intitutions but they are forced do to the need the money becuase of the low pay. The bonus t me was a joke do to the fact you want to keep moral high but yet you punish the poeple that work so hard. It keep moral low. a bonus should be just for certin people it should be for everyone. Everyone make mistakes and you loss tim eand money over it right off the top but i done think you should loss the spot bonus	8/14/2018 12:40 AM
17	Our equipment is old and in poor condition. We are running short staffed but the controll room states they cannot give you a radio until the day shift turns them in to issue to the night shift. If we were fully staffed you would have to have the radios. Mgmt need to have a class on how to speak to staff professionally without threatening them or talking down to them. We get threatened in briefing to do our job instead of addressing the individual the is abusing the system. Traing need to be updated to reflect the staff shortages. When you have a problem with an inmate they tell you in training to step back calm down and have another person talk to the inmate or a supervisor. That great if you have 25 or30 people on shift but we regularly have 14 to 16 people. We do not have the luxery of another officer and it may take 2 hours to get a supervisor to come to your unit because we are streached so thin.	8/12/2018 10:14 PM
18	It concerns me that the legislature does not listen to the department until something catastrophic happens. Low pay, better equipment, a lagging workforce and increased gang violence have been mentioned as areas of concern by the staff and public for years now. The answer was a decreased budget, minimal pay increases that were swallowed up by rising health care costs and an agency that is so technically behind the times that the inmates can rule it with cell phones. Please start talking and listening to your staff. It would help matters greatly.	8/11/2018 10:11 AM
19	Inmate safety & officer authority complex issues	8/9/2018 6:41 PM
20	Very wasteful, and difficult to work for.	8/9/2018 3:18 PM
21	They treat you like crap even if you have done nothing wrong.	8/9/2018 3:05 PM
22	Non security employees should be involved when bonuses are issued.	8/8/2018 12:00 PM
23	There is a severe lack of leadership and problems with employees wanting to do their jobs to the best of ther ability.They want to complain and be lazy and the morale is very discerning.I also believe that the job that is required to make the facilities safe and function on a more stable and positive way has a lot to do with the wages that are offered the staff for what is expected of them.Each and every person puts their life on the line every day they come to work from medical to security to administration.I feel with better wages more people that would take their jobs more seriously and take better pride in what they do.As the old saying goes you get what you pay for.I am not stating that all employees operate at a sub-standard level but a lot do.They are here for a paycheck and that is where it stops.	8/8/2018 10:45 AM
24	There is too much favortism among friends in DOC during the hiring process and others who meet the requirements are overlooked.	8/7/2018 3:45 PM
25	My concern is that there is an emphasis on warehousing people rather than rehabilitating. If privatization is the way we're going to go it needs to avoid the problems we see in the healthcare industry and incentivize rehabilitation and true success over the number of people they can maintain at the lowest cost.	8/6/2018 11:29 AM
26	Our Agency is great. There should be checks and balances and oversight in procedures, practices of Correctional Managers management to avoid abuse , harassment of employees. Times are lean and trying but it does not excuse the behavior of any abusive Correctional Manager.	8/6/2018 8:29 AM
27	Assaults: Whether it's inmate on employee or inmate on inmate and murders have increased since Mr. Sterling became Director. Some employees are not given pay increases beacuse they are not CO'S or FSS and because they work for SCDC and NOT other LE Agencies.	8/5/2018 11:34 AM
28	We could and should bring this agency more efficient, while it is a very important part of our criminal justice sytem. It is important that we move toward preventing reoccurring arrest. With hopes of offering drug rehab, education and career opportunities. The main key is reintroduce in society as a sustainable member	8/4/2018 12:51 PM
29	How does Bryan Sterling get to keep his job when all female cabinet Directors "resign" when things go wrong?	8/4/2018 9:34 AM

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30	It would be helpful if SCDC job information was with other state jobs online. Mentally ill prisoners need more specialized and focused care. Kirkland and Gilliam can be dangerous environments for a person suffering mental illness. Better oversight of medication orders and availability to prevent missed doses. Due to court ordered changes, more focus is present but more involvement with the SCDMH could help the most severely ill.	8/4/2018 8:13 AM
31	Corrections officers appear to be underpaid.	8/3/2018 8:39 PM
32	More raises for security employees only, non-security staff continues to get over looked, yet we are the ones that make this entire agency function correctly!! Management does not appreciate those who work hard, and those are the people that leave this Agency. Ones who have enough sense to get out!	8/3/2018 12:13 PM
33	pay raises for non-uniform but are certified; i am certified but non uniform; i always help out with shifts but never receive raises	8/2/2018 2:37 PM
34	HR department at HQ's is doing some underhanded things in their hiring of personnel for their shops. They are hiring people who are not as qualified as some of the other interviewd. I would say a Bachelors degree trumps a high school diploma by far. The person that refered this person will now be working over the person . That is not how you do business. Then instead of qualified people they hire someone just because they are an old employee. There were more qualified people for that as well. Something smells here! You can't hire friends over more qualified people with degrees.	8/2/2018 1:37 PM
35	I'm a state employee with the SC Dept. of Corrections. I'm a certified employee which I attend the same annual training as correctional officers attend. I perform security tasks as a correctional officer does. I work in the same environment with inmates along with the correctional officers. I'M A CORRECTIONAL OFFICER, I'M JUST NOT IN A UNIFORM!!!!!! I should receive raises every year along with correctional officers!!!!!!!!!!!! Thank You!	8/2/2018 11:59 AM
36	reported amounts of drug use and sells and contraband that go on, inmates running the show, using intimidation and bribery with underpaid staff to move product into and out of the prisons, inmates having cell phones that allow them to futher their "business" while incarcerated, gangs/races being allowed to organized together within the walls of prison continues to create a violent and aggressive atomosphere. therapy offered to inmates at once a month rates due to case volume	8/2/2018 8:59 AM
37	DOC IS UNDERFUNDED AND NEEDS IMPROVEMENTS IN CONDITIONS FOR PRISONERS AND WORKERS. ALTHOUGH IMPROVEMENTS HAVE BEEN MADE, CONDITIONS ARE STILL LACKING. ATTITUDE OF STAFF, ESPECIALLY CORRECTIONS OFFICERS IS POOR, AS IS MORALE.	8/1/2018 2:19 PM
38	Is the Department of Corrections "correcting" (rehabilitating) anybody? Are there people in prison who have committed nonviolent, victimless crimes (e.g., simple possession of drugs) and should not be there?	7/31/2018 9:19 PM
39	I feel that the administration does not listen to the employees, inmates and families. Also there is no programs like there used to be to rehabilitate the inmates. No wonder the inmates act out being in lockdown all the time. Thank goodness with God's prayers I've seen many come out better!	7/31/2018 3:38 PM
40	As an employee of the SCDC, it concerns me that each time discussion is presented to increase employee's salary, security and food service are the only areas that receive a raise. The salary paid to other employees who are mostly single parents and head of household is embarassing. As a classification caseworker, we have been requesting a salary review for several years. We are ignored and our importance to the agency has been marginalized. We are constantly overlooked for pay increases, I for one feel that I am not valued nor appreciated as an SCDC employee.	7/31/2018 2:25 PM
41	i think across the board there are some discrimination issues that needs to be exoressed and equal pay among the staff all of us deal with inmates and all risk our lives everyday	7/31/2018 11:47 AM
42	The parole board should take into consideration what inmates do to better themselves when making their decision on whether to grant parole, rather than go by strictly what the inmate was charged with.	7/31/2018 9:51 AM

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43	SC has a problem with corrections. When you take money from education and give it to corrections, you create a self-feeding cycle of poverty and desperation. That leads to increased criminal acts and higher incarceration. Restructure! Out money in the DoC into education, health, etc. Lower recidivism rates by giving people the tools they need to survive without resorting to criminal acts. Since you aren't going to fund proper education outside the corrections centers, do it inside and stop treating criminals like they're part of an industry designed to be profitable. It's disgusting.	7/31/2018 9:43 AM
44	The Department of Corrections promotes low moral by choosing certain departments to receive bonuses while excluding the same departments time after time. The excluded employees feel very unappreciated.	7/31/2018 7:23 AM
45	Simple..... set a date when and where we can have an open forum to speak and answer any questions that you SHOULD have. We're unfortunately a train wreck on a dirt road for a thousand different reasons. Middle to upper management is soooooo out of touch with the day to day operations of the prisons..... I'll end with this.... not long ago I heard he State (SCDC) was going to lower its standards AND give us a raise. That's insulting, you can't fix this problem by throwing money at it.....	7/30/2018 7:52 PM
46	I have been a full-time employee for almost 21 years. The last year and a half has really been negative, stressfull and unsafe working here. More money needs to be alloted to salaries so that we can obtain & keep good qualified help that will work. We need a safer environment to work in.	7/30/2018 5:32 PM
47	There only focus is getting raises for uniformed employees when you have certified non-uniformed employees who are never included in these raises, but these employees are expected to do same duties with no security pay!!! No right at all!!! Our lives matter also, we're in the same environment and are around same inmates, Why can't we be compensated like uniformed personnel? It's the buddy, buddy system here and it's not what you know, it's who you know!!!! The morale is so negative, that people hate to come into the institution!!! Upper management doesn't care about their employees unless you are in their click!!!!!! EVERYBODY NEEDS TO GET RAISES WHETHER UNIFORMED OR UNIFORMED!! THAT'S ONLY FAIR!!!!!!!!!!!!!!!!!!!!!!!!!!!!	7/30/2018 3:02 PM
48	Information available online is inaccurate. The online information does not detail the lack of comparable pay for nurses and security staff. The inmates should have a right to adequate medical care, but due to the lack of pay there is a nursing shortage. In addition, the medical equipment is dated and not sufficient to provide adequate readings and diagnostics. The nurses are required to be efficient at their jobs with little technological support. Inmates have to be sent out to local emergency rooms for conditions that could be managed within the institutions if the medical equipment was updated and continuous clinical skills training was provided to the nurses. This would save the agency a lot of money. Agency officials have continued to ignore the need for increased salaries.	7/30/2018 2:47 PM
49	we need a better way to interview for promotions. all employees need to work all areas not just certain post.[]	7/30/2018 1:28 PM
50	Pay your nonuniform employees fairly and treat people like they should be treated. Get some trained Wardens in these institution. Stop the Wardens from sleeping with the employees. Stop the Wardens, Majors and Associate Wardens from talking about inappropriate things to the employees.	7/30/2018 11:27 AM
51	The only thing I can compliment the DOC on is how its employees do so much with so little. We are chronically, and sometimes dangerously, understaffed. While I realize that taxpayers will never want to put money towards prisons when our schools and infrastructure are already in poor condition and dealing with budget shortages, the existing budget *MUST* be restructured to deal with the challenges currently faced by staff and inmates alike. How is it that there always seems to be money to give raises to the state legislature, adding bike lanes to areas that don't need it, and other superfluous projects, but all of these state agencies are expected to barely squeeze by with less and less? In the case of the DOC, it is irresponsible, dangerous, and will only add to the state paying out more money in lawsuits over the long term. Given the number of Republican representatives currently seated in our legislature, preaching about fiscal responsibility, they don't seem to practice it.	7/29/2018 1:46 PM
52	The department needs stricter policies in regards to its handling of the inmates. If prison is uncomfortable and not enjoyable our recidivism rate will go down.	7/29/2018 12:04 PM
53	SCDC is ran by incompetant, unprofessional, inexperienced people who are corrupt, condone corruption, and have no regard for thier co workers or the inmates they supervise.	7/29/2018 4:52 AM
54	Racial discrimination and ageism issues with staff	7/29/2018 1:25 AM

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55	low pay for nurses	7/28/2018 10:01 AM
56	they need to look at the salaries of all employees if they plan on fixing the system. also they need to get rid of the management they have and hire people that know how to manage corrections.	7/28/2018 9:38 AM
57	I believe the main issue the Agency is facing today is the Officers that are coming in now are young and scared . They are scared of the Offenders given all of the incidents that have occurred recently and the Offenders are promising them some type of protection if an incident happens in exchange for Goods and Services . But what can you do .You cannot train something into someone they do not possess .	7/28/2018 9:23 AM
58	we could be a better place of employment and a better prison system with just a few minor adjustments.	7/28/2018 8:15 AM
59	Our equipment is old and in poor condition. We are running short staffed but the controll room states they cannot give you a radio until the day shift turns them in to issue to the night shift. If we were fully staffed you would have to have the radios. Mgmt need to have a class on how to speak to staff professionally without threatening them or talking down to them. We get threatened in briefing to do our job instead of addressing the individual the is abusing the system. Traing need to be updated to reflect the staff shortages. When you have a problem with an inmate they tell you in training to step back calm down and have another person talk to the inmate or a supervisor. That great if you have 25 or30 people on shift but we regularly have 14 to 16 people. We do not have the luxury of another officer and it may take 2 hours to get a supervisor to come to your unit because we are stretched so thin.	7/28/2018 1:03 AM
60	Why has Bryan Sterling been allowed to stay when female agency directors are fired?	7/27/2018 9:03 PM
61	Sometimes it seems that the right hand doesn't know what the left hand is doing.	7/27/2018 4:06 PM
62	I have concern for the security of staff at institutions because they are understaffed and there is increased violence in institutions.	7/27/2018 3:37 PM
63	The Business Development Manager, SCDC Division of Industries, gets two raises in first year resulting in almost 50% over the starting salary and others get nothing. The starting salary was listed at \$44,592 - \$44,952 but actually started at \$53,500. Almost \$10k over what was listed. This salary needs to go back to \$44,952 as listed and the extra dollars be given to the employees at Division of Industries.	7/27/2018 2:48 PM
64	online info is okay and christina bigelow is great but C.O.s and at-facility interactions are very difficult but for the YOA/DJJ facilities in Columbia, not Turbeville. I know funding is an issue but the drugs and violence IN the prisons spreads OUT too. there is no rehabilitation or correction and VERY often inmates are WORSE after incarceration. if we, as a society, are going to do something we must try to do it well or at least competently. The current state of SCDC is misfeasance if not malfeasance.	7/27/2018 1:09 PM
65	Need funding for pay raises for ALL SCDC staff not just security. Officer base pay should same for all officers, agency should raise the pay for officers who have been with the agency 10+ years to be same as new officers coming off the street. More funding needed for improvements on buildings and maintance of institutions. Need funding for new vehicles for transportation of inmates and security of institution.	7/27/2018 1:01 PM
66	promote non-security raises	7/27/2018 11:01 AM
67	Increased measures need to be taken to increase security for guards and their ability to maintain control in the prisons.	7/27/2018 8:47 AM
68	dont think its fair that only certain people get bonuses not the hole agency. Yes, if you get paid over a certain amount them you should be exempt but just because you do not work inside a inst you still work for the agency. I do not feel appreached and upper mangement is VERY unprofessional.	7/27/2018 8:35 AM
69	The department of corrections has proven to be a unsafe environment to work in. I love the work I do but due to poor leadership and like of strategic planning the agency has failed the workers and the inmates. My position with DOC requires me to interact with offender while in the community . I am required to transport them from location to location without proper safety equipment. From the day-to-day basis I interact with the same people that certified law enforcement in the community interact with but we do not have body armor or a firearm. The state of Georgia Tennessee Florida and North Carolina both have Community Corrections just like scdc but all the other agencies trained and equipped the employees	7/27/2018 6:38 AM

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70	Tired of congress under financing this department. Good people work here for not enough money, supplies, technical equipment (next gen computer system). SCDC employees need more respect and compensation. Too many in Columbia not paying attention to security, medical and dental shortage. The federal government prison system doesn't have the problems SCDC has. Please have the Federal government take over since no one in Columbia can run this department properly. Thank you!	7/27/2018 6:18 AM
71	*****	7/27/2018 5:38 AM
72	The agency is being run by individuals with very little security experience.	7/27/2018 5:33 AM
73	Employee moral is low cause staff is not supporte or appreciated. Security staff is undertrained, not enough time put into training before officers stand guard over the bad guys. Hurry up, rush them through, cause they need someone on a shift. Lack of training and experince is going to get someone killed.	7/27/2018 12:01 AM
74	There is a need for better training and higher pay and incentives.	7/26/2018 11:57 PM
75	I understand a security premium but, why not a shift premium for night shift? Most of the time, night shift is forgotten until something goes wrong. How many wardens can name 1 officer, other than a captain, who is on night shift?	7/26/2018 10:56 PM
76	Pay Range for all employee's even though the department has increased the pay for new hires they are not raising the pay for staff members who have been with the agency for years. It is sad to see an employee who has 5 to 10 years expirance only make around \$29,000 annual and a new hire comes in and makes \$32,000 to \$34,000 annually. Non security staff is being treated with extra jobs, but not subjected to getting raises as security staff. We are expected to do more work with less money. Non-security staff is having to keep up certifications like a security officer however we do not get the incentives that security gets for working in a level 3 institution. Fair pay, respect and favoritism are some of the issues as to why employee's do not want to stay in the department.	7/26/2018 1:56 PM
77	Employees who have been with the agency for let's say 10 years uniform or non uniform, are making the same pay as a new employee with no experience, I beleve if you want to keep morale up then the employees who have the time in should be making more.	7/26/2018 1:15 PM
78	I would like to see an effort made to have SCDC employees included when the community had a 1st responders apprication day. I beleive this would more mainstream the view of our agency inline with the police, fire and EMS.	7/26/2018 10:39 AM
79	It is my thought that the upper mangement should haveyears of experiance in Correctional setting to be in positions.	7/26/2018 9:38 AM
80	they are among the lowest paid worker in our state. Their duties requires constant awareness not for themselves but for the inmates. Their lives along with the inmates lives is always on the line. The pay is not comparison with the job. There is not wonder the employee turn over rate is so high. Sometimes it appears that the inmates is more important than the officers. The state needs to take a closer look at our current prisons and take some approach steps to obtain and keep sufficient employees.	7/26/2018 9:25 AM
81	Need for Department of Corrections employees at all levels of service receive annual training /education re: mental health services /diagnosis/issues	7/26/2018 8:55 AM
82	The main comment i have is the agagency waste far to many valuable man hours and state resources transporting inmates to needless appointments for simple medical treatments that could be performed locally . For example , We drive to charleston mant times a month from greenville for dr. appointments that could be handled in the upstate .Courts are often cancelled without notice to the department thus causing unneeded transport. Also the mental health practices need serious attention . We often have to transport inmates on crisis intervention to broad river and then go retrieve the same inmates the next day usually very late in the day after we have already worked many hours .This subject alone causes many of my officers to rack up alot more overtime than should be expected .It also takes valuable family time away from officers who already work 60 plus hourse a week .	7/26/2018 7:54 AM
83	it is a same that the Department of correction is treated unfairly when it comes to pay wish some of the lkegislator would come and do this job	7/26/2018 6:39 AM
84	We need to rebuild from the top down!	7/26/2018 3:50 AM

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85	It's about how not to get sued today, instead of holding inmates accountable for their actions while incarcerated. Rehabilitation won't be successful if we don't show the Inmate population that we, along with society have consequences for poor choices. Also, people may be more willing to put up with more, if there was better compensation.	7/26/2018 2:08 AM
86	Please help increase the pay for SCDC employees. This is a very dangerous job, where staff put themselves in harms way on a daily basis. It's a overwhelming feeling to think that your life isn't as valuable as your fellow citizens . SCDC staff provide a service that they are totally underpaid for.	7/26/2018 12:04 AM
87	the agency is not hard on following policy or procedure due to the mental health lawsuit so now all the inmates play crazy hurting themselves and staff and staff is suppose to handle inmates with kid gloves. I/E if an inmate throws feces on you through a food service flap you are not to use chemical munitions because he stopped, but isn't that assault? In addition how can you start out making \$40,000 in county jail as an officer but \$27,000 as a starting correctional officer?	7/25/2018 11:57 PM
88	I have worked at 3 institutions and this one I am at is the worse one. Poor leadership, when it is time for promotions they pick who they want which is not fair because the person can be more qualified then the person they picked and most of the time it is their family. We most definitely need a big change.	7/25/2018 10:22 PM
89	the employees are forced to be not as stern as they should be.	7/25/2018 9:38 PM
90	In the short time I have been with scdc (under 10 years), it has come apparent to me that the upper management has a careless disregard for the safety of the inmate and staff populations. policies and procedures are put in place and either quickly ignored with no repercussion, or used only to shield those in power. mechanical safety/ security features are long past inoperable. even basic equipment such as radios are in less than satisfactory condition, when we do have staff there is not enough radios to go around. when the complaint is made management says that approval can't/ will not come from headquarters. maintenance projects are started then abanded. there are many more problems.	7/25/2018 9:25 PM
91	Not enough staff, inmates at any time could overtake staff. Dangerous situation that could explode at any minute	7/25/2018 8:58 PM
92	SCDC policy is not worth the paper it is written on. Policy is what SCDC says it is when administration says it.	7/25/2018 7:47 PM
93	which not to commit	7/25/2018 6:11 PM
94	Department of Corrections needs improvement with communications within their agency.	7/25/2018 2:16 PM
95	employee issues need to be resolved	7/25/2018 2:16 PM
96	Better salary for all levels of Employee, County Detention Employees should not earn a higher salary than a State Correctional Employee	7/25/2018 1:35 PM
97	cellphones - a big problem, especially when used to threaten someone's life.	7/25/2018 1:20 PM
98	prisoners with emails, prisoners with insufficient access to mental health services.	7/25/2018 1:06 PM
99	There seems to be an understaffing problem, and facility maintenance issues.	7/25/2018 12:59 PM
100	I feel as a doc employee we give up alot of our time working in the prison. We are under paid. We spend more time at work then we do at home with our family. Something needs to change and fast.	7/25/2018 12:56 PM
101	I know that the public should not know everything that is done within the department. But more of the truth should be told to them. So they know just what we as officers have to deal with. When it comes to the actions of the inmates. As well as the pay of officers coming in to officers like my self with 10 years making almost or more then me as a sgt. What is my motive to stay now.	7/25/2018 12:53 PM
102	Non Security wage increases should match security wage increases	7/25/2018 12:35 PM
103	No concerns	7/25/2018 12:30 PM
104	Funding seems to be the major issue with inefficiency and staffing shortages.	7/25/2018 12:21 PM
105	Corrections Officers are some of the lowest paid persons with one of the most dangerous jobs. The officer/inmate ratio is dangerous. Stop being afraid of law suits and hold these inmates accountable.	7/25/2018 11:50 AM
106	As other state agencies, the department is overworked with low wages for the responsibilities placed upon them. You do not get persons of high character due to paid grade nor experience.	7/25/2018 11:49 AM

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107	Inmates should not be allowed to have cell phones. Inmates should not be allowed to have more than \$100 in their accounts. Guards should be screened carefully and rotated frequently.	7/25/2018 11:34 AM
108	Their's to much favoritism at the instutions there promoting all there friends also no type of leadership	7/25/2018 11:16 AM
109	there is a need to rotate wardens/they have favors which others are not treated the same	7/25/2018 11:12 AM
110	Staff members need raises.	7/25/2018 10:56 AM
111	In my experience as an employee, the adminstration and staff supervisors treat us like we're inmates. The security officers, in turn, treat the inmates the same way. I do not see evidence of teamwork; instead, we're sent to training classes. Even if the employees at Leath go to training in Columbia, the best practices are often frowned upon by supervisors. To quote a person in Columbia, as an employee at SCDC, you have to be willing to work in a challenging work environment. I understand that this is a prison; but the staff and officers should not be yelled at, talked down to, and made to feel very incompetent in their jobs.	7/25/2018 10:47 AM
112	concentrate more on executive staff more than department staff	7/25/2018 10:39 AM
113	The politics of this Agency has harmed the overall success of the offenders that depends on the whole agency to contribute to their recovery, rehabilitation	7/25/2018 9:31 AM
114	A more intensive training needs to be conducted with all employees seeking a promotion within the department. This training should be manditory before the employee begins the new position. During the training some things that need to taught and discussed would be how to respond to employees appropriately. How to communicate effectively and without conjecture. Supervisors need to know that not all individuals are the same and that each experience needs to be handled with professionalism and without bias. A great supervisor never shows favoritism, always stands up for his/her employees, and works with not against employees.	7/25/2018 9:28 AM
115	we need better things to work with and money,people	7/25/2018 9:13 AM
116	the fact that we have a policy for employee relationships and we still have supervisors harassing employees but employees are to afraid to speak up on the count of they will be black balled within the agency. You have people that are qualified for a promotion but get denied cause they are not apart of the "click"	7/25/2018 9:04 AM
117	DOC employees have one of the most difficult jobs in SC. Many risk their lives daily to perform tasks very few understand. Like other state employees, DOC employees work in substandard conditions in large part due to the lack of funding for necessary equipment, maintenance, or funding for critical personnel. Unless and until the legislature puts emphasis on the employees of this agency, like all state employees, I expect that the conditions of SCDC to continue to worsen. There are no more excuses for turning a blind eye to the critical function of this agency.	7/25/2018 8:57 AM
118	Mission statement: Protect inmates (8 dead many wounded) Protect the Public (1 escape) and protect workers (highest turnover for a state agency)	7/25/2018 8:50 AM
119	Our Agency wastes money on tech and services that are not needed, or does not work. You cant solve the Agencies problems by creating another un needed 100+ thousand dollar a year job in Columbia.	7/25/2018 8:47 AM
120	The Dept of Corrections does not give raises to non uniform employees. whatever you are hired at is what you will make from my experience no evaluation no pay raise no incentive to stay.	7/25/2018 8:10 AM
121	I work in medical in an institution. New changes in the computer system puts all in jeopardy with the medication errors that SCDC knows about and states that they accept. The new computer system is very expensive and does not work. It is much less user friendly the the old system.	7/25/2018 6:44 AM
122	lack of proper leadership	7/25/2018 2:04 AM
123	the relationships of staff to each other makes it hard for employees to be treated fairly	7/24/2018 9:41 PM
124	Define assaults on staff to include feces, urine, and/or bodily fluids being thrown on an employee. That is a major reason that so many people are leaving. People will continue to leave until the security staff and all other staff get treated with more respect than what is given to the inmates. The administration of SCDC only thinks about the inmate and how to bring in more cash, officers (that will not stay), and themselves. Once the officers start getting the respect they need and deserve I could see a major decline in available officers.	7/24/2018 9:19 PM

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125	Employees who are supervisors of other employees should have the credentials needed and the leadership experience needed. There are employees in the prison who have been promoted to a higher position without the education and skills to do their jobs. These people were promoted over over people who had college degrees and prior experience from SCDC. I believe that this happened due to nepotism.	7/24/2018 9:18 PM
126	Employees who are supervisors of other employees should have the credentials needed and the leadership experience needed. There are employees in the prison who have been promoted to a higher position without the education and skills to do their jobs. These people were promoted over over people who had college degrees and prior experience from SCDC. I believe that this happened due to nepotism.	7/24/2018 9:16 PM
127	They are grossly underfunded, understaffed, and overpopulated with inmates that would be better serving community supervision.	7/24/2018 6:26 PM
128	I can't possibly fit it into a 1 line text box on a survey.	7/24/2018 5:10 PM
129	The agency would be better if the communication between employees improved, Run the prisons by the policies and procedures not by what you want now and not as a mental health, security should be first and foremost,charge and convict bad employees,charge inmates the harm staff or inmates, make staff and inmates accountabkle for their actions	7/24/2018 4:26 PM
130	It is frustrating to see SCDC get hammered in the news when negative events happen that are a direct result of lack of proper funding. I think everyone understands that progress is being made (e.g., Director Stirling's push to raise salaries). However, Corrections has been neglected in the past and many times the issues that arise are directly related to the neglect. I think the top management has a good team in place and are getting good people in place down through the ranks as well.	7/24/2018 4:04 PM
131	8 lives lost, lots of money wasted, and nobody was terminated. Agency fails to complete mission statement on a daily basis. Administration should be replaced.	7/24/2018 3:58 PM
132	SCDC takes the approach of ownership of employees 24/7. No regard for family. They are retaliatory making complaints ineffective. Exit interview stating complaint seen as sour grapes. Method of payment is suspect due to the very nature of the process and ability to fact check. On and on I could go.	7/24/2018 3:36 PM
133	SCDC is more worried about the I/M's suing than about their employees	7/24/2018 3:35 PM
134	officers are having to work in areas with roof falling in. when it rains they get soaking wet. everyone that works in dept needs raises there are others besides officers that deal with i/m's on daily basis. since they have gone to nicer friendlier institution for i/m's assaults have gone up. i/m 's know they only have to spend 30 days in lock-up no better what they do. this is majority of i/m's they might be some that have to spend more time but not many. how can any one have pride in where they work when they do not have safe enviroment to work this is ceiling falling down on them or raining on them. it seems no one cares about the dept especially so called elected officials	7/24/2018 3:34 PM
135	As of July 24, 2018 the department is NEEDS help with management, retention, fair and competitive salaries within the state. Retention should be more than paying new hirers more than employees that have been with the agency for more than 4 years. salaries should be negotiated upon being accepted for a promotion. Having a college degree should be taken into consideration when it comes to salaries as well. This may be impossible but get rid of the good o boy system when it comes to promotions. suggestion should be that interviews are done by third parties not committed to the particular institution needing the position filled. More should be done.....	7/24/2018 3:12 PM
136	I have worked for SCDC for numerous years and have enjoyed my career. However, it is understaffed and underrecognized for the jobs that all staff do at this Agency. It takes each staff member to make this Agency function. There are certified nonuniform staff that work with inmates each and every day but do not receive the pay incentives or pay increases that the uniform staff does. If needed and it often is, certified non uniform staff takes positions/posts where needed. There are also nonuniform staff that are certified that were once uniformed staff and encounter and work with inmates each and every day. I appreciate the bonus received but it is also needed for the nonuniform staff to also receive compensation/raises as well.	7/24/2018 2:51 PM
137	Very poor communication and leadership, very poor treatment of inmates, very little CORRECTIONAL services being provided	7/24/2018 2:35 PM
138	Employees are still not monetarily compensated for job duties	7/24/2018 2:34 PM
139	its about "who you know" and not what you know for promotions	7/24/2018 2:25 PM

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140	Staff needs much higher pay and extensive vetting to help ensure security. Low caliber staff is hired usually which makes them more prone to impropriety including bribery, payoffs, and looking the other way. Little accountability in SCDC. Inmates (gangs and affluent) rule the entire system. SCDC is corrupt from the top down.	7/24/2018 2:15 PM
141	pay excess annual or let it roll over	7/24/2018 2:11 PM
142	There is a general feeling of abuse of power in upper mgt. In annual training employees are told repeatedly to report/write an incident report on anything they see that violates policy or appropriate behavior. Every year, someone asks what to do when they write a report and nothing is done, particularly for repeated behavior. This ignites a 15-20 minute dialogue as multiple people recount the same frustrations. Morale is poor. No one feels they can speak too freely without retribution. No one feels they can fully trust all of mgt either. The inmates have a saying about the criminals who run the prisons. Sadly, staff don't always laugh. Policies are skirted if not outright violated. Ethics are gray. Talk to employees and you hear it from almost everyone. Not all mgt is bad. I need to say that. But far too many are.	7/24/2018 2:06 PM
143	It is my opinion the higher ups have lost a since of what it's like to work a dorm at a level 3. Maybe they should come work a shift or two and help out and see just how much this agency has changed over the last 10 years.	7/24/2018 2:04 PM
144	with the administrative specialisits they should give them raises just like correctional officers every year	7/24/2018 2:01 PM
145	The executive branch of the agency does not seem to feel the necessity to connect with those persons on the lower tiers. When I first came here, upper echelon personnel made it a point to meet and introduce themselves to those who may not know them by sight. Now they just post their pictures on the wall at the Training Academy for staff to look at and recognize. A visit to a different institution each month by Headquarters personnel would be a start at connecting the top to the bottom.	7/24/2018 1:41 PM
146	Lack of officers.	7/24/2018 1:34 PM
147	The website is becoming outdated and does little to show and highlight all the positive things the agency does.	7/24/2018 1:29 PM
148	staff safety is poor ,staff shortage,Leaders are not in touch with staff working in the priosn,staff is not treated equally has far as pay rate	7/24/2018 1:10 PM
149	Told by Terre Marshall to get license(mh) or be without a job. No incentive to get license. No help with babysitting,loans, fees for test.Paul Dennis has been exempt per rumours.Litigation is sure to come behind this. NOt fair after years with the agency.	7/24/2018 1:10 PM
150	Interpersonal communication	7/24/2018 1:04 PM
151	The agency needs to think about the betterment of the employees and listen to suggestions and concerns that they have regarding there job duties, environment and offenders. Everyone in an executive position should have started from the bottom and have experience everything a officer has and will experience.	7/24/2018 1:04 PM
152	While employed at SCDC, I've learned much and have met incredible people. However, I've often found a level of unprofessionalism employees that I have never experienced. In an effort to meet the demands of lawsuits and outside pressures, the safety of officers and inmates has been compromised by too many changes being implemented too quickly. Although more is mandated to better care for the mental health of inmates, little is being done to ensure the mental health of our front-line correctional officers. There seems to be no set plan and knee jerk reactions and poorly-planned implementation has created poor working conditions for staff and living conditions for inmates. I urge the committee to take a hard look at the big picture and encourage the creation of a strategic plan that is rooted in research and correctional best practices. I urge the re-evaluation of sentencing (dropping 85 to 65) as well as positive participation incentives as a focus for the committee and agency.	7/24/2018 1:03 PM

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153	Been with the agency for years & now we are being told that we must obtain our license(mh) or else be without a job.No incentive to get our license(pay for the classes, test,childcare). Per rumours Paul Dennis has been exempt.This is not fair.We all have families & student loans already.Terre Marshall can easily come in and say these things simply because she is not being affected in anyway. It is already hard enough to get licensed folk & now the agency is possibly going to lose another 19/20 people because they do not have their license. This is so unfair & litigation will surely come behind this. We have been good enough to do counseling, caseload management, discharge planning, treatment plans etc & now all of sudden we are not good enough without a license. Please consider the faith few that have been with the agency for years & throw this license stuff out or else pay for a few test and/or classes.	7/24/2018 1:02 PM
154	Staff on the front lines implementing programs are not consulted when major changes need to be made	7/24/2018 12:33 PM
155	SCDC puts no emphasis on the safety, morale, and overall well being of it's staff. Wages are far below comparable agencies in other states. Over the past ten years prisoners are consistently being given more rights at the expense of the safety and morale of the employees.	7/24/2018 12:19 PM
156	YOPRS needs re-evaluation and needs consistency for each region/county.Definite divide.ISOs fear asking supervisors questions/different opinions/views case/staffing cases and following SOP/policies that don't match supervisors.Fear of consequences/negative backlash.taking concerns higher ISO is not anonymous.ISOs are not able to complete incident report without permission.Serious reports have been submitted-concerned over follow through due to the severe consequences/perception on SCDC.ISOs need DT specifically for the community/environment they work. ISOs are limited on actual sanctions/consequences and offenders know.When ISOs have no options to consequence the continued bad behaviors/blatant noncompliance its very disheartening and gives a sense of hopelessness/worthlessness.Concern for the community knowing there are offenders on the streets who should not be and it's a matter of time before a serious crime is committed and there is nothing an ISO can do about it.	7/24/2018 11:52 AM
157	I am an RN with the corrections dept. I understand that money is always a hot topic. However, salaries for the nurses is not close to being comparable to other agencies or public sector. Most of us have to work 2 jobs just to make ends meet. I would like to see the wages examined and brought at least up to the average. At this time it is far below other areas of the same skill level.	7/24/2018 11:46 AM
158	inmates are running the institutions officers can't get control of dorms because they are afraid of the issue with the institutions. If they had more experience officers it would be much safer for all inmates and staff.	7/24/2018 11:46 AM
159	Correctional Officer's don't get paid enough to do this job. The atmosphere is toxic, the air in the dorms is smoke filled (tobacco and marijuana), the inmates are intimidating staff, and are abusive mentally and physically. The repercussions for their actions are minimal if any. Inmates have all the rights and they know it, their behavior reflects it and they say it. Inmates ask what are you gonna do? write me up? I already have life. Send me to lock up, I'm already locked up. People are scared to do the job for fear of being prosecuted after the fact. While I'm making inmate life better my families quality of life goes down hill. Countless officers are spit on, feces thrown on them, men masturbating out in the open, threatening behavior and breathing in marijuana and tobacco all day. We are not properly compensated for all the risk we take. We work on a battlefield we should be treated better. Monetarily, mentally and physically.	7/24/2018 11:33 AM
160	SCDC does more with less. Our state needs to pour resourses into the work force not Head quarter	7/24/2018 11:31 AM
161	i think that the top officials handle different situation that pretains to the Department of Corrections very professional. My concern for SCDC is the safety of each institution, i do realize of the shortages. What's the status, or is it a rumor that we're asking for help from the State Guard. I suggest that we increase our wages, become competives with other agencies.	7/24/2018 11:21 AM
162	I hear that there needs to be more offier coverage at the male institutions	7/24/2018 11:09 AM
163	I am a father of two boys working a full time job at SCDC . I can not support my family. Becouse of the low pay we recive. All SCDC staff including nonunifom staff needs a RAISE !!!	7/24/2018 10:39 AM
164	Due to negative media coverage, overall saftey concerns and low pay compared to other state agences it is difficult to get and maintain staffing. Due to the shortage of staff is makes it impossiable to do our job.	7/24/2018 10:22 AM

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165	As an employee, it has become very clear the favoritism in upper management, the lack of spending on quality programs, and the lack of increases in pay to retain quality talent. I do not know how much longer I may be with SCDC or Kershaw Correctional because of these things.	7/24/2018 10:15 AM
166	This agency has become a complete dumpster fire.	7/24/2018 10:05 AM
167	Policy not being followed, Inmates have too many rights.	7/24/2018 9:50 AM
168	Starting pay is OK for officers but little compensation for experience. Promotions can lead to lower pay. Professional pay is extremely under market value. Moral is poor due to lack of staff. There seems to be little concern from HQ unless an incident occurs. Low staff requires no vacation or other time off resulting in our most senior staff losing vacation time. Programming and rehabilitation classes have been especially hard hit. At the institutional level we have excellent support, however there seems to be more and more micro-managing from HQ. I do love my job and have no intention of leaving, but I seem to be in the minority. Too bad Mike Fair not here.	7/24/2018 9:42 AM
169	Continue to work on a strategy to stop employees from bringing in contrabands. Pay for and encourage employees to take professional development training outside the Department of Corrections. Mandatory professional development training requirements for executive level positions.	7/24/2018 9:25 AM
170	This agency claims to be dealing with security issues. There are a great deal of corrupt correctional officers that are discovered and investigated. Why is it that when probable cause is established to charge an officer with misconduct the chain of command defers the matter as administrative. The corrupt officer is then not terminated or if they are rehired and posted at a different institution by order of the office of general counsel. A law enforcement agency should not be run by lawyers.	7/24/2018 9:17 AM
171	A lack of funding, effective oversight, and departmental leadership have contributed to make the SC Department of Corrections a facet of great concern for our state. Our correctional institutions must be run in a safe, ethical manner. The Department of Corrections should be focused on providing opportunities for rehabilitation and recovery - not as a state-directed system of vengeance.	7/24/2018 9:12 AM
172	Pay, needs to be better. For certified and non-certified. This is a tough job and money attracts better employees, and allows to get rid of non performing employees.	7/24/2018 8:58 AM
173	I believe that Non-certified employees should be receiving raises on the same pace as officers. Many of us work within the fence of the institution just as the officers do.	7/24/2018 8:55 AM
174	Working as a support staff we have been pass over on pay raises for the last few years. New Officers are making more than us in support and we have over 10 years experience.	7/24/2018 8:51 AM
175	Employees of SCDC are severely understaffed and underpaid. There an extreme wage gap between those working in institutions on the front lines, vs. those who are in higher leadership positions in HQ. There seems to be a lack of communication between leadership and institutional staff. Security and non-security personnel feel unsupported, unappreciated and unheard. The corrections environment in SCDC continues to grow increasingly dangerous and it does not appear as if help is on the way for staff to handle to increase in violent offenders.	7/24/2018 8:45 AM
176	Security and non-uniform employees/staff should be treated equal. Due to the fact numerous of non-uniform are certified, and assist when needed. Whenever security staff receive bonus/raises the non-uniform staff she also be included.	7/24/2018 8:40 AM
177	My original response was much more thorough but I had to truncate it due to the 1000 character limitation - I apologize for the lack of detail here. Here's the main gist: I am a part-time SCDC employee (medical). Due to the consent decree of 2014, MH services have improved. At times, the implementation team seems to overstep their boundaries. The major issue in meeting some of the decree's goals is the lack of CO's. Other issues needing to be competently addressed are contraband (especially that brought in by staff), cell phones (they should be blocked regardless of what the FCC says), gang activity (due to poor CO pay, which in many cases limits the quality of recruits, many CO's can be compromised by gang members w/offers of extra money or by threats to the CO's family), the PC process and information availability (gangs use this to follow I/M's they've targeted).	7/24/2018 8:33 AM
178	n/a	7/24/2018 8:30 AM
179	the salary for medical is below average	7/24/2018 8:28 AM
180	The Department of Corrections needs to take more time on listening to their employees and take some time to further evaluate their upper management at each insitution.	7/24/2018 8:28 AM

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181	employee's should earn a better wage considering we keep the community safe from potentially dangerous individuals	7/24/2018 8:23 AM
182	The SCDC is not hiring quality officers. The pay is too low for anyone who works inside an institution who puts their life on the line. Management needs to be more involved with the staff. Supervisors need more training. The shifts need to be shortened to 8 hours. The officers need to be allowed to bid on jobs. There needs to be morale in the institutions. The institutions should not run on a skeleton shift. When/if you do change the shifts, the shifts should be overlapping as to always have an influx of additional officers. There needs to be cameras on the units to include the blindspots.	7/24/2018 8:17 AM
183	Education is the greatest tool we have in reducing recidivism yet adult education instructors are paid less than other instructors who do the exact same jobs with the same required certifications. They are not funding education in the system as they should. Programs and education, though simmilar, are not the same. Also the inmates complain constantly to the staff about the food. The food is disgusting at best and that is being kind.	7/24/2018 8:05 AM
184	very low pay for its employees to put their lives on the line .Also very stressful environment to work in .The director needs to work week as a co for one week to see what kind work condition that we are working in	7/24/2018 8:04 AM
185	the department is underfunded, undermanned and dangerous to both the staff and inmates. Supervision is almost non-existant due to the lack of experienced officers. A substantial pay increase for both uniform and non uniform staff will bring in more quality employees and a better work environment. More programs for inmates to help prepare them for re-entry into society will be beneficial and will help reduce returning inmates and exiting staff members	7/24/2018 8:02 AM
186	Too much of the leadership is unqualified to be in the positions they have been appointed to. This type of leadership leads to very poor decision making.	7/24/2018 8:01 AM
187	I am Concerned with the amout of Racism inside the Department	7/24/2018 8:01 AM
188	My concern is about the training and putting people on job that doesn't know the job and not trying .	7/24/2018 7:54 AM
189	Poor management decisions are made on costly projects. More research and investigation needs to go into the buying process. Also, SCDC is very plagued with the "good ole boy" system. Knowing people in powerful positions is what often gets a person a job, not necessarily the most qualified candidate.	7/24/2018 7:53 AM
190	Please do something to improve this agency. It is not safe for inmates or employees.	7/24/2018 7:48 AM
191	Lack of pay raises to non-security for 4 years is horrible, especially having to sit back and watch 2 annual bonuses and pay raises going to security and individuals in Head Quarters. Incosistent pay scale for equivilent positions. Promotions only go to friends rather than those with the qualified experience. Wasted millions of tax dollars for uniforms, advertisement, and "Reserved Parking" for certain individuals in a division building that shared with 3 other divisioins-the reaso of "safety purposes" is merely a smoke screen, and only proves entitlement.	7/24/2018 7:43 AM
192	They more professionally trained staff and pay them better	7/24/2018 7:36 AM
193	My concern is understaffing. A suggestion could be related to the idea of rehiring retirees.	7/24/2018 7:28 AM
194	non uniform staffe deserves the raises just as much as the uniform staff many non uniform employees with SCDC go behind the fences everyday as will. Its seems SCDC spend the money in all the wrong places form the upper management salries, the advertisement for employment, the waste full spending of money on items purchased for SCDC that just sits in warehouse never used or magical disapear. How two employeees can have the same job title and do the same thing but one employee is paid 10,000 dollars less. How jobs are posted within SCDC and then come down only to be rewritten and reposted so that a specific individual would get the job.	7/24/2018 7:09 AM
195	We need to stay consistant and be proactive instead of reactive	7/24/2018 7:06 AM
196	This department does not have the human compassion for tru rehabilitation. It wastes money on things of lesser importance, pays its employees peanuts for risking their lives and above all the communication between "ranks" is deplorable. It's like being in high school all over again.	7/24/2018 7:02 AM
197	Internal communication needs to be improved	7/24/2018 6:57 AM

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198	there is a large problem with communication in the agency. everyone has their own interpretation of policy. you can ask 5 people the same exact question and get 20 diffrent answers to that question.	7/24/2018 6:32 AM
199	none	7/24/2018 6:30 AM
200	Inmates tend to run things in many instances. Short staffed constantly. Frequently they are coddled.	7/24/2018 6:14 AM
201	The oficwes are grossly underpaid and do their job with limited and old equipment.	7/24/2018 5:32 AM
202	We have failed as a agency. We are unmanned and underpaid. If we change the pay scale to every two weeks I believe the turn over would decrease. People would see more of there money. Staff are afraid and training has nothing to do with it. We are disperate so we hire any and everyone and expect quality performance.	7/24/2018 5:14 AM
203	Over worked currently I am doing the work of 4 officers in Lieber RHU lock up unit. Lack of leadership in the administration areas. Inmates getting away with throwing human waste at staff and no disciplinary action was given to inmate and or they won't follow thru	7/24/2018 4:20 AM
204	Every cell door needs to have a food port on it so that we do not have to open the doors to feed the inmates while they are on lockdown. Having to open the doors puts officers in danger. All lock up cell doors need to have two stage flaps to keep the inmates from throwing feces etc. on us. SCDC as a whole needs to get better equipment. We utilize VHF radios where as the majority of the state is on the 800MHz system. We utilize weapons that are very outdated and falling apart. Most of the vehicles we have are falling apart.	7/24/2018 3:12 AM
205	The ease of obtaining informtion online is fine. The website is good. The overall climate of DOC is unprofessional and does not seem to be team oriented. The Training Academy runs great and each department could take a page form them. I'm sure it's proably not the whole agency but what I've experieinced has given me a negative view.	7/24/2018 1:16 AM
206	I feel that the Legislature and the department , do not care about their overworked and underpaid officers. I would suggest that if the state offered paid healthcare , there would be no shortage of staff. If the state were as concerned about the needs of its officers , as much as it is about the neeeds of the inmates, the department would thrive.	7/24/2018 1:12 AM
207	I am newly hired nurse. the pay is so bad that many of my coworkers are working 2nd jobs-even those in supervisory positions. i am a transfer from another state dept of corrections and i took a 30% pay cut. you get what you pay for. if you want dedicated employees who will stay with the dept you must pay them enough that they feel valued.	7/24/2018 1:11 AM
208	It is harrable working conditions due to the unsafe enviornment the staff in the institutions are placed in. Every things "the mental health lawsuit". Its no regard for tthe staff inside the walls.	7/23/2018 11:11 PM
209	Head Quarters personnel do not have a clue or do not care about what happens in the prisons. I work in medical which is very understaffed. This is because medical is grossly underpaid,. So compident personnel are not being hired. Then security is about 900 officers short. A deadly combination. I feel they have brought people in to privatize areas in the prisons (medical). One person is a Ms. Marshall who is the Associate Medical Director, and does not have a medical background. She is the COO of a privatizing company, and this seems to be a conflict of interest.	7/23/2018 9:49 PM
210	Spending alot of money	7/23/2018 9:43 PM
211	THE DEPARTMENT NOT PROACTIVE. THEY WAIT TILL SOMETHING HAPPENS BEFORE DOING ANYTHING. THE DEPARTMENT PUNISH THEIR EMPLOYEES, IF THEY RECEIVE A CORRECTIVE ACTION THEY CAN'T RECEIVE THE BONUSSES THEY ISSUE. THAT'S DOUBLE JEOPARDY BECAUSE THE EMPLOYEE CAN BE A FAITHFUL EMPLOYEE BUT IF A CORRECTIVE ACTION IS ISSUE FOR SOMETHING THEN THEY CAN'T RECEIVE BONUS WHICH I NOT FAIR BECAUSE THE EMPLOYEE WORK JUST AS HARD AS ANYONE ELSE IF THEY REPORT TO WORK AS SCHEDULE. ALSO TO MUCH FAVORTISM ESPECIALLY AT ALLENDALE CORRECTIONAL. IF THE MAJOR, ASSOCIATE WARDENS, AND WARDEN DON'T CARE FOR AN INDIVIDUAL HOLDING PERSONAL GRUDGES. THEY WON'T ALLOW THE PERSON T ADVANCE THEMSELVES. WILL DENY THEN TRAINING CLASSES AND ETC. THE PERSON CAN AND WILL DO THE JOB BUT WON'T PROMOTE THE PERSON.	7/23/2018 9:35 PM

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212	Given the haste in which we hiring new "officers" to correct our personnel shortage, I earnestly believe we're creating a bigger crisis by not properly screening or allowing a mechanism to exist in weeding out/terminating inadequate officers. The other major security threat is corrupt officers ... as an officer, I believe a stiffer penalty needs to leved against those officers who violate the contraband order and place the rest of us in danger	7/23/2018 9:26 PM
213	THE HEAD PERSONNEL NEEDS TO LISTEN TO THEY EMPLOYEES OPINION. THE ACTUAL CORRECTIONS OFFICERS. DECISION BE MADE WITHOUT ASKING OPINIONS BECAUSE WE ARE THE ONES ACTUALLY DOING THE WORK. MAKE A DECISON THEN EXPECT EVERYTHING JUST TO HAPPEN ASAP KNOWING THE SITUATIONS WHERE PRISON ACROSS THE STATE SHORT HANDED. BUT AS SOON AS SOMETHING HAPPEN BE READ TO TERMINATE EMPLOYEES AND/OR ISSUE FORMAL CORRECTIVE ACTIONS. ALSO ISSUE BONUSES BUT IF YOU WERE ISSUED A FORMAL CORRECTIVE ACTION, YOU CAN'T RECEIVE THE BONUS, AND THAT'S DOUBLE JEOPORDY BECAUSE YOU PUNISHING THE EMPLOYEES TWO TIMES....	7/23/2018 9:21 PM
214	The department needs to keep Unit Management Concept, It adds diversity to the overall management of the agency. Employees from mental health, programs, medical, education, and other areas have a chance to advance into the security ranks. Which will increase the professionalism and educational level of management.	7/23/2018 8:47 PM
215	The Agency has failed its staff and inmates. We are understaffed and underpaid. We have implemented policies and procedures that we will never be able to accomplish. We have sett are self up for failure. The money isn't that bad but the way we pay should be changed to every two weeks. The 1st and 16th is taxing alot of the money. I believe if we change the pay scale we will keep officers.	7/23/2018 8:44 PM
216	Sentences need to be reduced for certain drug charges. If the person is a habitual drug charge offender then sentencing should be carried out accordingly. Alot of these gang members and certain drug dealers should be in federal prison. the habitual drug addicts should be carried out in a different way other than prison but stronger than a drug rehab center. and training for new coming correctional officers needs to be less face to face. polices need to be in place for better stratgies to fight against contraband. thorough background checks for newly hired non-security staff. better rapport with the public. more state oppourtinites for former convicted felons that do not have violent crimes. better representation from the governor and the house of representatives. Director needs more help to create better plans of action.	7/23/2018 8:31 PM
217	Moral is very low. Upper management does not communicate with each other. Not on same page. Always a negative attitude towards personnel. Upper management have been given jobs and not earned the job. Many really do not understand what is really needed to have the agency run the proper way. Too many political favors done to place people in jobs instead of having experience people to run corrections as a corrections agency should be run	7/23/2018 8:30 PM
218	I believe the Dept Of Corrections caters too much too inmates. Primarily due to the many lawsuits filed and won by inmates. The inmate disciplinary policy has become to lenient, violations that once cost an inmate significant time added to his/her sentence, now result in little to no deterring consequence. Inmates have no fear of breaking rules, when they know they will face light consequences. Cellphone use, contraband throwovers, and ever rising gang activity is the biggest problems facing SCDC. We have to reinstate stiffer penalties for violating rules, both minor and major, or we will continue to lose the battle of mainting safety and order in our prisons.	7/23/2018 7:33 PM
219	the lack of staff and the lack of response to attacks on staffing.	7/23/2018 6:20 PM
220	This disciplinary system for inmates is a disgrace. It is a joke	7/23/2018 6:06 PM
221	My concerns is the way the inmates are being treated. In the qwomen facility there is not enough progmas the assit the inmates for rehabilitation. Meaning there not enough on hands training. They are limited to what they can learn and do. There are a lot of inmates who have low self- esteem due to the officer and other higher officers who constantly put them down and make them feel less than. these inmates are here to make restitution for their crimes , they are not here to be made to feel like they are nothing. We as SCDC employees need to step up our ability to help make these inmates feel like they are worthy and that they made a mistake and now are paying for it. The suicide attempt in both the male and female institution stems from both neglect and not having anyone to talk to when they are in crisis. It makes them feel like the staff dont care for them or what they tink. We have to start listening whether we think it is significant or not.	7/23/2018 5:43 PM

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222	We need to pay staff for the jobs they perform. All correctional staff should be comparable to other law enforcement agencies. They are not. Correctional staff deal with inmates 24 hours a day. Cops/SLED deal with them during the incident. Fireman deal with fires during the incident. Correctional staff are with inmates 24 hours a day. They commit a criminal act, we are still there, they start a fire, we are still there. Our job is to keep the public, inmates and staff safe and to prepare inmates to not reoffend. We have an important job. More important in my opinion than any other law enforcement or similar agency. Better pay across the board will entice people to come work for us. The more people working for us the safer the public, inmates and staff are. It's a win win for everyone. SC has saved millions of dollars with Justice Reinvestment; however, zero dollars has been poured back in to the DOC or Probation/Parole. This is a travesty.	7/23/2018 4:48 PM
223	It would be nice to see our leaders who are making the decisions that effect us as SCDC employees to get a closer perspective of what we go through and how we operate on and daily basis. A pay increase would be very beneficial to SCDC employees	7/23/2018 4:21 PM
224	The department is to top heavy. Much of the decisions made is done so without knowledge of the day to day operations of the institutions. Much attention has been given to the pay of security officers without considering the other employees that contribute to the security and smooth operations of the institutions. The need for security officers is very great but the service of other employees is just as important. Treatment of long term experienced employees are at its lowest level. These are the employees that has contributed much to the safety of the public, other employees, and the inmates. So much of this experience has been allowed to escape without the passing on of the experience learned to others. If the inmates were provided with opportunities to vent, express frustrations, etc., it would change the climate of corrections.	7/23/2018 4:14 PM
225	The path that SCDC is on will head for a much worse disaster that what happen at LEE C.I. My whole 20 plus years with the department I have never seen it this bad. The staff shortages, inmates do what they want to do, senior admin staff treat the inmates better than they treat the staff. The inmates run SCDC not the state.	7/23/2018 4:02 PM
226	AW Lewis is the most hateful, unfriendly human being I have ever seen. She screams at employees and degrades employees in front of other employees & inmates. I've witnessed this personally. She tries to humiliate employees in front of peers and inmates. There have been 2 non-uniform employees retire because of the way she talked to them and several other uniform employees quit because of the way she talks to them. She is snide and sarcastic with everyone. She talked to an employee very disrespectfully in front of Maj Carter, AW Moore, Warden Yeldell and 5 inmates. No one said anything to her in defense of the employee. Everyone got silent & looked down while the employee looked at everyone.	7/23/2018 3:53 PM
227	open positions are not evaluated fairly by human resources. It has been stated the screening process is done by clerks who do not know what they are screening for, causing qualified applicants to not be interviewed. Organization is top heavy with lots and lots of Directors and Associate Directors of various departments that really do nothing.	7/23/2018 3:48 PM
228	SCDC suffers greatly from a lack of funding, both in terms of safety for inmates & security for state workers the agency employs. The DOC has been asked by the state to operate on a shoestring budget for at least a decade. SCDC has risen to the challenge of financial efficacy time & again, finding ways to minimize staffing costs, food costs, labor costs, even technology costs. This comes at a price. The agency's systems are outdated even in comparison to other state agencies. SCDC doesn't have the funds to attract new staff or to keep them. The lack of staff & the meager institution conditions have led inevitably to a less secure environment for inmates. Budget & staffing are without a doubt impacting SCDC's ability to carry out its missions of safety & security-though its administration continues to do all it can. After studies, surveys, politicians, activists, & employees have all given the same warning, the State of South Carolina can only expect to get what its budgets pay for.	7/23/2018 3:46 PM
229	have outdated equipment and no back up from supervisors	7/23/2018 3:44 PM
230	Overall pay for non uniform, cost of living increase for all, lack of professionalism starting with columbia, running shifts as if we are fully staffed,	7/23/2018 3:41 PM
231	Correctional officers are grossly underpaid	7/23/2018 3:39 PM
232	The incentive to work falls far below the burden that is put on it's employees. Front line employees are under appreciated and over worked. The fat cats in agency supervision make poor decisions that negatively impact the employees, but positively impact the supervisor. There is a culture of self-interest in SCDC that is causing its rapid deterioration. I really hope it turns around, but I fear that the upper management will just keeping doing the same dumb things.	7/23/2018 3:30 PM

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233	SCDC is behind they are reactive not proactive, and because of a lack of staff and funding has become a holding area. There are very limited opportunities for rehabilitation. The staff is disregared and disrespected. Staff work in unsafe, unclean, and stressful environments.	7/23/2018 3:28 PM
234	Training is terrible, no professionalism, discrimination is rampant, it is fertile ground for lawsuits on all levels.	7/23/2018 3:25 PM
235	Cheap, incompetent, disillusioned, does not promote excellence, management style was obsolete in the corporate sector 40 years ago	7/23/2018 3:22 PM
236	SCDC is behind times. Out of date equipment, policies and procedures. Left hand does not know what right hand is doing, in other words no one communicates with each other. You have all these department/divisions that do communicate with each other and at times there is a lot of double work or unnecessary work.	7/23/2018 3:19 PM
237	DOC is a sinking ship. There are things that happen here that you don't hear about in the news. YOU get what you pay for as far as officers go. We have heard dogs have been hurt at LEE by inmates. They had to be put down we heard. TAKE THE DOGS out of LEE. Wait till PETA and SPCA hears about this! YOU NEED to get rid of the antiquated BLUE ZONE and have one system. USING jobs.sc.gov and blue zone is about a waste of time. Get with the program already! When someone gets hired and they have no qualifications for the job they are only being hired because they are former SCDC and retired. Human Resource is doing it all the time they hire people they know instead of the best candidate. Hold two and 3 interviews and then hire the person they know. It's not fair. DOC need A LIFE JACKET cause it's going down like the Titanic.	7/23/2018 3:17 PM
238	No equality in pay for employees doing the same job. Some pay varies as much as 200%. Issue discussed in Columbia, but no resolution. It appears they get theirs and don't care about the field people. Institutions run under a social class status. Personal parking spaces, many off the board perks, and special treatment for some staff members, and others are nickel and dimed to death.	7/23/2018 3:16 PM
239	Salary and Retention to all not just including those in uniforms	7/23/2018 3:13 PM
240	I have already voiced my concerns and given my suggestions via email to the penology and corrections sub-committee	7/23/2018 3:10 PM
241	My concern is the condition of the buildings employees are forced to work in. We at Tyger River have plastic sheeting covering the officer desk so the water from the roof does not drip on us. There is mold growing in the ceiling from the water. Instead of correcting the officer stations maintenance is remodeling the living units on the lower yard for inmates. What message does this send to new employees and myself?	7/23/2018 3:06 PM
242	Officers are not consistent in what they say regarding what they can and cannot do when called to a home regarding an oppositional youth. Also, when speaking with an oppositional youth a lot of times parents have reported to me that officers will encourage corporal punishment or threaten to take to jail if they retrain. These tactics do not assist in deterring oppositional behaviors and also makes it difficult to have families align in strength focused interventions when working with Mental Health, DSS and other community agencies.	7/23/2018 3:04 PM
243	The Department of Corrections treats officers better than other employees. Purchasing shoes for officers, raises and bonuses other employees in direct contact with inmates do not receive.	7/23/2018 2:59 PM
244	For example why was the department of corrections the only agency who had to take a furlough under Niki Haley but yet instead of giving our money back first she gave all of the state agency's a bonus! Non-uniform personnel at the department of correction like myself had to take 25-28 days off with no pay and officers only had to take 5-10 then they turn around and give them multiple raises and not even a cost of living raise and now officer can start and make the same pay as myself after 25 years of loyal service!!!!	7/23/2018 2:57 PM
245	Not a safe environment in which to work. Severe officer shortage, rules not enforced. Inmates can do whatever they want and do. Medical is dirty, health care workers are not given basic tools to do their jobs. Palmetto Health Richland is ripping off department in contract for health care. They do not communicate well or send medical records to SCDC. Poor management of prisons - NOT SAFE for employees or inmates. Severe officer shortage - dangerous.	7/23/2018 2:55 PM
246	The SC Dept. of Corrections is underfunded and understaffed.	7/23/2018 2:53 PM
247	Underpaid staff, overworked staff, shortage, mass punishment from Lee CI incident with statewide lockdown each individual prison has issues that are different and it should be handled in a timely manner instead of constant lockdowns.	7/23/2018 2:48 PM

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248	Policy should never be changed without speaking with the area it involves. Whether some want to think so the administrative part of SCDC is the backbone for the institutions and they are the last to ever be recongnized. There have been 2 bonus's given to institution and none to administrative at HQ. We are around inmates on a daily bases and some even speak with them on the phone when they call. So to say certain deserve a bonus and leave others out is very disheartening and basically like those who didn't receive bonus don't matter. Those that didn't receive bonus probably worked harder than most who reveived them.	7/23/2018 2:48 PM
249	Leadership/Morale of Employees	7/23/2018 2:44 PM
250	I feel that SCDC does much better that all of the other state agencies with much less than they have. We do more every year as the government takes more from us every year. The government takes, not only our monies, but our staff positions and use the excuse that SCDC is getting the job done so, they take more. Congress members, please come see what we really deal with day in and day out.	7/23/2018 2:44 PM
251	SCDC is a mess - poorly funded, poorly managed & a laughing stock of the rest of the US	7/23/2018 2:43 PM
252	More oversite is needed.	7/23/2018 2:41 PM
253	I have worked for SCDC over 21 years. Decation does not seem to mean anything. I started SCDC makking 17,500.00. I feel bad that Offciers make more than I do. I feel I have been a good employee. When this is brought up you are told, " yes we know that", but nothing changes. It seems to be a game now with the new hires. They get hired, make good money for several months till they go to the Academy. Then when they retrun and are put on shift, they leave. They use the experence to go to the Sheriff's Offcie or the Detention Center and get a job making more than they would here. We just lost to Supervisors to the Dentention Center starting out at Captians pay in Offcier jobs.	7/23/2018 2:41 PM
254	I think there is an over abundance of upper administration and far too few front line employees. It also seems that upper admin puts no stock in non security. We also put our lives on the line daily when at work but are not included in most raises.	7/23/2018 2:38 PM
255	There's no point for me to state my comments or concerns because the problems will stay the same	7/23/2018 2:28 PM
256	Personnally speaking with the issues that we have with inmates in possession of cell phones, I think we should eliminate the online accessibility of inmates information. Anyone can go online and locate an inmate as well as his arrest record and disciplinary history.	7/23/2018 2:23 PM
257	After working for years with the agency without a license,now the license is required (mh). this is so not fair because alot of us have families and cannot afford to go back to school in order to get the classes in order to take the test in order to get the license. this is time consuming and who's going to keep our kids while we attend classes. Counseling, treatment plans, etc... have been ok for years and now this is an issue. Where's the incentive to get our license(paying for the test, time off etc).....	7/23/2018 2:14 PM
258	Promotional process is corrupt. Supervisors delegate almost all work and do very little work themselves. Supervisors work extremely abbreviated hours.	7/23/2018 2:13 PM
259	Better pay for employees who has been there more than 15 years. Your seasoned officers and employees	7/23/2018 2:13 PM
260	The Department of Corrections should be policy driven but yet there are times policy is thrown out the window and is approved by the director just becuae someone knows somebody. This agency is run by politics. It is all in who you know. It's like a slap in the face when you go by the policy yet you get overridden because someone knows someone that can change how the agency handles a certain issue. How are you supposed to do your job when it gets overridden left and right. There should be an incentive bonus for employees that have been with the agency for a long time. The employees have have stuck it out through the tough times with agency. The loyal and dedicated employees deserve something for their loyalty to the agency.	7/23/2018 2:12 PM

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261	While the Department of Corrections does a vital and irreplaceable job protecting the public from those deemed by our Justice system as felons, the people who work for the SCDC are looked down upon by said public, they are not seen as a part of Law Enforcement just as Guards or not the Civil Servants that they are. It has been proven that Corrections Officers have an extreme likelihood of developing PTSD from all of the daily interaction with Gang Members and Violent Offenders. I am not saying that all Offenders are this way, SCDC works hard to teach and lead them to better themselves and learn from their mistakes, but the fact that you cannot tell who is or isn't going to act out violently means that the Officers and Staff have to remain on guard at all times to be Fair, Firm, And Consistent to provide as safe an environment as possible for those who have seen that they have made a mistake and are trying to better themselves for or in spite of it.	7/23/2018 2:12 PM
262	I enjoy working in the Departmet of Corrections overall. The only suggestion I have is enforcement of policies and continuity within institutions would be beneficial.	7/23/2018 2:10 PM
263	Agency funding is very poor. Adequate resources, training, and personnel required for safe operations are not provided to staff all while the demands, expectations, and workload are increasing. Given the gravity of the settlement agreement for the Mental Health lawsuit, I would have expected better requests and better responses for funding and agency support; however, the agency's actual needed budgetary requests either do not make it out of SCDC or do not appear before state congress for review. The agency salaries are grossly lower than comparable positions, with the greatest disparity lying within health services. In order to recruit and retain quality staffing, the agency salaries must significantly increase across the board.	7/23/2018 2:10 PM
264	Do not trust the system well enough to comment	7/23/2018 2:09 PM
265	RECOGNIZE THE OTHER DEPARTMENTS OF SCDC. SECURITY IS NOT THE ONLY DEPARTMENT BUT THEY WERE THE ONLY DEPARTMENT THAT RECEIVED A RAISE THIS YEAR	7/23/2018 2:08 PM
266	Inmates at SCDC are treated inhumanely. The punishment should be incarceration (the inability to leave the institution), not physical and verbal abuse, lack of expedient access to excellent healthcare, 2 very small portioned meals only every weekend, no air conditioning in some dorms, extended periods of lockdown restricting inmates from leaving their cells for weeks at a time related to lack of security officers, unhealthy diets and no specific diets for specific disease processes such as diabetes and heart disease, refusal of allowing for more than one pillow or blanket, refusal of comfortable shoes, forcing inmates to stand (or sit in wheelchair) in long lines outside in the heat, rain, or cold to get their prescribed medication, not protecting them from being stragulated or slaughtered by other inmates, and so many inmates have no access to education or the ability to learn a trade. The employee morale is the worst it has been in over 20 years. Employees are grossly underpaid.	7/23/2018 2:06 PM
267	No response at this time.	7/23/2018 2:05 PM
268	The pay for employees with the Department of Corrections is extremely low compared to other agencies. I have worked for the Department of Corrections for over 20 yrs. I am in close contact with the inmates on a daily basis and I do not get the incentive pay for working in an hazardous enviroment like the offcers and medical receive. I work in the dental clinic alone and sometimes with a dentist. There is no security back where we are located. Dental personnel are in very close contact with the inmates using very sharp instruments. I feel as a healthcare professional this is discrimination.	7/23/2018 2:00 PM
269	While not overall bad, the agency is mostly reactive, not very proactive it seems. More could be done to prevent some of its issues. This agency is constrained by budget, but should raise standards when it comes to hiring new officers.	7/23/2018 1:59 PM
270	Maintenance personel are serverly under staffed with very few canidates appling for the open positions. Making it impossible to maintaining these facilities, it creates an un safe work enviroment. Inmate damage ,lighting torndown, switches and recepticals removed by inmates leaving exposed wiring. An increase in support staff would go a long way to get much needed personel to alleviate some of these issues.	7/23/2018 1:59 PM
271	Regional Directors, Wardens, etc. do not follow the policy.	7/23/2018 1:58 PM

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272	I Beleive that the SCDC is in Crisis! I beleive that the riot at Lee Correctional that killed 7 inmates is only a sign of things to come with the Agency. I am worried that the horrible pay, lack of proper supplies to do my Job, and the deep rooted corruption of employees will lead to a much worse situation than occurred In April 2018 at Lee. The facilities are crumbling. The procedures and technology are arcahic. The Culture is abusive to employees and inmates alike. I've never been more concerned about anything in the State of South Carolina, and I have lived here all my life!	7/23/2018 1:58 PM
273	As a Mid-Level employee at SCDC not in an Institution I am concerned about what I hear from Employees. Our Health Care Staffing is hampered by the lack of Security. The last two years we have had an increase in Non- Natural Deaths within SCDC. My opinion is while SCDC has implemented changes I feel more can be done. We have dehumanized many of the Inmates and taken away some basic freedoms and Liberties from them. I feel this is fueling the increase in Contraband. If you look at other Prisons around the Country you will see they are allowed Tobacco, TV's Food Items, Clothing and even Linens and Bedding to be sent in by Family member. SCDC limits their options to Limited Canteen items only. We need to be looking at other areas to improve their ability to function as Human Beings. Other states have limited email, Video Chatting and Daily limited Phone Access with family members through outside sources. We need to allow the Inmates some basic freedoms.	7/23/2018 1:58 PM
274	Seems like changes are not well thought out before they are placed into action. Seems like only certain departments are looked at before a change is made instead of looking at how all will effected all departments. The pay is also backwards employees at HQ are getting under paid but yet they are responsible for the upkeep of the entire Agency whereas those in the filed have just there assigned locations. A lot of responsibilities get pushed to HQ which is completely okay but the pay to match it would be nice.	7/23/2018 1:56 PM
275	Do you think it is fair to give the Correctional Officers and raise and not give the Adiministrative Personel a raise. We work for the same Department, yet the Administrative Personel are treated like second class employees. They are exposed to the inmates also, so why give the Correcrtional Officers a pay raise and not give the Administrative Personel a pay raise. The Administrative Personel needs a pay increase also, due to the fact the Administrative Personel's pay is \$4000 - \$5000 below the pay scale of a compatible job in the public market, remember without the Administrative Personel the Prision system would not function properly.	7/23/2018 1:56 PM
276	SCDC would do well to invest in its employees. Then turnover and recruitment would not be such a big issue for the agency. SCDC needs to support the current staff and demonstrate that they are valued and an important part of the organization. Given the nature of the environment and the population with which employees are working, there are daily hazards involved with going to work. It deters many people. So, it's important that the organization invest professional development, resources, and better salaries into the workforce. Otherwise, the cycle of staff shortages and turnovers will continue to be a major problem. Salaries are significantly lower than other states' and in comparison to similar jobs in the private sector. There are talented people that currently work at the agency that SCDC will lose if change is not made. If the agency wants to recruit and retain skilled and talented workers, salary levels must be increased to be commensurate with the job responsibilities.	7/23/2018 1:54 PM
277	just turned in my 2 week notice, bye	7/23/2018 1:51 PM
278	weak leadership	7/23/2018 1:49 PM
279	irresponsible leadership and zero fiscal stewardship	7/23/2018 1:48 PM
280	Too many party politics and good ole boy mentality. People are treated unfairly both inmates and staff	7/23/2018 1:43 PM
281	There are many issues within the Department. First is the treatment of staff. The overall attitude is one of, "You should be thanking us for letting you work here!" At every turn there are threats made toward employees who make a mistake. This attitude is also carried over to the inmates. Respect is a key work lacking in the Department. Then there is the pay. The pay is lower than most other states in the region. Institutions, they are old and in need of constant repair. The cost of maintaining some of them may be more than building a new one. Re-entry! How is it we are expected to change a person's views and behavior in 180 days or less? Re-entry should begin at the time of confinement, not at the end of the sentence. Someone with 2 years should be getting the classes and counseling, someone with six months should be on a work release making money to assist them when they are finally released.	7/23/2018 1:42 PM
282	No fairness in employment; low morale;cruelty.	7/23/2018 1:40 PM

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283	Until the pay of all employees at the Department of Corrections is equitable to the risk associated with the position, there will continue to be shortages in SCDC, thus the danger will continue to be above what would be considered reasonable in this working environment. The employees who do work hard are eventually burned out and move on to another job. Something dramatic must be done now to improve pay and safety within SCDC.	7/23/2018 1:39 PM
284	Pay is poor (to include no cost of living raises, no yearly merit increases), outdated computer software systems.	7/23/2018 1:39 PM
285	Although the Department of Corrections states that its mission is based on "Saftey," "Service" and "Stewardship," the agency is unable to meets its goals due to the disconnect between its leadership and staff as well as overall mismanagement. Agency leadership does not seek and/or listen to input from staff on the front lines. In addition, the Agency has placed a priority on Certified Officers, but has neglected the support staff that assists in the maintenance and operations of the agencies many institutions and programs.	7/23/2018 1:39 PM
286	I have concerns that a new employee (Officer) is paid more than a seasoned staff employee that has been there for years. Staff is often overlooked and overworked, and many good employees leave to work elsewhere whre they are better paid. Money was spend on recruiting and getting moe officers but the only way to be better paid is to leave one position and that another. Thank you for you interest.	7/23/2018 1:38 PM
287	The DOC could use more funding to better pay employees and provide an edge for hiring qualified personnel and retaining them. We could use more support from legislature to provide better equipment for officers to defend against 26000 or so inmates who out number & out arm our officers. Better contraband procedures/NO cell phones period! its dangerous and should have been stopped after the incident with Captain Johnson! How many other employees are going to have to get hurt before it is taken serious by legislature/ phone companies etc. It's time to take care of your Corrections employee as well as you take care of SLED, Troopers, DSS etc	7/23/2018 1:38 PM
288	Wages are greatly lower than outside public wages for same tasks or trades	7/23/2018 1:36 PM
289	i dont think no one's man job is more important than the other. Everyone life is in danger.	7/23/2018 1:36 PM
290	The shortage of staff is increasing causing a great deal of stress on current employees. The agency is only focusing on correctional officers with the increase in salary but you have other employees, such as counselors, that are needed that are not compensated for the services they are providing for offenders in the the various programs. We talk about pushing program and services but the employees that are in these programs are not being compensated only officers. This puts a bad taste in nonuniform staff and cause them to look elsewhere.	7/23/2018 1:36 PM
291	I have been working f/ SCDC some quite some years and I have not received a pay raise. A pay raise would greatly improve morale and work productivity. Offering competitive wages and benefits can help companies attract and retain the most qualified employees. Annual increases are an expectation for most workers and likely necessary to help keep up with inflation.	7/23/2018 1:36 PM
292	no raise in 7 years	7/23/2018 1:34 PM
293	There isn't enough security to maintain security as the SCDC policy dictates. This affects all operations of the day to day procedures to maintain rehabilitative services, education and overall security.	7/23/2018 1:34 PM
294	staffing, benefits and pay	7/23/2018 1:33 PM
295	better pay for current employees	7/23/2018 1:33 PM
296	Working with the department of corrections comes with challenges, and much of these challenges stem from the way staff are treated by other staff as well as lack of appropriate communication. I have heard many staff say that what makes the institutions difficult to work at are not working with the inmates, but working with employees.	7/23/2018 1:33 PM
297	The moral of staff is decreasing daily	7/23/2018 1:32 PM
298	No Rapport and Consistency	7/23/2018 1:32 PM
299	Senior Agency supervision and senior Agency coninually bends to the will of the inmates. This results in custody and control and the Agency's mission statement virtually impossible to accomplish.	7/23/2018 1:32 PM

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300	Most of the Press that is focused on SCDC is all negative there are a lot of good things going on that is never heard about. Politics are playing a big role in changes to the agency which seem to focus more on making inmates lives easier while incarcerated. There are many opportunities for inmates to do the right things and learn. Most of the press focuses on the inmates who are still trying to live the same life they had on the outside and not wanting to change their ways. There is no way anyone can change the mind of someone else unless they are willing to change themselves first.	7/23/2018 1:32 PM
301	The only concern I have is the lack of raises, bonuses for administrative employees. We have not had a raise in over two years. However, uniformed employees receive bonuses several times a year.	7/23/2018 1:31 PM
302	Employees do not receive adequate compensation for the risks they are subjected to. Inadequate funding for the function of critical medical areas.	7/23/2018 1:31 PM
303	respect given to employees, and low pay	7/23/2018 1:30 PM
304	employee need to be payed more the job they do is very hard and ae not being compensated correctly	7/23/2018 1:30 PM
305	Staff and inmates need to be treated with respect. Punative is the environment here. Not restorative.	7/23/2018 1:30 PM
306	Programs, programs and more programs. Inmates need hope for the future.	7/23/2018 1:29 PM
307	Salary is my biggest concern- I am a certified non uniform staff and I should receive the same pay; however, the salary is really low! Considering the environment we work in our resources in funding needs to be expanded. I am forced to work 2.5 hours for free whenever I decide to do overtime because of the 37.5-40 hour differential. We don't get raises and the bonuses are taxed. We are forced to work part time jobs to make ends meet within our families.	7/23/2018 1:27 PM
308	inmate violence has increased under director sterling	7/23/2018 1:25 PM
309	inmate violence has increased under director sterling	7/23/2018 1:24 PM
310	employees need a big raise and let the inmates smoke tobacco.	7/23/2018 1:23 PM
311	they need a new director...the body can'y function without the brain.....the employees are awful....It's a bunch of dummies running the department....it's not the inmates that's the problem but the so call leadership.	7/23/2018 1:23 PM
312	The community does not feel it needs to appropriately compensate employees of this very difficult agency	7/23/2018 1:11 PM
313	Staff are grossly underpaid, leading to difficulty recruiting. And prisoners do not receive proper healthcare. A friend of mine died from Cancer shortly after being diagnoses and he had been complaining about not feeling well for quite some time, but was not afforded the opportunity to get the care he needed to find out he had cancer in time to actually treat it.	7/23/2018 10:39 AM
314	The supervision of the mental health department needs a lot of improvement. The regional directors and the director of mental health do not listen to staff, do not care about them, and are in need of supervisory training. They have lost out on a lot of good staff and resources because of their behaviors and interactions. Until the supervision changes, the Mental Health department will continue to have the issues that it has.	7/23/2018 10:02 AM
315	Under staffed and under paid	7/23/2018 9:27 AM
316	My only suggestion is that we need more mental health training for employees and mental health evaluations for inmates.	7/23/2018 8:19 AM
317	lack of manpower and funding	7/23/2018 7:56 AM
318	Improved mental health services are badly needed, mandatory sentencing for minor infractions should be reviewed and addressed to reduce prison over crowding, programs designed to prevent assault and rape of younger people in the prisons should be implemented.	7/21/2018 12:10 PM
319	keepup inmates in cell @ all times , put the chaingang back	7/20/2018 4:17 PM
320	violent crime is increasing in South Carolina and the state needs to invest in more prisons as opposed to shorter sentences	7/20/2018 3:38 PM

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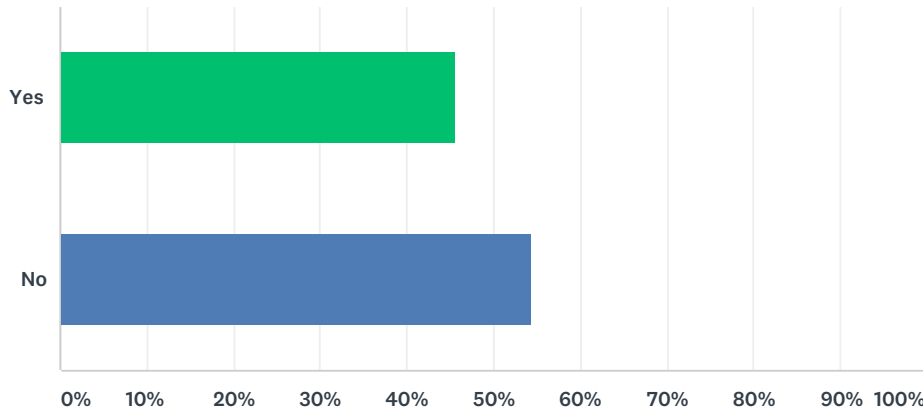
321	The mental health lawsuit hurt SCDC in a major way with several changes that werent beneficial at the time because they werent practical for an agency that is severely short staffed. Many changes were necessary, but implementation was difficult. Maybe if staff would listen to CO's and other front liners to hear how to make things better they'd receive some helpful ideas to improve. Also, inmate input. Some want to do their time and go home a better man/woman and could offer good insight and ideas. They shouldnt have to use contraband to have their voices heard. Hiring people w/ actual experience/expertise in the field of corrections could help also. Possibly recruiting some from other states where their system isnt as bad. They could definitely benefit from pay raises. Its embarrassing that our prison system stays on the news for awful, negative publicity. Work to fix the problem from the inside-out!	7/20/2018 2:13 PM
322	inmates are being punished for something they've done. They shouldn't be able to have canteen and enjoyable things. jail is punishment. No tv, no cd's, no phones, a friend puts \$50 a week towards canteen for his son. punishment is punishment not a vacation	7/20/2018 1:52 PM
323	I'm concerned about the safety of everyone involved -- inmates and staff. I think most of the people who work there are probably well-meaning, but when they are so understaffed that uprisings and violence can occur I'd be afraid to work there or have anyone in my family work there. I know staff are needed, so it's a Catch-22. I want more people working there to make it safer, but I don't want to be one of those people, or have anyone in my family involved there.	7/20/2018 1:52 PM
324	Mental health counselling would help, training for jobs and how to act on the outside	7/20/2018 1:49 PM
325	Safety, corruption, poor quality of staff, poor access to treatment options	7/20/2018 1:17 PM
326	n/a	7/20/2018 1:17 PM
327	It's a shame how little SC pays correctional officers and other staff who constantly put their lives on the line to perform their jobs	7/20/2018 1:15 PM
328	DOC needs additional funds to provide services that will reduce recidivism - vocational, mental health counseling, substance abuse counseling...	7/20/2018 1:07 PM
329	Please pay these people more, they have thankless job and you have so much turnover and corruption because they are not paid enough	7/20/2018 1:04 PM
330	NAMI CIT training for corrections staff re: mental illness is needed and encouraged.	7/20/2018 12:52 PM
331	There needs to be a great understanding of mental health issues and what role the dept plays so not to yell "Not my Job".	7/20/2018 12:51 PM
332	So much of this agency's efforts are opaque. The data they provide is not helpful for a clear understanding of what the agency does and what happens to those individuals that are involved with it	7/20/2018 12:43 PM
333	we have very limited resources for those we work with who have themselves or loved ones who are coming out of the corrections environment and would like a second chance at employment and housing, we need more resources to better prevent relapse and re-entry into the corrections system	7/20/2018 12:40 PM
334	The agency should hire people to mandate each shift at all times.	7/20/2018 9:25 AM
335	need more personnel	7/20/2018 8:23 AM
336	They make it too hard on the families. I get that we want to punish the offenders. But, they punish the families too much. Erratic visiting hours subject to change at the last minute. Poor security. Extortionate telephone rates.	7/19/2018 7:07 PM
337	Teach a trade	7/19/2018 11:20 AM
338	employees safety	7/19/2018 9:00 AM
339	The purpose of the Dept of Corrections is to facilitate the ability for criminals to serve the sentence for their crimes under the premise of the most basic human rights and conditions. Officers need to be paid appropriately and conditions in the prisons need to be updated to adequate.	7/18/2018 9:35 AM
340	cell phone use should be restricted in prisons	7/18/2018 9:24 AM
341	There needs to be more education for corrections officers in regards to mental illness and humane treatment of inmates	7/17/2018 8:44 PM
342	Why can't TV or newspapers talk to prisoners??? Before they could but no one believes what these folks say--believe they are hiding things. Not truthful.	7/17/2018 5:34 PM

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343	Due to exceptionally low funding from the Legislature, harsh working conditions (that is the nature of corrections work), and a consistent failure by the Legislature to ensure SCDC has the resources necessary to perform their mandated duties, SCDC simply isn't functioning at the level necessary to ensure a reasonably safe environment for SCDC staff and inmates. Further, consistent, reliable funding (including truly reasonable salaries for the being performed - i.e. think about how much you would have to be paid to be an SCDC officer) would help this situation. Additionally, legislation is needed to stop the many frivolous lawsuits brought by inmates against SCDC for the purpose of harassing the agency and wasting state money.	7/17/2018 5:14 PM
344	- the agency is severely understaffed which puts officers and other inmates in during in the presence of high risk inmates. The treatment of the inmates concerns me. There should be more done for the vocational and rehabilitation aspects. The inmates are not prepared to become a contributing member of society upon release. For example, some obtain GED's while incarcerated but have no information on obtaining the physical documentation upon release. Others develop illnesses from exposure to toxins by way of outdated plumbing and building materials. Then there is the issue of drug control in the prisons. Some are incarcerated recovering addicts who have access to drugs in the prisons oftentimes by way of the same individuals trusted to uphold the ethics and laws of the state. DOC should offer more tools to allow these men and women to be prepared to be successful upon release.	7/17/2018 4:38 PM
345	Theyre have been alot of employee related incidents.	7/17/2018 4:23 PM
346	I understand that everybody has to make their own decisions in like and those who don't obey should be punished, but they should not be treated like they are not humans when they are serving their time.	7/17/2018 4:07 PM
347	Help prisoners obtain birth certificate and social security cards, when they are released. This will help them for receiving a SC ID card from the DMV.	7/17/2018 2:25 PM
348	I think there needs to be some investigation on how the agency runs as a whole. There is way too much negativity taking place within the prison systems and it appears that investigation needs to start within the head agency to seek a solution.	7/17/2018 2:24 PM
349	There have been several incidents at local prison campuses that in my opinion could have been recified with internal department vetting or prisoners. Our prison system should bring in outside investigators to sort out the source of internal gang activity. It is well known that our prison system houses gang members and those who can initiate gang related violence. State resources are short in supply across the state but this shouldn't be a means that allow the same people who is taken off the street to continue their violent activities within prisons' walls especially at the same facilities back to back. The state legislature needs to pass a bill to allow more funding for state prison guards and training for guards to handle situations within the means of the facility. We (South Carolina) should have to send our inmates to other out of state facility to maintain order. We should be able to handle our own problems.	7/17/2018 2:20 PM
350	The staff at the department of corrections do their very best with what they have, which is little to nothing. They're overworked and under paid. While many others are taking pay raises, these men and women are risking their lives for the citizens of this state. Better pay and better equipment should NOT be that hard to provide. If it wasn't for the staff we won't be as "safe" as we have been blessed to be for so many years.	7/17/2018 2:11 PM
351	I would like them to provide information when needed. Its hard to do my job when they dont do their job.	7/17/2018 1:42 PM
352	I believe the issue with many state agencies is a lack of funding from the General Assembly. Every year lawmakers budget for pet projects and special interests that are ultimately detrimental to the health of our agencies. Furthermore, lawmakers continue to function under funding structures that are decades old. In order for things to be fixed, there must be funding streams that pay for said fixes. Without an increase in taxes that correlates to better pay for corrections officers, facility upgrades, and safety features, I have to believe that more of the same will continue to plague SCDC versus equipping the agency with the correct tools to serve as a means of rehabilitation for some of the state's citizens.	7/17/2018 1:19 PM
353	The Department of Correction is unstaffed, which I feel contribute to the problems.	7/17/2018 1:15 PM

Q11 Would you like to provide input about the Department of Mental Health?

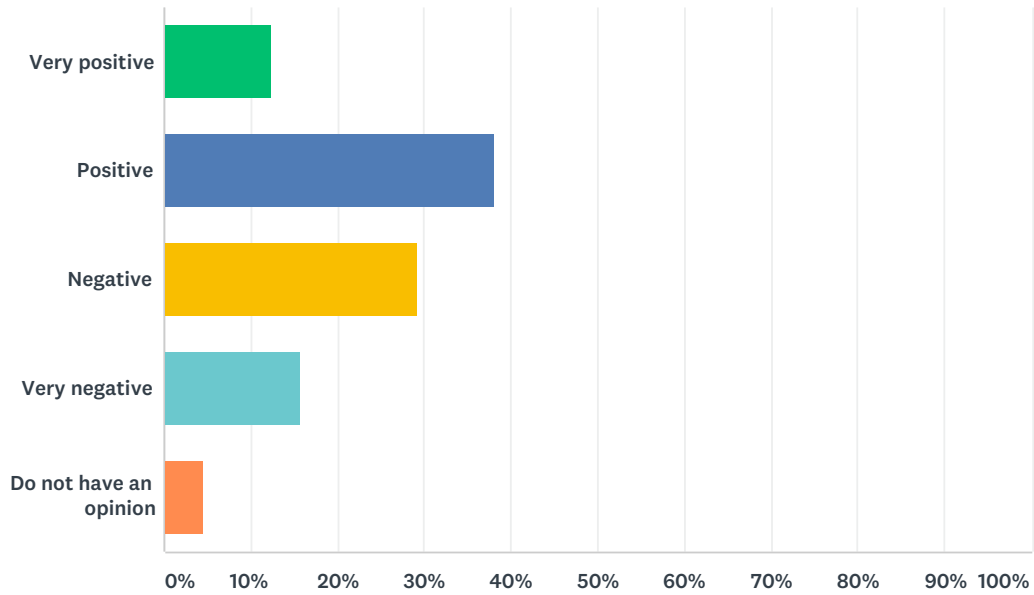
Answered: 1,237 Skipped: 248



ANSWER CHOICES	RESPONSES	
Yes	45.51%	563
No	54.49%	674
TOTAL		1,237

Q12 Overall, what is your opinion of the Department of Mental Health?

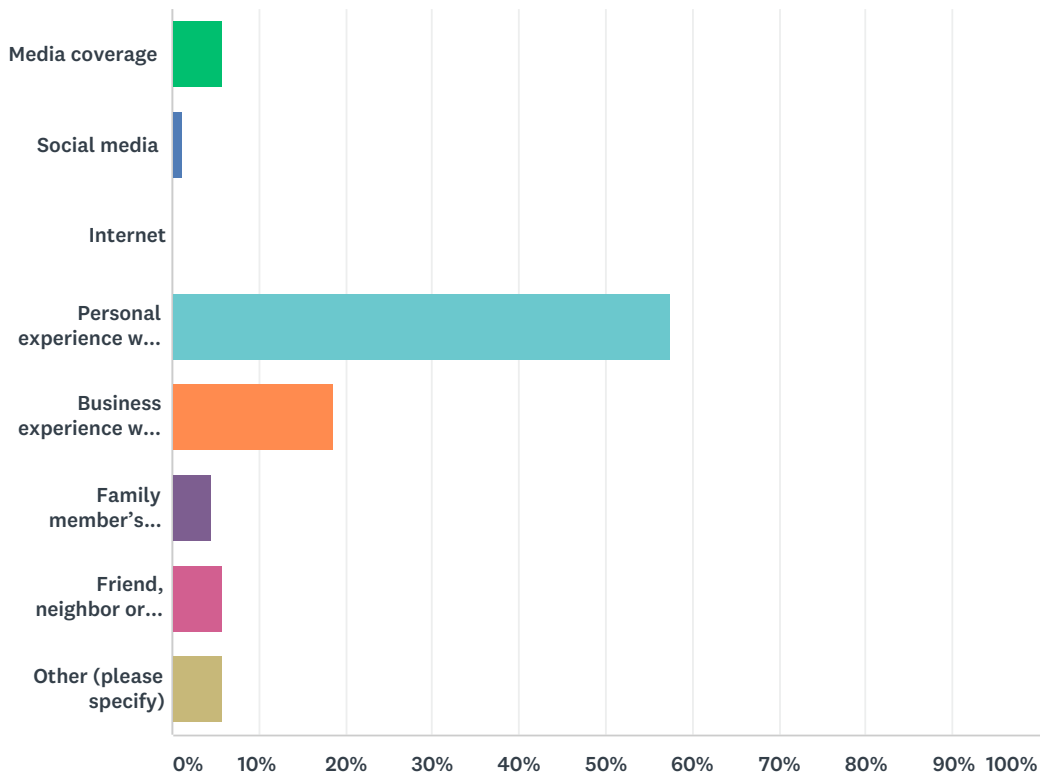
Answered: 495 Skipped: 990



ANSWER CHOICES	RESPONSES	
Very positive	12.32%	61
Positive	37.98%	188
Negative	29.29%	145
Very negative	15.76%	78
Do not have an opinion	4.65%	23
TOTAL		495

Q13 Which of the following has most influenced your opinion of the Department of Mental Health?

Answered: 493 Skipped: 992



ANSWER CHOICES	RESPONSES
Media coverage	5.88% 29
Social media	1.22% 6
Internet	0.20% 1
Personal experience with the agency	57.61% 284
Business experience with the agency	18.66% 92
Family member's experience with the agency	4.67% 23
Friend, neighbor or colleague's experience with the agency	5.88% 29
Other (please specify)	5.88% 29
TOTAL	493

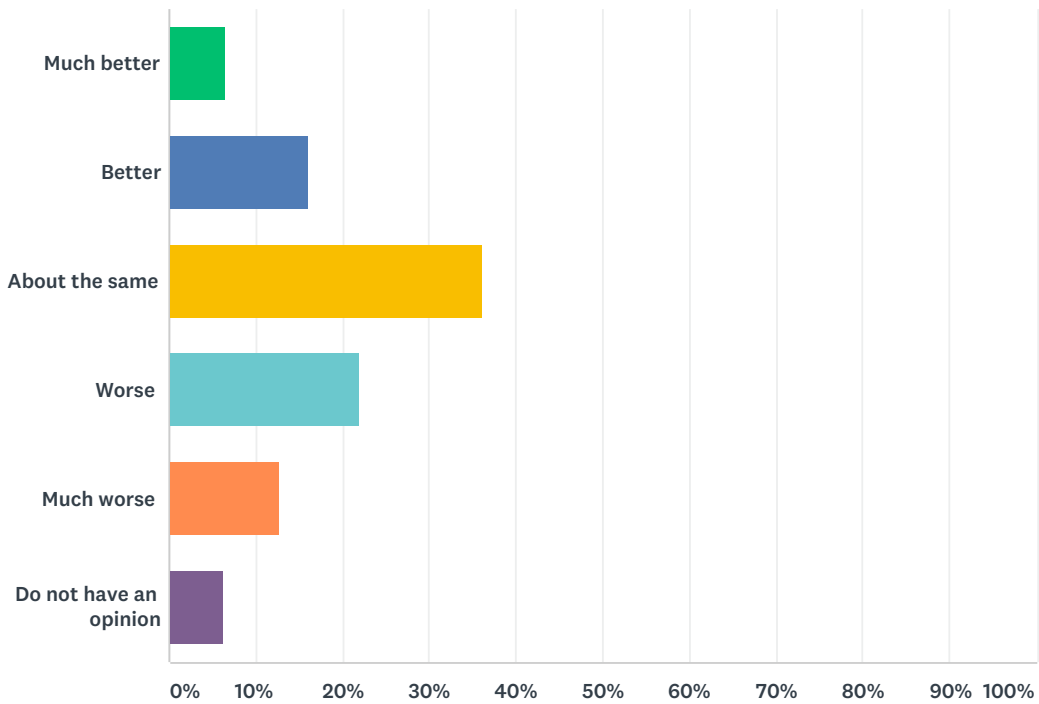
#	OTHER (PLEASE SPECIFY)	DATE
1	Employee and consumer	8/16/2018 11:50 AM
2	They don't do enough	8/9/2018 3:06 PM
3	Former Employee	8/2/2018 11:03 PM
4	unhappy with low incentives and no real hope due to zero incentive based programs	8/1/2018 2:05 PM

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5	Board experience	7/27/2018 10:14 PM
6	as a Staff Member of a Partner Agency	7/27/2018 8:31 AM
7	Clients (adolescent and adult) experience with the agency	7/25/2018 2:02 PM
8	Employment with SCDC	7/24/2018 11:27 AM
9	Employee	7/24/2018 11:09 AM
10	personal experience within SCDC	7/24/2018 8:06 AM
11	Personal experience, business experience and friends sharing their experiences	7/23/2018 4:22 PM
12	Employment with the agency	7/23/2018 1:39 PM
13	Self	7/23/2018 8:59 AM
14	Employee	7/23/2018 6:49 AM
15	Staffing sucks, the employees over the bha'S suck.! Not willing to work with you.	7/22/2018 6:07 PM
16	Family/friends experiences	7/21/2018 10:35 AM
17	Employee	7/20/2018 3:19 PM
18	Board Member	7/20/2018 2:15 PM
19	employee	7/20/2018 2:01 PM
20	I work w/in this field	7/20/2018 1:13 PM
21	Employee	7/20/2018 1:10 PM
22	Employee	7/20/2018 1:00 PM
23	being employed at SCDMH	7/20/2018 12:50 PM
24	employee	7/20/2018 12:45 PM
25	Employee	7/20/2018 12:45 PM
26	There is not much long-term help for persons with mental disabilities in SC	7/18/2018 9:27 AM
27	nothing	7/18/2018 8:40 AM
28	I dont deal with them	7/17/2018 1:43 PM
29	employment	7/17/2018 1:19 PM

Q14 How do you think the Department of Mental Health functions on an overall basis in comparison to state agencies in South Carolina?

Answered: 491 Skipped: 994



ANSWER CHOICES	RESPONSES	
Much better	6.52%	32
Better	16.09%	79
About the same	36.25%	178
Worse	22.00%	108
Much worse	12.83%	63
Do not have an opinion	6.31%	31
TOTAL		491

Q15 Please list any comments, concerns, or suggestions you may have about the Department of Mental Health, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 265 Skipped: 1,220

#	RESPONSES	DATE
1	A lot of inmates play the game of needing mental health to manipulate and get charges dropped. There are some serious cases though and these inmates are not at the correct facilities. These outlying institutions don't need serious cases. These need to be housed closer to Columbia where resources are better. The outlying institutions need to be almost like work camps with daily nursing coverage not 24hr medical. There soon will be a medical lawsuit like the Mental Health lawsuit if things don't change	8/20/2018 7:24 PM
2	information on web pages for centers is not kept current	8/19/2018 10:40 PM
3	Their HR Director and Asst Director have been sued twice in past year. That office is toxic. It should be looked at like DPS. If ASST Dir doesn't like you, then you may as well quit. HR Dir is not at work. No one answers phone.	8/19/2018 12:19 PM
4	State leadership is not responsive enough, quickly enough to problems, especially personnel issues in the local mental health centers. The allocation of state funds among the 17 centers has not been adjusted in many years for population changes, such as the growth in York County which remains one of the lowest funded centers per capita.	8/17/2018 3:57 PM
5	It is obvious that you cannot be fired from the SCDMH. I have worked at the Catawba Community Mental Health Clinic for many years and have witness the most unethical and ridiculous practices. I have worked in SC state government for over 20 years and have never witness these kinds of practices. Caseloads are enourmous from 1 clinician to 115 + folks. Inappropriate relationships with clients, unethical billing, and total lack of care. It is my hope that this survey will spur some changes for the agency and our clinic. Thank you.	8/17/2018 9:51 AM
6	There is a desperate need in South Carolina for more mental health services, and clearly this will require greater funding for programs, patients, and the hiring and retention of quality clinicians.	8/16/2018 4:49 PM
7	Employees are bullied and not valued. There is no morale with the low pay. Employees help or hurt your facilities ability to recruit. If the employee can't recommend people to work there and agency staff don't care, you might as well close the doors!!!	8/16/2018 4:25 PM
8	The department of mental health is still a work in progress. The institution/ officers are still getting use to mental health patients, and are not aware that they are mental health until they have an encounter with them. Mental Health Patients being charged with a disciplinary is only an example.	8/16/2018 3:08 PM
9	Clinicians are not licensed, I saw multiple "therapists" and rarely met with my assigned therapist due to double scheduling clients. I am lucky to have other options for mental health care however most clients served by the agency do not.	8/16/2018 11:57 AM
10	Salary is horific, qualifications to provide services is much lower than most states, licensure isn't required, no ability to progress or receive raises even based on amount of time in the field. The salary I started with is the one I end with (minus COLA). Patient care is abysmal and no training provided to improve services. As employee I never recommend services from DMH due to lack of adequate care.	8/16/2018 11:50 AM
11	I would like to see the Department of Mental Health more visible as to the positive programs they have for the community.	8/15/2018 11:07 AM
12	I have worked with DMH in the past. The staff are overworked and do not receive enough pay. I think that they should hire more people and pay them according to the national average, especially the counselors and social workers.	8/14/2018 10:43 PM
13	Kevin Busby doesn't know his a%* from a hole in the ground!!! He's a f\$#%*@* idiot!!!	8/14/2018 12:10 PM

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14	The good ole boy system is alive and well. No merit for hard working employees. It's all in who you know!!!	8/14/2018 12:06 PM
15	Why is it that only certain staff are allowed to use earned A days or trade days. Increase the pay so that you can hire more people and every one can use earned time off.	8/14/2018 3:56 AM
16	No opportunity for advancement with a BSN. ADN RN's are advanced before a BSN. All shifts are not given the same rules. Third shift is not allowed to take lunch breaks due to no staffing.	8/14/2018 3:52 AM
17	First shift nurse, Nova Heaton fails to perform her duties and bullies other staff	8/14/2018 3:48 AM
18	Employees are not valued just bullied and threatened by management.	8/14/2018 3:22 AM
19	Employees are not payed for all time that is worked bc the deduct a whole hour, even if you only had a 5 min break.	8/14/2018 3:19 AM
20	The leadership at Patrick B Harris is nonexistent and closely related to middle school drama. No state facilities should be this lacking in leadership. Employee morale is the worst I've seen it in years. Morale is nonexistent and nobody seems to care or do anything about it. This facility might as well just be a housing facility. No rules for the patients just staff.	8/14/2018 3:19 AM
21	Dangerous nures to patient ratios. Low morale and low pay. Nurse bullying and targeting. No leadership at a certain facility.	8/14/2018 3:06 AM
22	low pay, not enough staff , staff moral low	8/14/2018 2:53 AM
23	Low pay, inadequate staffing, and no one to advocate for staff. The patients run the facilities. There is no structure for these patients because of their rights. That could be one reason the mental health system is a revolving door.	8/14/2018 2:49 AM
24	They need more money for school based services, online services are better. Fund mental health to keep people out of the jails and court systems	8/13/2018 9:13 AM
25	The Department of Corrections suffered thru litigation and lost because the department of mental health discontinued services in several places and cast its clients out without medication, referrals for consults or even caregivers. It was no wonder those poor unfortunate people ended up in the department of corrections; which was then sued for not taking care of them. It wasnt designed to!! Since bad decisions on the part of our budget and control committee led to the litigation and subsequent fines, why not merge the two agencies and do it correctly. These lawsuits and mass casualty incidents will not stop until you lawmakers start looking at the very real delimma that your "actions without considerations or consequences " philosophy will be the detriment of all of your state agencies if these oversite committees dont start talking to the staff and department heads. for I truly feel that this is just a band-ad to get you thru the voting season.	8/11/2018 10:24 AM
26	Not enough quality resources, band-aid placed over an amputation.	8/9/2018 6:45 PM
27	They need more support take the mo eye from aeronautics group and give to mental health	8/9/2018 3:06 PM
28	I do not have enough information about other agencies to answer the question regarding comparing DMH functionality to that of other state agencies. I do have an opinion on the staffing shortage, as it directly effects me. DMH needs an across the board pay increase in order to attract new, quality employees. I do not know how a family can survive on the salary posted for maintenance, environmental services, behavioral health assistands, road workers, and etc. The great state of SC has a precious few employees that work so hard for the people of SC and should be compensated fot it.	8/9/2018 11:42 AM
29	In my opinion DMH does not value there employees, the star system causes staffing issues, and sometimes staff is forced to work overtime when scheduling is incomplete. It has been said, seen, and witnessed that some of the nurses are very disrespectful and rude to there staff, the doctors dont carefully assess the patient's to fulfill there needs and favortism and discrimination is common here. There are communication problems, nurse managers side with there nurses whether right or wrong, there are bugs in the facilities, staff is being written up and wrongfully accused of things. Staff is missing personal health appointments due to staffing issues	8/8/2018 2:48 AM
30	A number of "seasoned " employees have left the agency in the recent past to go to other places of employment to include other state agencies. While the administration at the DMH would like for people to believe that it is strictly because of receiving higher wages nothing could be further from the truth! It'sthe administration and their blatant disrespect and lack of appreciation for the staff. They will block "good" employees from moving into other positions within the agency and would seemingly rather lose them as employees altogether. I ask that this be looked into by asking the employees why they chose to leave rather than just taking this administration's word for it.	8/6/2018 6:32 PM

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31	Racial prejudice,management has no accountability,treating charts/paperwork and not patients.	8/6/2018 6:28 PM
32	This agency cares about the appearance of providing services and not the substance of treatment	8/6/2018 2:44 PM
33	If it wasn't for my professional experience with mental health, I would have a very negative view of the agency. I know the professionals there are dedicated to doing the best work possible given the circumstances. The working conditions are not ideal and the mandates placed on the professionals are untenable. The emphasis needs to be on hiring qualified professionals with advanced degrees that can manage these complex cases. Funding needs to be in place for resources to address the needs of the chronically mentally ill. We have to fund day treatment programs, independent living skills programs and evidence based therapy programs that robustly and holistically address the needs of this vulnerable community.	8/6/2018 11:33 AM
34	I am currently a counselor working with level IV patients. Level IV is one level away from inpatient services. A person would think that a Licensed Masters Level counselor working primarily with the most difficult population served at mental health would have a competitive salary. I am having to work two jobs to make ends meet which will definitely impact any career decisions in the future. To be the primary mental health provider of the state and not consider the retention rate of experienced employees is a disservice to the patients we serve.	8/6/2018 10:25 AM
35	MH doesn't get the recognition nor the pay that it deserves for the counselors at the lower levels whom work with the level 3 and level 4 clients/patients in the clinics or school base. A raise of more than no less than 10% is deserving to all the hard working counselors.	8/6/2018 7:56 AM
36	High turnover rates, remaining MHP's take on overwhelming caseload numbers while waiting for new MHP to be hired, it can take 1+ years to hire. Result is burn out, people leave , low morale, negative culture in clinic, more missed days of work, increase in stress related health/mental health issues (ie-high blood pressure, anxiety, PTSD... etc. Employees feel alone, unheard, and underpaid as several MHP's work PT jobs outside of MHC to make ends meet. Employees are working harder and longer as there is always so much to do, not enough time to get it done, if it's put off MHP is behind the next day... While MHP's do what we do because we care & want to help those with mental illnesses, those who are hurting..., it is coming at a higher and higher price for MHP's/employees. I share this, because not only do I care about pt's I counsel, I also care about my co-workers/support system/friends and the reputation of DMH. Thank you for this opportunity!	8/5/2018 3:34 PM
37	To many people and no accountability	8/4/2018 9:50 PM
38	Information online is present but not updated regularly. The SCDMH needs more direct care staff in acute hospitals and compensation adjustment to fair levels. Severe mental illness is treated in the acute hospitals, yet discharge options are limited. More long term beds are needed in SC to open acute beds and decrease patient times waiting in emergency rooms. Ineffective employees and management need immediate corrections to avoid further staffing loss.	8/4/2018 8:20 AM
39	People with mental issue keep getting let out.	8/4/2018 4:51 AM
40	There are many issues at Bryan Hospital it is difficult to know where to begin. I suggest that the committee clean house. Some staff have been in their positions too long and the others don't care.They have done nothing for the facility. Promotions are given based on friendships and thus honest criticism and correction is lacking. The facility is filthy. Administration is just there to collect their checks. Patients do not improve and discharge. Patient food is disgusting, not healthy, more often than not, arrives to the unit cold, staff is underpaid and staff moral is at an all time LOW. It is shameful that patients who cannot advocate for themselves are sentenced to a lifetime at Bryan. Look at the number of people hired, go through 2 weeks of training and leave. Money is wasted and it does not seem as if anyone questions WHY? Turnover is high. I hope those who review these surveys do not believe this is a personal vendetta. DO THE MATH.	8/4/2018 1:16 AM
41	I'd like to see more community collaboration with local non profits, and, proactivity reaching out to providers in the community. Additionally, it would be great if DMH and DHHS collaborated more for community impact. I'd also like to see universal employee background checks amongst all state agencies. Not just the five you're seeking public input now.	8/3/2018 5:45 PM
42	Experience and qualifications of mental health counselors is very poor, but we have to use them to gain access to a Psychiatrist who accepts Medicaid.	8/3/2018 3:14 PM

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43	DMH employees are underpaid, no raises, yet productivity standards continue to rise for all clinical staff could be offering cash and carry groups to meet needs for court ordered juveniles, children in foster care /DSS custody. groups such as anger management, coping skills, managing symptoms of ADHD, parenting groups (all of these groups are offered by private organizations and DMH is missing out on revenue. we need to have a more extensive "IFS" program with easier access vs having to start at level III and then monitor progress and compliance before making the referral is a barrier to services and referral agencies are referring to other agencies that can initiate both outpatient therapy and IFS more quickly w/o duplication of services, minimal budgets for staff to receive important, helpful training to allow DMH employees to provide helpful services, TFCBT, EMDR, DBT. AOP DMH offers very few in house trainings, and those offered are usually by AOP DMH staff.	8/2/2018 9:12 AM
44	Both the Deputy Director for Community Mental Health and the Assistant Deputy Director for Community Mental Health have openly mocked - in the department's offices - public school districts in South Carolina that they are supposed to be collaborating with on school mental health programs. Specifically, they have imitated loudly in a derogatory manner the speech and education level of members of the Greenville Public School District with which they had recently met.	8/2/2018 8:45 AM
45	I work in the school base services. I feel we need more support and pay for the amount of work we do. I also feel there needs to be fair dealings when it comes to dealing with staff. I have found that management have favorite. I think everyone should be treated fairly.	8/2/2018 8:42 AM
46	DMH IS TOO CONCERNED WITH NUMBERS AND QUOTAS AND NOT ALLOWING MENTAL HEALTH PROFESSIONALS TO HELP PEOPLE TO THE BEST OF THEIR ABILITY.	8/1/2018 2:20 PM
47	more incentive based programs	8/1/2018 2:05 PM
48	Productivity system needs to be restructured and is not effective to meet client needs.	8/1/2018 12:59 PM
49	When I go online, I'm still really confused about what I can go to mental health for and how a place like that might be able to help. I would like to see more information in general terms available for the public (for mental health and other state organizations) so that I have a better understanding of what resources are out there.	8/1/2018 12:54 PM
50	Some of the facilities are very old and do not have enough space to meet all patient needs. The state should provide more funding for up to date facilities that people feel more confident going to for help.	8/1/2018 11:58 AM
51	Does the Dept. of Mental Health have the trained personnel to screen and help school-age children with psychological problems?	7/31/2018 9:21 PM
52	The administration seems out of touch with the needs of staff and patients. There has been a mass exit of seasoned employees in the last year or so related to feeling of not being respected or appreciated with a "star" system in place that is supposed to be for emergency staffing but is used to staff the units because of the nursing staff shortage.	7/31/2018 8:24 PM
53	Information should be more readily available including intake forms, consent forms, services, current contact information, etc.	7/31/2018 12:45 PM
54	There needs to be better access to mental health treatment, information, and facilities. This question asks about the ease of obtaining information online. Many people suffering from mental health issues do not have access to the internet. How do they get assistance? Partner with other agencies like corrections, local public safety, schools, assistance programs, etc. Seek people out and provide them with the resources to help. Don't be so passive.	7/31/2018 9:47 AM
55	The high case load of mental health counselors within the mental health agencies has a negative effect on the quality of services provided.	7/30/2018 4:49 PM
56	HPH understaffed with nursing and support staff, little concern for staff safety, Some medical needs of pts unmet, Stable pts kept at hospital instead of other placement occupying beds for other potential pts, management treating nursing staff poorly	7/29/2018 9:16 PM
57	Unkind counselors	7/29/2018 1:26 AM
58	DMH is not interested in hiring quality practitioners - they are more interested in productivity by whomever they can hire at the least amount of pay	7/28/2018 10:30 AM
59	DMH is seriously underfunded. In our society with significant substance abuse, we need a lot of help for the children and the addicted parents.	7/27/2018 10:14 PM

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60	Although the new DMH website is an improvement, it remains difficult to navigate in some ways. Reports and links are often outdated, and specific websites for their community mental health centers are difficult to navigate. Finding information online is difficult. DMH's website also includes a place for "complaints," assuming that feedback would all be negative. It would be better served by offering a place for "feedback," which could include complaints or positive statements. Improved standards of websites across all DMH facilities would be helpful. Improved standards of quality and management across all facilities would be helpful. Employees in DMH are paid significantly less than therapists and professionals in other agencies, which needs to be rectified if quality mental health care is to be offered to SC residents.	7/27/2018 10:12 PM
61	Changes are needed with administration.	7/27/2018 9:04 PM
62	Employees need to paid a lot more considering the type of people they work with and the different challenges that come along with the patients. Also the housing for the patients could be improved. The area as a whole is outdated and underfunded.	7/27/2018 1:38 PM
63	The people at DMH are helpful and the reports I get on my clients, while i do not always agree at all, are always done fully and competently and oftentimes very very well. DMH and SCDC are very difficult departments to run for numerous reasons and DMH seems to be able to get it right MUCH more often than SCDC.	7/27/2018 1:11 PM
64	As a provider for DDSN, we have a major deficit in our community in meeting the needs of those with intellectual and developmental disabilities who also have mental health issues. There seems to be a gap in trying to meet the mental health needs of these individuals. We depend on DMH to assist us in meeting the needs of those who have a dual diagnosis. DMH provides services for those who they feel can benefit from therapy; however, there are those who have severe behavioral challenges and the assistance of DMH is needed especially those we are trying to serve in a community based setting.	7/27/2018 9:55 AM
65	DMH is a joke	7/27/2018 9:12 AM
66	Aiken Barnwell Mental Health communicate with Aiken DJJ very efficiently and have a strong rapport between the two agencies.	7/27/2018 9:06 AM
67	DMH does a good job at getting clients into the system but struggles maintaing appointments and providing medications.	7/27/2018 8:47 AM
68	Need to work more closer with all agencies.	7/26/2018 11:59 PM
69	The Department of Mental Health is so important, especially with the increase in suicide rates. I think it needs to be funded at a higher rate to meet the needs of our communities.	7/26/2018 5:55 PM
70	It is difficlut to get responses from Mental Health qualified staff. They are over loaded with inmates on their case load and do not have the time needed to	7/26/2018 1:57 PM
71	Statistics that DMH report regarding employees are skewed. Number of nurses include managers, educators and supervisor. They are included in the number of nurses who actually work the lodges. BHA numbers include staff that are out of work due to injuries. Social work staff are limited and this impacts on appropriate placement. Often discharged patients are found living in shelters, off medications and decompensating.	7/25/2018 9:07 PM
72	it is not fair for people with mental health to get away with the issues that they cause , and for their mental health counselors to take up for them whats right is right and if your wrong your wrong, there are too much covering up for the mental health.	7/25/2018 6:14 PM
73	The mental health system has some flaws that concern me. In my experience, the mental health agency could use more pay. I am not an employee of mental health but I do know that they have a lot of work to do and quotas to meet. I believe they are pushed by leadership to make a certain number during the work day or month. I think this way of thinking has caused the quality of counseling to decline since the counselors are not focused on helping the client get well, rather, working the meet the numbers of clients seen goal. It is not fair to require so much of the counselors in that regard. I understand that we all have someone to answer to, but I also understand that Mental Health is a crucial part of helping our society get well and stay well. Pressuring staff to make them think that meeting the number quota is more important than the actual work is really concerning for me.	7/25/2018 2:49 PM

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74	In some communities, due to the lack of resources and transportation the DMH is the only option for some families. If they are unable to adequately treat a child, that should be made clear from the initial assessment so the agency/family can find the appropriate provider. My other concerns are if a child is receiving medication from the DMH and needs more individualized counseling from another provider, the DMH will stop their medication management. Sometimes the other mental health/counselors don't provide medication management, which results in a lapse of the child getting medication that they need. It would be extremely helpful of the DMH could work with other agencies on medication management of young children if the child needs mental health/counseling services outside of the DMH's umbrella.	7/25/2018 2:02 PM
75	The services offered do not meet the mental health needs of most of the clients I serve.	7/25/2018 1:48 PM
76	Mental Health patients should not be present in State Correctional Institutions. A Correctional setting is not a suitable environment for a Mental Health Patient.	7/25/2018 1:39 PM
77	DMH Bryan Psychiatric Hospital is understaffed and employees are underpaid.. Employees are mandated to work overtime using the "star system" which is supposed to be for emergencies. They use this system to staff the unit and most employees have to work 2-3/16 hr shifts per week. If staff are a few minutes late they are written up and punitive action is taken against the staff member.The administration refuses to listen to staff complaints. The lodges are filthy, there is limited housekeeping staff. Nepotism runs rampant. Administrators and managers hire family members and promotions are given based on friendships. DMH in the past 4 years has had a mass exodus-people retiring, being fired and resigning. Staff are denied vacations and time for emergencies.	7/25/2018 1:15 PM
78	Coastal Empire CMHC is not currently functioning well, with many shifts in job responsibilities several times during the past few years. The staff is excellent, current administration is not working to their advantage.	7/25/2018 1:08 PM
79	no concerns	7/25/2018 12:30 PM
80	As an employee at DSS, I have a difficult time reaching and maintaining contact with counselors under the DMH. Often emails and faxes go unanswered, and case managers have had to travel to the facility to obtain updates pertaining to clients. Recently DSS was unable to obtain information to a client's progress which prolonged reunification with their minor children. These facilities are under staffed, and do not fully treat the condition.	7/25/2018 11:58 AM
81	The department does not provide services that are within state policy for them to provide. They put their responsibilities off on other agencies	7/25/2018 11:51 AM
82	DMH should not be governed or managed by local boards. The quality of children's mental health services in SC is very poor. There should be a continuum of services available for children and families to promote safety and well-being. Substance abuse and mental health services should be offered under one agency. Continuum of Care, DMH, and DAODAS should be rolled into one agency, with a focus on serving individuals and families with efficiency and effectiveness	7/25/2018 11:39 AM
83	treat the inmates needs	7/25/2018 9:15 AM
84	inmates are using it there advantage to get what they want	7/25/2018 2:06 AM
85	Again, limited resources for a critical needs population make things difficult for this agency. Where are the 24 hour service centers? Why is the ER the only option after hours? There should not be after hours for DMH. It needs to be 24/7 services.	7/24/2018 6:27 PM
86	The electronic medical record is CONSTANTLY down, or running slow, making it nearly impossible for clinicians to schedule appointments with their patients, and impossible for emergency rooms or hospitals to get critical information when needed. The failure of the EMR presents a hardship on patients and a safety risk.	7/24/2018 4:12 PM
87	i/m's use this as a crutch to get out of problems. they have no consequences for they actions. they think just because they say they are mental health they can get special privileges	7/24/2018 3:38 PM
88	With increased attention to mental health it seems difficult to treat others with the decrease budget of DMH. This results in fewer staff and persons can wait months to get in to see a Dr.	7/24/2018 3:20 PM
89	There are numerous incidents where individuals use the Department of Mental Health as a crutch to receive benefits so they won't have to work. Then they sell their medications, etc. instead of taking them,. There needs to be a more detailed screening/criteria implemented to curtail this abuse of this Department.	7/24/2018 2:55 PM

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90	I currently work with several former employees, all of whom have bad things to say about leadership and morale. I also hear from SCDC inmates that they have a very difficult time getting services at the local mental health clinics. It seems if they did a better job providing services, we may be able to keep a lot of mentally ill people out of prison	7/24/2018 2:37 PM
91	It depends on where you live. Greenville MHC provides excellent care. Patrick Harris usually does good work. Bryan and Morris Village have many unqualified staff hired on a racial bias. Charleston MHC is just okay considering the average case load.	7/24/2018 2:21 PM
92	I do not work or no anyone in the Department, but I do think they need, like Corrections, more money to do their job efficiently. I think more people than we would like to admit need help and that can only be provided with more skilled personnel. Also, I work in corrections and I think we should concentrate our mental health issues all under one umbrella instead of dividing resources.	7/24/2018 1:46 PM
93	I interviewed with the agency DMH about 7 yrs ago and to no avail. I have applied millions of times since and have yet to get an interview. What is that about?	7/24/2018 1:12 PM
94	I have applied for several jobs with the DMH and received 1 interview over the last 7 yrs. Why is that???	7/24/2018 1:03 PM
95	The inmates that need mental health can't get it : because you have so many others faking it so they can get away with all there disciplinary issues by pleading mental health. If we can really get back to some of the rules like back in the days we wouldn't have all these unfortunate death among inmates on inmates. Let's kind in mind that they committed horrible crimes that's why they are in prisons. Maybe the chain gang should come back.	7/24/2018 11:55 AM
96	There needs to be options for those on supervision to be able to be seen and not denied due to not having it court ordered or having insurance. It is near impossible for these offenders to obtain the documents and obtain insurance within the time needed to actually get help	7/24/2018 11:54 AM
97	People who really need and would benefit from the help dont seem to be the ones being served. Everything is about not being sued.	7/24/2018 11:36 AM
98	I suggest that the Department of Mental Health needs to continue performing a great job with SCDC Mental Health Inmates.	7/24/2018 11:27 AM
99	better Pay of increase or more incentives to better the team	7/24/2018 9:59 AM
100	Like many of our crucial state agencies, the Department of Mental Health is chronically under-funded by our lawmakers. Without adequate mental health facilities and staff, South Carolinians in need of services are more likely to cycle through violence, homelessness, and drug abuse. All these conditions end up costing the taxpayers more - to say nothing of the ethical responsibility to support those who are in need. I strongly encourage our representatives to dramatically increase the funding available to the Department of Mental Health.	7/24/2018 9:16 AM
101	The DMH is recieving too many patients who are simply drug and alcohol abusers. Some patients are dual diagnosis but many are simply substance abuse. DMH is being mired up with an incredible number of people who are using it as a means to seek disability, rather than seeking employment .	7/24/2018 8:55 AM
102	BPH seems to drive its employees away. Please just look at the staff turnover at BPH in the last two years. Were you to interview those who have left (and, no, exit interviews were NOT conducted), you would find a pattern of people feeling disrespected and unappreciated. While money is always part of the equation, in most cases money is not the reason the person decided to leave. If you also look closely, or even ask those who left why they left, I suspect you'd find a few common threads, including one particular individual in administration who just doesn't seem to know how to create a positive working atmosphere. I am a DMH retiree and I know how significantly things have changed since my retirement six years ago. I recently spoke w/someone in administration who is aware of the individual to whom I refer and who is aware of this person's shortcomings. Nevertheless, this person is allowed to stay while valuable, and some long time, employees bolt for more supportive environs.	7/24/2018 8:45 AM
103	the mental health lawsuits against SCDC have caused the department to lessen disciplinary actions against inmates who have faked the system out and are listed, most of the time, wrongly as mental health patients. their supposed mental health status has given them carte blanc to break rules and disregard policies with little or no disciplinary action	7/24/2018 8:06 AM
104	they need more help then what has been given	7/24/2018 8:05 AM
105	need less cut backs and more staff	7/24/2018 7:46 AM

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106	I am concerned about the care patients are not receiving when referred to an emergency room for treatment. For example, our staff may be concerned about a patient being suicidal, and she has an active plan to harm herself, but is not homicidal. She has thoughts which are confused, so she can't answer questions on an intake correctly or may have substance use issues, so she is discharged, but another pt who is more coherent with only passive suicidal thoughts who could answer all questions appropriately is accepted inpatient. This disturbs me greatly.	7/24/2018 7:45 AM
107	These peopel need more staff better pay and be able to compete in the market place for MDs and nurses	7/24/2018 7:38 AM
108	There needs to be consequences to the offenders who abuse the system	7/24/2018 7:08 AM
109	The mental health policy and agency policy is clashing. The mental health procedure is designed for failure when it comes to security. We are setting are self up for lawsuits (for example if the agency is extremely short of staff how are we going to provide 1:1 observation on crisis inmate. I know the mental health is a serious suitation when it comes to inmates but the system is designed for inmates to munipulate. We transport mental unstable inmates all time of night to other institutions. This is not safe and needs to change ASAP before someone gets hurt.	7/24/2018 5:19 AM
110	Mental Health needs to be in a seperate facility in order for them to get the help they need	7/24/2018 4:23 AM
111	Mental Health needs to be revised alot. The mental health policy and agency policy isn't compatible. The things that mental health whats implemented when inmates are placed on C.I. are impossible for security. They are setting up the security part of the agency for failure and lawsuits. If the agency is understaffed how can you provide 1:1 observation correctly on inmates.	7/23/2018 8:49 PM
112	The mental health conselors don't have a clue as to what these inmates are going through, becasue they are only listening to half of what they have to say. You have to look at the whole picture, not just what they say its' what they are not saying.	7/23/2018 5:45 PM
113	The Department of Mental Health should have employees diverted to assist the Department of Corrections with inmates with Mental Health. 95% of inmates are released back to the community. They could ensure continuity of care and in turn make the public safer and help inmates not reoffend. This is a win win for everyone.	7/23/2018 4:51 PM
114	For the most part I think hear the same horror stories from one State Agency to another. People say well the cabinet agencies are under the Governor, but I spoken to some of those same agencies, the treatment to employees and other staff are the same, NEGATIVE	7/23/2018 4:22 PM
115	The Dept. of Mental Health, from my first hand knowledge, has been short staffed for over a decade. Unfortunately, because of this the employees are overwhelmed with the workload and are unable to provide quality services for the clientele. The services in my community are needed badly. The population that needs mental health services is very high, plus their income is so low, which adds to their burdens. More money is needed for this department.	7/23/2018 3:55 PM
116	There are not enough physicans a detrimental stigma and poor education in the community and among state agencies regarding mental health vs illness. Pay is poor for the amount of education needed to provide a diagnosis and medical treatment for a clinican; especially when in client's homes.	7/23/2018 3:19 PM
117	Therapists should get paid more.	7/23/2018 3:15 PM
118	There are program to help people that need it but the are put inSCDC for crimes that they really is not accountable for and not gettin the help or treatment they need.	7/23/2018 2:51 PM
119	The Activity Therapy Department provides great theraputic programs for the mental health department. It would be great if there were more activity therapist hired which would allow more programming to take place.	7/23/2018 2:49 PM
120	Again -- poorly managed & funded -- as connected to SCDC Services a total joke of smoke & mirrors	7/23/2018 2:45 PM
121	Mental Health seems to have an uphill battle. The lack of options available to those in need could use improvement.	7/23/2018 2:12 PM
122	The biggest concern/comment/suggestion I have is the pay for nurses. At the Greenville office especially, the nurses are the lowest paid of any of the various mental health centers, and despite efforts to secure raises for the RNs at that clinic, nothing has happened for them. This has led to a huge problem with turnover within the nursing (and MD's) department, leaving those that continue to work as RN's at Greenville overworked, underpaid, frustrated, and many con't to seek employment elsewhere. This is a huge problem, and one that should be looked at seriously.	7/23/2018 2:08 PM

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123	I applied for a job with the Mental Health Department and it took four months to find out that they had given the job to an individual who was less qualified in education and experience, but was the correct skin color. Pathetic....	7/23/2018 2:00 PM
124	We do extremely well despite extremely low pay. We have not had a raise in several years despite excellent yearly review. Consider the impact mental health has on our communities. We are losing a lot of staff to the school system due to better salaries.	7/23/2018 1:49 PM
125	I have worked with clients who desperately needed appointments with the Department of Mental Health and have had to wait entirely too long for an appointment. Further, the pressure put on mentally ill persons to pay for services is unrealistic. The Department of Mental Health may want to have a Disability Liaison at the mental health offices to assist with applying for disability in order to assist the mentally ill person and ensure bills are paid that are eligible as quickly as possible.	7/23/2018 1:42 PM
126	The lack of psychiatrists and clinicians requires patients to wait months for an appointment. Clients are, therefore, frequently without medications; and, therapy, scheduled once per 6 weeks results in 'Assessment Only' services as opposed to therapeutic treatment. With "Community Focused" mental health, we are missing the mark.	7/23/2018 1:39 PM
127	A bunch of dummies running the department. The communication is very poor. This is one of the worst agencies, I ever worked.	7/23/2018 1:28 PM
128	SCDMH is only now starting to improve its personnel by insisting on turnover of tenured employees. This has allowed for a resurgence of energy and ideas.	7/23/2018 1:14 PM
129	the EMR system is antiquated; not user friendly, redundant unnecessary paperwork	7/23/2018 11:56 AM
130	lack of resources for poor patients	7/23/2018 11:53 AM
131	Underpaid and over worked employees who are often spoken down to. No consideration for the mental health of its own employees. There is an observable stigma for employees struggling with grief/loss/other mental health issues. I have heard spoken from the mouth of one senior executive when asked about some leniency after a significant loss that those individuals could grieve but when "their butts are in their seats, they better be producing".	7/23/2018 11:27 AM
132	1) Mental Health could benefit from improving network services. 2) Mental Health could benefit from hiring Executive Directors with Counseling Experience and Financial backgrounds, such as the Executive Director at Pee Dee MHC, Patrick Bresnan. Under his leadership, the Center has excelled and we have more programs to offer the mentally ill of our catchment area.	7/23/2018 11:23 AM
133	Custodial work is lacking. Trash is pulled out of the trash cans at BPH and left scattered on the grounds,	7/23/2018 11:15 AM
134	SCDMH would be able to recruit higher quality providers if the pay were competitive.	7/23/2018 10:59 AM
135	The lack of funds allocated to Mental Health is a huge concern, not only for the clients/patients and the employees whom have not gotten a raise or cost of living allowance on a yearly basis. We serve people who need these services, all along we are the lowest paid for the service we provide. Why is this?	7/23/2018 10:52 AM
136	As an agency, DMH functions very well in some areas of the state and poorly in other areas. Some centers you can call and get an appt the same day, others you can't even call and talk to a person - they get your info and someone calls you back. Also, the pay is not on par with other state agencies. DMH seems to keep compensation down (below even the average for other state agencies) which makes it difficult and sometimes impossible to recruit talented individuals to serve in this agency. This will only get more difficult as retirees leave and millennials are hired, because the agency won't be able to retain their staff. In addition, other local govt agencies (cities/towns) participate in State Retirement, but their compensation is higher than DMH and they pay more towards employee Insurance. This is another possible threat to DMH's ability to recruit/retain talented staff.	7/23/2018 10:43 AM
137	Department seems to be on mission with the start of new programs such as the Youth Suicide Prevention program.	7/23/2018 10:17 AM
138	The department is grossly underfunded. Capital improvements are necessary at CM Tucker, for instance the HVAC is failing and needs to be corrected as soon as possible.	7/23/2018 9:50 AM

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139	DMH has the unenviable job description of bringing mental health services to all the people in SC who have need of it. The vast majority of recipients do not have private insurance and are often besieged by multiple life adversities. Our providers are significant unpaid compared to providers in surrounding communities and have stressful jobs. In spite of this DMH does its best to complete its mission. I enjoy my job and find it very rewarding but it is very hard to keep young promising therapists who have a family to feed which adds to the stress our patients and colleagues feel. Please consider improved pay	7/23/2018 9:50 AM
140	Everything is easy to obtain	7/23/2018 9:42 AM
141	Leadership and decision-making is highly centralized, leading to a limited amount of process in policy formation and implementation. With the exception of the telepsychiatry program, clinical services are hampered by an outdated and inadequate electronic platform that integrates business process and treatment service which is widely commercially available. Building maintenance and operational effectiveness is impaired as a result of neglect and deferral of resources. Lack of legislative awareness to the mental health needs as well as other social service and health needs of South Carolinians under the mantra of fiscal restraint keeps the State in the lower 1/3 of nearly all National health outcomes.	7/23/2018 9:22 AM
142	There needs to be easier access of information between the department and hospitals for better patient care.	7/23/2018 8:59 AM
143	I believe there needs to be better access to services by streamlining the intake process and having more professionals hired in all areas. I believe DMH is very understaffed which puts too much pressure on the staff it has and they are therefore not able to provide adequate services.	7/23/2018 8:44 AM
144	Salary needs to coincide with others across the country and within the departments. also according to the salary ranges listed on the website.	7/23/2018 8:40 AM
145	Funding is poor and the pay is awful	7/23/2018 8:36 AM
146	I am very concerned that every year when I get my property tax notice there is double the amount of money from that tax that goes to the zoo than there is the amount that goes to SCDMH!!!	7/23/2018 8:22 AM
147	The services are much needed in this State, however, the work and compensation for efforts are devalued.	7/23/2018 8:04 AM
148	compared to the private sector, our pay doesn't come close!	7/23/2018 7:58 AM
149	Under staffed. Very dissatisfied workers, poor follow up. Local departments violate pt. privacy	7/23/2018 7:32 AM
150	As with all state employees, employee compensation does not match private business. For example a few years ago I was offered a job at Lexington Hospital system and full family coverage, health, dental, vision with 90% after deductible was @ 110.00 per month vs the 400 plus per month I currently pay. There should be so many benefits the state could offer its employees. The overall lack of employee discipline prohibits a supervisor/manager from doing their job effectively.	7/23/2018 6:49 AM
151	Way understaffed to meet the need and pay is too low to attract and keep qualified staff.	7/22/2018 12:20 PM
152	department is corrupt, evil and useless.	7/22/2018 6:10 AM
153	As a pediatrician trying to refer patients to our local DMH, I have gotten to the point where I bend over backwards NOT to send my patients to them. I know that other counselors will collaborate with me much better and will work with the entire family much better. I know that the patients will be seen in a reasonable amount of time which is very rarely the case if I refer to DMH. Though our local DMH says they have a crisis counselor on call for walk in patients, this is rarely offered and most of the time the patients who go for crisis care go to the ER. Then they are sent back to me because they cannot get an appointment with DMH in a reasonable period of time.	7/21/2018 9:46 PM
154	The DMH is falling short in the employment of qualified staff. There is a big turnover in most of the departments. Prospective employees come in to work but they do not stay. Most of them cite not being paid enough. Some departments barely make minimum wage and work ten hour shifts.	7/21/2018 8:05 PM
155	Remember if SCDMH fails the repercussions on SCDC, DSS, DJJ and local emergency rooms would be catastrophic	7/21/2018 4:16 PM

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156	Need more from SC BUDGET. Not enough social workers. Poor pay for mental health care workers. Need more training for mental healthcare workers. Need new evidence based practice programs that are more individualized for client and families. Need more safe living apartments for those who can live on their own with some support as well as more programs for younger people emerging in the teenage and young adult population. SC state funding for mental health care is severely lacking!! There are some programs that are getting off the ground, but success will need more highly trained and well paid mental health care workers. This is a very tough job! I am a nurse and a mom of a mentally ill son. I have exhausted the system for assistance all the way to the State Attorney General and our SC Federal congressmen and Representatives. I am a member of NAMI. It's time for SC to move forward in a great way to assist our families and mental health clients!!	7/21/2018 4:03 PM
157	the Dept needs to develop a well thought out strategy for addressing the problems of inner city/rural gun violence in a systemic way, using the best available data from successful programs elsewhere; it needs to provide guidance to the legislature about useful alternatives to increasing guns in schools that would more effectively protect school children and align with education's mission. It needs to train school guidance counselors to identify troubled young people and to intervene proactively to prevent problems, perhaps using the Sandy Hook video. It needs to reach out to VA hospitals and clinics as well as other rural clinics on the issue of suicide prevention. It needs to proactively provide public education about gun violence as a public health problem, in which the largest number of victims are those who commit suicide.	7/21/2018 12:14 PM
158	More access to grants and money for suicide prevention. Calls to suicide hotline have doubled!! We need more support from the state agencies to provide this service to citizens in SC.	7/21/2018 10:46 AM
159	There needs to be more therapists in the high schools. The turnover rate means my teen is without counseling for periods of time and is constantly starting over with a new therapist.	7/21/2018 9:01 AM
160	NEED EMPLOYEES THAT CARE FOR OUR CLIENTS AND PUT THEIR NEEDS AND CARE FIRST. NEED TO INCREASE THE PAY...NEED TO BE COMPETITIVE WITH OTHER HOSPITALS TO OBTAIN QUALITY STAFF.	7/21/2018 2:53 AM
161	Bryan hospital has a culture of racism. There are obvious pay disparities among employees, promotions are not given based on merits, there is a leadership style of intimidation, and obvious labor law violations. Employees are made to work 16 hour shifts repeatedly due to staff shortages no matter if they are exhausted or not. This results in fatigued employees that may not respond appropriately to difficult and combative patients. It is a no win situation.	7/20/2018 10:28 PM
162	Patients at Bryan hospital do not have access to medical specialist. The internist has too much control but no accountability.	7/20/2018 10:20 PM
163	There is money wasted on Bryan psychiatric hospital medically advanced unit. The unit has one patient for several years and there is an internist on call every night and every weekend for one patient. There is also one psychiatrist on call for the one medically enhanced unit with the internist for a week every month. This adds up to over 100,000 dollars of wasted funds. That would equal at least three new teachers a year.	7/20/2018 10:13 PM
164	G. Werber Bryan Psychiatric Hospital, South Carolina Department of Mental Health systems are remarkable in the service they provide. Such as all organizations there's human flaws or issues caused by people/personnel. I have come to the conclusion that G. Werber Bryan Psychiatric Hospitals program require a total review of its employee and systems processes.	7/20/2018 7:08 PM
165	With the crisis in mental health care in this country, state hospitals are severely understaffed due to the underpayment of workers in these facilities. You would think as a state agency, they could put a little more effort into insuring these these hospitals are adequately staffed and wages should be comparable to outside agencies. I think it a disgrace that BHA's are paid less for taking care of people in crisis and in need than most fast food employers. Nurses are not going to take a cut in pay to come work for a state agency that is paying markedly less than other employers. We as a people need to take better care of our vulnerable adults and children, and people who care for them.	7/20/2018 6:30 PM
166	My original comment was too long and you must not want thoughtful responses. In short DMH struggles to recruit and maintain quality physicians bc of poor compensation and lack of a willingness to offer flexibility without micromanagement.	7/20/2018 5:32 PM
167	Needs resources to meet ths needs of South Carolinians Mental health issues	7/20/2018 4:38 PM
168	people take advantage of system	7/20/2018 4:18 PM

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169	I am an employee for DMH. I consider other employment options due to our low salaries. Guidance counselors and teachers, who may have less education often make higher salaries than those of us who work for DMH with a MA level education. It is difficult to maintain a household and your own self care, when not only your work is stressful, but then you have stress over making ends meet. My financial burdens include student loan repayments for the required MA to have this job. To make those payments and work towards licensure, which benefits both myself and the department, I need to spend about 500 dollars a month (which is a quarter of what I make a month). I believe this is one of the reasons retention rates are low. Clinicians are burning out because they are expected to provide work that fellow peers in the community are paid significantly higher to do, with a much lower caseload than DMH employees. Burn out results in clinician turnover which negatively impacts care	7/20/2018 4:17 PM
170	Internal decisions are irrational. People are promoted and given perks (better offices, student loan repayment, better assignments) based on favoritism (those who socialize with the supervisors outside of work). The longer you work there, the less you get paid relative to others in the same position. Seriously, the last person hired gets paid better than the person with 10 years with the department. This repeatedly happens and is completely and utterly demoralizing. The administration blames employees instead of taking responsibility. Example, they blamed employees for a backlog of court-ordered forensic evaluations despite half of the evaluator positions being unfilled. Instead of recognizing that the unfilled positions is the reason for the backlog, they created a "productivity committee" to criticize the evaluators. Eventually every single evaluator quit and the department began using contractors (many were the same former employees) to complete evaluations at a higher cost.	7/20/2018 4:15 PM
171	Frontline staff of inpatient units, including their managers are significantly underpaid as compared to others in their field. Many unlicensed frontline staff are compensated less than high school graduates that work at clothing stores or fast food restaurants. This speaks highly as to where the state of SC truly values their dollar. Caring for the mentally ill is currently not a high enough priority in SC. DMH should set the standard of care of those suffering with mental illness. This will never occur if DMH refuses to be somewhat marketable to attract quality employees.	7/20/2018 3:47 PM
172	Do not get paid enough for what we do. Especially environmental services.	7/20/2018 3:11 PM
173	need to provide salary increases based upon years of experience, improving workplace morale, reducing productivity, flex work schedule,	7/20/2018 3:11 PM
174	We could use more funding to aid in decreasing crime and out of home placements of children and adolescents.	7/20/2018 2:57 PM
175	DMH is doing great things to help patients recover and be reintroduced back into society	7/20/2018 2:47 PM
176	It is frustrating that Behavioral Health is seen as a better agency than mental health and we deal with much more extreme issues	7/20/2018 2:43 PM
177	The funding available for the Department of Mental Health is lacking. The equipment and staffing is not sufficient. The actual housing facility needs improvement and the quality of care needs more staffing and more equipment (ie. as in automated dispensing machines for medications) , portable EKG machines, video monitoring in all lodges, adequate staffing to increase hands on patient activity and care. Mental Health is a growing concern in the United States. The patients at the Department of Mental Health are often times the indigent-(those without emotional support, social support, financial resources)-the stigma surrounding the illness very prevalent ...it is necessary for the State of South Carolina to implement improvements and make changes that positively affect the whole .	7/20/2018 2:42 PM
178	electronic medical record is not very useful, takes too long to get appointments, poor crisis services, overall lack of services, lack of housing	7/20/2018 2:33 PM
179	The turnover rate among clinicians at DMH is very high. This means that clients must adjust to new clinicians often, and there are often issues within the agency that arise because not every employee is on the same page. Offering better pay may mean that the agency spends less time training new employees and clients will have a more positive experience.	7/20/2018 2:19 PM
180	Salaries are not competitive and there is a high turnover rate.	7/20/2018 2:18 PM
181	Great focus on funding for pts but horrible focus on MHP providing services	7/20/2018 2:18 PM
182	Needs more qualified MH therapist to meet public demand. State guidelines for therapist pay way below national average and puts the agency in danger of not being able to provide quality services to state residents.	7/20/2018 2:17 PM

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183	More interdisciplinary approach in treatment and more media coverage or step by step instructions on how to get help for a mentally ill person.	7/20/2018 2:15 PM
184	Pay increases and improved growth potential for entry level staff would help reduce turnover. Some of my clients are teens and have had 6 counselors since starting service. This makes it difficult to build trust.	7/20/2018 2:13 PM
185	DMH is under funded and the employees are under paid. DMH is by far the worst job to have in the state the lack of resources available to employees cause more stress and harder work loads especially for the offensive pay we get with Masters Level Education	7/20/2018 2:12 PM
186	DMH is underfunded and Mental Health professionals should be compensated according to their job duties and work load.	7/20/2018 2:09 PM
187	There is a lot of disorganization. People not knowing who to turn to for information and issues with communication of information.	7/20/2018 2:02 PM
188	DMH needs more funds and employees need a raise.	7/20/2018 2:01 PM
189	Too much emphasis is placed on productivity and not on patient care. My clinic is a small rural clinic and patients have difficulty getting to appointments.	7/20/2018 2:01 PM
190	Agency does not participate with annual evaluation of EPMS or pay for performance.	7/20/2018 1:55 PM
191	There are some great people working for DMH, and some who are not even good. I wish it were possible to cut the wheat from the chaff. I also wish there was more budget for DMH to improve patients' experiences. People with mental health problems need help quickly to keep a crisis from turning into a tragedy, and to keep small problems from building up and becoming crises.	7/20/2018 1:55 PM
192	If someone has been in a facility for a number of years and they are not a danger, no serious outburst they need to be moved to a group home. They've become dependent on the situation and taking it easy. There's no need for these patients to be here, they cause no physical problems.	7/20/2018 1:54 PM
193	As a board member of GMHC, I believe the staff is very dedicated to their profession. The frequent turnover is disturbing though understandable considering the low pay. As a retired nurse, I read with concern about the increased need for at all levels of medical care. The patients are sicker, are discharged before they are close to being well therefore the level of care required is high in stress and physical/intellectual/ emotional toll on staff. In psychiatry patients, the mental and behavioral changes seriously impact families and society. School based services are greatly needed due to the addiction issues in families. There needs to be some new ideas for funding and methods to The legislature must act by increasing the DMH budget to increase salaries and update facilities. It is great to be a dedicated professional but they still have the same financial needs as everyone else.	7/20/2018 1:54 PM
194	Mental Health needs more funding to help with the treatment of individuals that need it. Funding for school based counselors, SRO officers to make our children feel safe, fix crumbling buildings. But they keep doing with less, can you imagine what they would do if they had the money to pay for more clients to be seen	7/20/2018 1:52 PM
195	My 1st concern is that the patients are not getting the care they really need. At the location in where I work, the Therapist has caseloads that 75 and upward. With this kind of caseload it is impossible to provide the appropriate care to these individuals. 2nd is limited Doctors. The clients are not able to be seen as needed because the availability is not there. Patients are having to see the Nurse in between and us therapist are having to do medication request a lot more often. My 3rd concern is the process of promotion at the center I work at. There is obvious favoritism towards friends even if those individual are not as qualified as others. People are given promotions without having a mental health background or being LPC's. Issues like this can cause problems for the agency and cause clients to slip in between the cracks and maybe complete suicide when we at mental health could have been doing more.	7/20/2018 1:51 PM
196	Too much turnover at the outpatient centers. Therapists are leaving due to low pay and large caseloads. State leadership continues to overlook these facts and continue on with business as usual.	7/20/2018 1:50 PM
197	As a Lexington County board member, I believe the staff have the best interest of patients. The staff are dedicated, professional individuals whose dedication is evident in their daily service to the community.	7/20/2018 1:47 PM
198	Would like to see more funding to care for our vulnerable population as well as monetary reward (general increase) to the people to provide the care.	7/20/2018 1:43 PM

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199	The Department of Mental Health still operates in the Medical Model of services. This should be changing to reflect the recovery model of treatment where it is recognized that people with mental health issues can recover and be a productive part of society. At present the Department of Mental Health does not treat people with substance use disorder and this should also change as many people with mental health issues have dual diagnosis.	7/20/2018 1:43 PM
200	individual treatment and pay	7/20/2018 1:40 PM
201	Agency hires outside SCDMH for higher positions when current employees qualifies. Attendance policy is not fair to all employees. Supervisors are allowed to take time without signing time sheets and are not held accountable to their annual and sick leave. There are employees who are hired strictly due to knowing an individual who are hired over current employee with the same skills and education and more years experience and are not even granted an interview. A lot of favoritism in upper management and is reflected in salary increases and pay grades through favoritism.	7/20/2018 1:38 PM
202	None	7/20/2018 1:35 PM
203	Bring back yearly raises based on EPMS! I've been with the dept 18 years, my last EPMS was "significantly exceeds,"yet I am making less than most new hires at the same position. It is no right, that is why they can't keep anyone good. ye	7/20/2018 1:35 PM
204	Increase mental health funding for the one of the most vulnerable populations in south carolina. This would help reduce our homeless population, decrease in emergency department visits that put financial burdens on tax dollars and hospitals.	7/20/2018 1:34 PM
205	Many hardworking employees struggling due to lack of appropriate compensation. Extreme shortage of medical staff due to this issue causing stress on all workers trying to help those with mental illness live their best lives.	7/20/2018 1:31 PM
206	Short staffing jeopardizes the well being of the patients and staff	7/20/2018 1:30 PM
207	This is the most unorganized and unprofessional place I've worked. It is unsafe and a huge liability to the client's we serve in our community. As a clinician, I have (on average) a caseload of 120 clients. We are offered no researched based trainings to support our degrees and assist client's. Upper Management treats our clients as if they were hamburgers instead of Human Beings. It amazes me on a daily basis that we haven't had more tragedies in our schools and in the public due to the lack of care offered to our Citizens.	7/20/2018 1:29 PM
208	I am greatly concerned about the lack of funding available to treat South Carolinians with mental health issues.	7/20/2018 1:28 PM
209	not having licensed providers for all services	7/20/2018 1:25 PM
210	Poor training, inadequate staffing, low pay, dysfunctional culture & resistance to change the "status quo" even when it isn't working, top-level officials don't take the time to find out what life is like "in the trenches", etc.	7/20/2018 1:22 PM
211	The DMH is overburdened and under funded. Getting and appointment for an evaluation or to see a Psychiatrist many times includes a wait time of months!!!	7/20/2018 1:20 PM
212	n/a	7/20/2018 1:17 PM
213	Pay for Employees is not even close to what it should be	7/20/2018 1:17 PM
214	The current disease may be a lack of employee retention. We are losing many due to lack of incentive & lack of pay increase to accommodate standard of living & additional increases w/in the state that should be balanced out w/consistent pay raises for EVERYONE - not just the top getting bonuses & the bottom getting nothing for years. A shameful thing is the rate at which MH clients are leaving MH due to poor communication, neg experiences, high bills w/no relief, (such as previously offered sliding scale billing), and b/c clients of MH do NOT like changing therapists often, which is a side-effect of this disease. The cure needs to come swiftly & without preference to status. ALL of us deserve better, we work hard to earn it. It now seems the clients feel the shift & know it's not good, so they're leaving & may end up w/no MH services, which we should be ashamed of - to be able to help & not is the greatest crime against humanity we could engage in, especially in our chosen careers.	7/20/2018 1:13 PM
215	Not enough oversight	7/20/2018 1:12 PM
216	DMH needs funds to be able to provide critical mental health services. We desperately need additional personnel - such as social workers, counselors, nurses, psychiatrists, mds... The pay is simply too low to attract new staff. We need help.	7/20/2018 1:10 PM

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217	We have a staffing issue with DMH. We can not keep employees in part because of the lack of training and the lack of funds to pay them a reasonable wage. It takes on average 3 to 6 months to even bring new staff. We loose potential staff because they seek other employment because of the wait. Some of the area's in DMH are falling apart, broken tiles, holes in walls, faulty air, failing equipement. Someone needs to pay attention to our facilities because our patients are suffering from all the issues. We need new management. If you think I am a disgruntled employee you are wrong, I live my job and am in great standing with management. But I see these things being a manager myself and it is hard to watch the lack of attention we get. The problem is no one wants to make waves and wants to make believe that there are no issues.	7/20/2018 1:10 PM
218	There are doctors at Morris Village are failing to complete patients (approx 1,000) discharge summary, that,are needed for continuation of patient care. At WSHPI the medical records supervisor has been seen putting her hands around an employee's neck in a fit of anger. The pay has not increased as the cost of living has risen. Most people who get hired are only being selected because they have a relative or friend working for the agency.	7/20/2018 1:08 PM
219	Turnover is hurting the DMH because the pay is so low people will only stay long enough to get some experience and then leave.	7/20/2018 1:05 PM
220	I'm concerned that the department's tendency to exercise extraordinary frugality with respect to staffing has and will continue to damage the agency in the long run. Hiring cheap, and providing no incentives nor disincentives for professional effectiveness has resulted in a stagnant workforce with a few true believers towing the whole ship.	7/20/2018 1:01 PM
221	Low salaries for clinicians compared to the national standard. No merit increases. Unreasonably high performance standards. Poor budget management. Don't have the resources needed to meet client needs.	7/20/2018 1:01 PM
222	The main concern as an employee of DMH is the pay and how our pay is so much lower than other state agencies and the private sector. The starting salaries is much lower than other agencies they want you to have lots of experience and degrees but they don't pay for what they are getting. The average employee works 2 jobs in order to say above the poverty line.	7/20/2018 1:00 PM
223	I transferred here from DSS. The worst day here is 100% better than the best day at DSS.	7/20/2018 12:59 PM
224	Outside certifying surveys have cited the understaffing for the census served , affects patient ,family community and staff satisfaction. Below market salaries and wages is causing experienced clinical staff to seek employment elsewhere and makes recruiting of psychiatrists, Counselors and RNS extremely difficult.	7/20/2018 12:58 PM
225	Employee salaries are not competitive.	7/20/2018 12:57 PM
226	Definitely needs more funding for more staff so that people don't have to wait so long to get treatment. This will keep keep folks out of jails and hospitals!	7/20/2018 12:53 PM
227	Employees are treated poorly, under paid and overworked. Clients are numbers and money makers so we are unable to provide the treatment needed due to all the paperwork we have to complete when seeing them.	7/20/2018 12:53 PM
228	Understaffed and underpaid	7/20/2018 12:51 PM
229	This department is very underfunded and does extremely well with the funding they have.	7/20/2018 12:48 PM
230	Specific center's websites are outdated and include outdated information. Does not offer a good overview of current and updated services.	7/20/2018 12:48 PM
231	There should be more monitoring of clients intakes of medications. The employees should be paid better most of them are working at poverty levels.The state employees are the lowest paid in the state for this agency.	7/20/2018 12:48 PM
232	I love the mission of this agency. Its only weakness is an inability to fully embrace continuous innovation. We are now in an age that the general public can see the connection between mental health and well being. What's needed now is an effort to vastly improve access to care, effective service delivery improvements, and a fearless commitment to innovation	7/20/2018 12:47 PM
233	Getting things done or finding information within DMH is an absolute nightmare honestly. In terms of the public they are always so understaffed and overworked getting a mental health appointment feels impossible. In terms of as an employee, we are constantly short staffed and overworked. People don't stay for a variety of reasons but I think some of the biggest are simply the office politics, not knowing policy, and being overworked to the extreme due to being understaffed.	7/20/2018 12:46 PM

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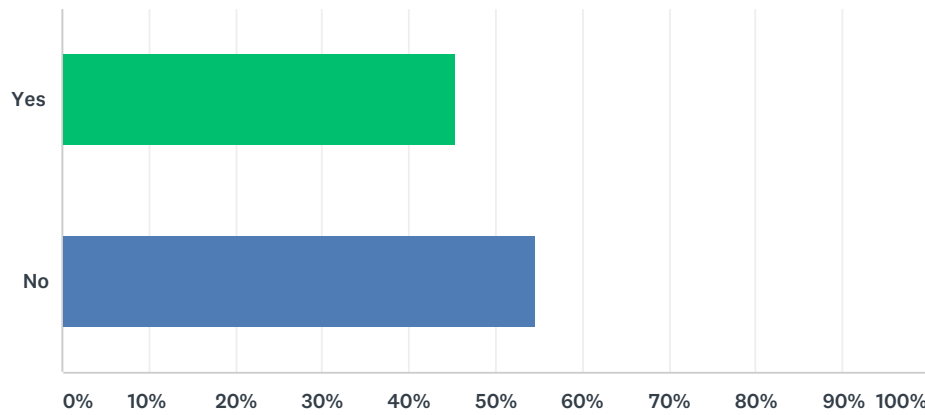
234	The Dept. Of Mental Health is Great, it's just so much persistency is asked of therapeutic staff that there is a high turnover rate, and am not a therapist or doctor. Also the admin pay is so much less that other agencies and we are in contact with all patients, not just a few	7/20/2018 12:46 PM
235	Seriously need to look at the salaries of most people working there. People need 2 jobs to make a living	7/20/2018 12:45 PM
236	Employee morale is low. Pay is below standard. Overworked. Need more streamlined statewide processess. they leave DMH to go to DHH or DSS and make several thousand more dollars.	7/20/2018 12:45 PM
237	Equity in a salaries is greatly needed among qualified staff in state agencies. Some agenices pay significantly more or less for similar positions and qualifications per the posted salaries of state employees. Higher compensation would lead to better retention, attracting qualified candidates, and overall improved morale.	7/20/2018 12:44 PM
238	Too many inconsistent policys. If you ask a question every one in authory has a different answer.	7/20/2018 12:43 PM
239	My issue is the huge lack of employees that consequently causes a drop in the standard of care for clients/patients. This issue largely has to do with employees not getting paid as much as they would elsewhere, so perhaps the budget needs to be adjusted in the interest of obtaining and retaining new employees.	7/20/2018 12:43 PM
240	Management level staff should be looked at more closely.	7/20/2018 12:42 PM
241	Clinical staff is severly underpaid and have high productivity expectations. No oppportunity for career growth following reaching Human Service Coordinator 3.	7/20/2018 12:42 PM
242	I suggest that there be more support for employees.	7/20/2018 12:41 PM
243	employees are not paid enough for the specialized skills that they have or the work that they do	7/20/2018 12:41 PM
244	There are not enough resources to address the needs of clients. Centers are often understaffed and are unable to meet the demands of the community.	7/20/2018 12:41 PM
245	An increase in salaries would be helpful for recruiting and retaining qualified clinicians	7/20/2018 12:40 PM
246	The one who need medications needs to be on their medication at all time.	7/20/2018 9:39 AM
247	we need mental health hospitals in columbia we would have less crime and less people walking the street	7/20/2018 8:41 AM
248	needmore funding,to better meet needs of	7/20/2018 8:24 AM
249	Mental health is something that is important to me, and I would like to see more done about it across the board in South Carolina.	7/19/2018 3:25 PM
250	This is the only agency that needs large funding for more Drs and counseling. Chesterfield Co. has a huge population of citizens with MH issues. Pass laws - if they do not take meds, SC will take take their children and state benefits.	7/19/2018 11:26 AM
251	Agency does not care about the patients nor families as a whole. They treat the patients more like criminals when many can not help themselves. The agency does not provide information to families in need. The agency does not deal well with the local physicians and hospitals, many times I've seen them go directly against the local treating Doctor in the Emergency department, just because it was on the weekend and they did not want to come out to work. A sad state of affairs !	7/19/2018 10:21 AM
252	employees safety	7/19/2018 9:03 AM
253	What is the goal of the organization to meet the needs in the State? As opposed to not meetingbthe needs because of limited resources, for example.	7/18/2018 10:28 PM
254	This department is underfunded and needs to broaden services	7/18/2018 9:02 PM
255	Clinical staff are required to spend to much time on paperwork	7/18/2018 6:49 PM

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256	My son is bipolar undiagnosed, he can't keep a job because of his mental illness and has no insurance. About a month ago I called 18 state and private agencies because he had become suicidal and was told each time there was no room in their program or it will cost 5000 to even get him a bed. I watched my son with no hope of help. I was told repeatedly that every agency is understaffed. What do you do? I would personally volunteer to assist with the short staff. I am not certified and realize I really can't do anything but mental illness and suicide is too prevalent to leave in this status. So I complain but with a willingness to help in anyway that would be a solution to death and pain.	7/18/2018 6:11 PM
257	Better funding and personnel expansion to deal with the issues of opioid addiction and autism in children, Funding for this Dept is severely lacking	7/18/2018 9:37 AM
258	We need facilities that offer long term care for individuals with mental disabilities.	7/18/2018 9:27 AM
259	I believe there should be a way to submit somebody into mental health. Mental health is becoming a serious issue that is overlooked.	7/18/2018 8:40 AM
260	Services are not adequate to meet the needs of those needing mental health services.	7/17/2018 8:46 PM
261	not very good care, not very good folks. Very sad	7/17/2018 5:34 PM
262	hiring department need to be more friendly	7/17/2018 2:33 PM
263	Need more skill workers	7/17/2018 2:23 PM
264	No comment	7/17/2018 1:43 PM
265	the department as a whole needs to be overhauled it is still stuck in a past time and mindset limiting the ability of people of color to progress	7/17/2018 1:19 PM

Q16 Would you like to provide input about the Department of Motor Vehicles?

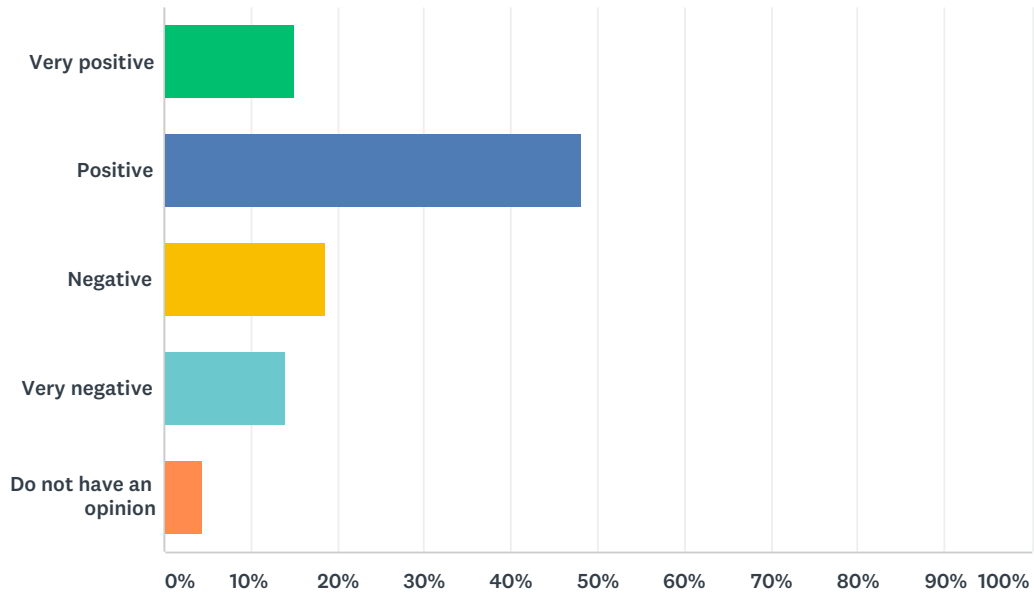
Answered: 1,143 Skipped: 342



ANSWER CHOICES	RESPONSES	
Yes	45.41%	519
No	54.59%	624
TOTAL		1,143

Q17 Overall, what is your opinion of the Department of Motor Vehicles?

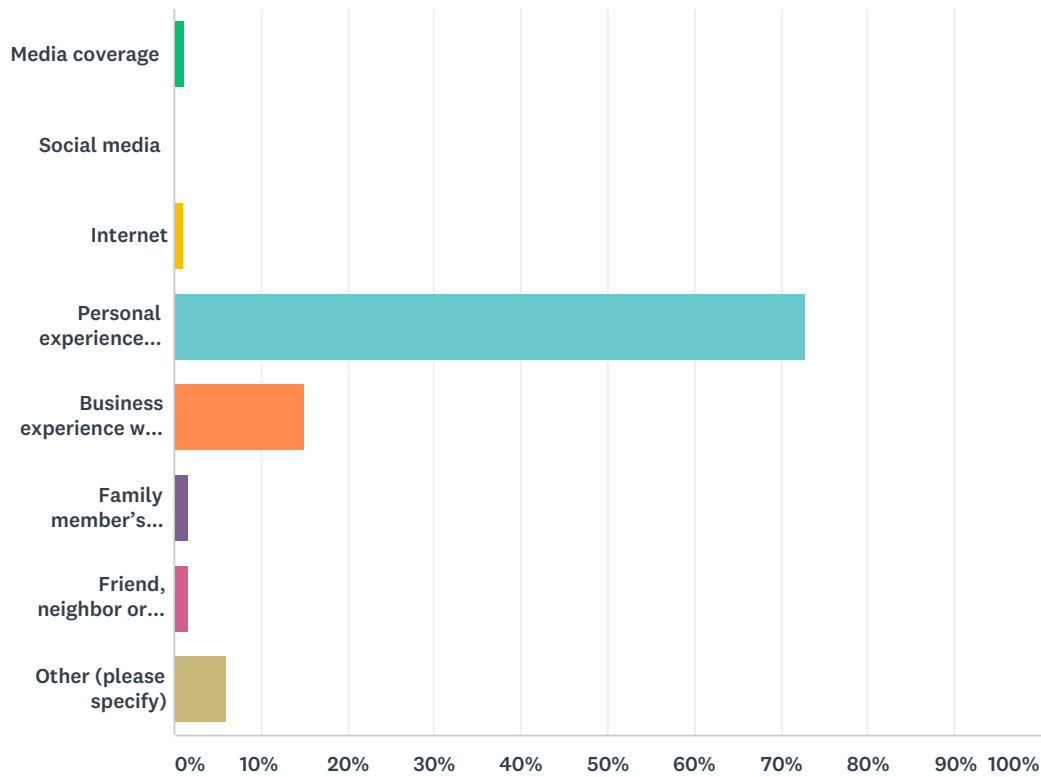
Answered: 466 Skipped: 1,019



ANSWER CHOICES	RESPONSES	
Very positive	15.02%	70
Positive	48.07%	224
Negative	18.67%	87
Very negative	13.95%	65
Do not have an opinion	4.29%	20
TOTAL		466

Q18 Which of the following has most influenced your opinion of the Department of Motor Vehicles?

Answered: 463 Skipped: 1,022



ANSWER CHOICES	RESPONSES
Media coverage	1.30% 6
Social media	0.22% 1
Internet	1.08% 5
Personal experience with/tour of the agency	72.79% 337
Business experience with the agency	15.12% 70
Family member's experience with the agency	1.73% 8
Friend, neighbor or colleague's experience with the agency	1.73% 8
Other (please specify)	6.05% 28
TOTAL	463

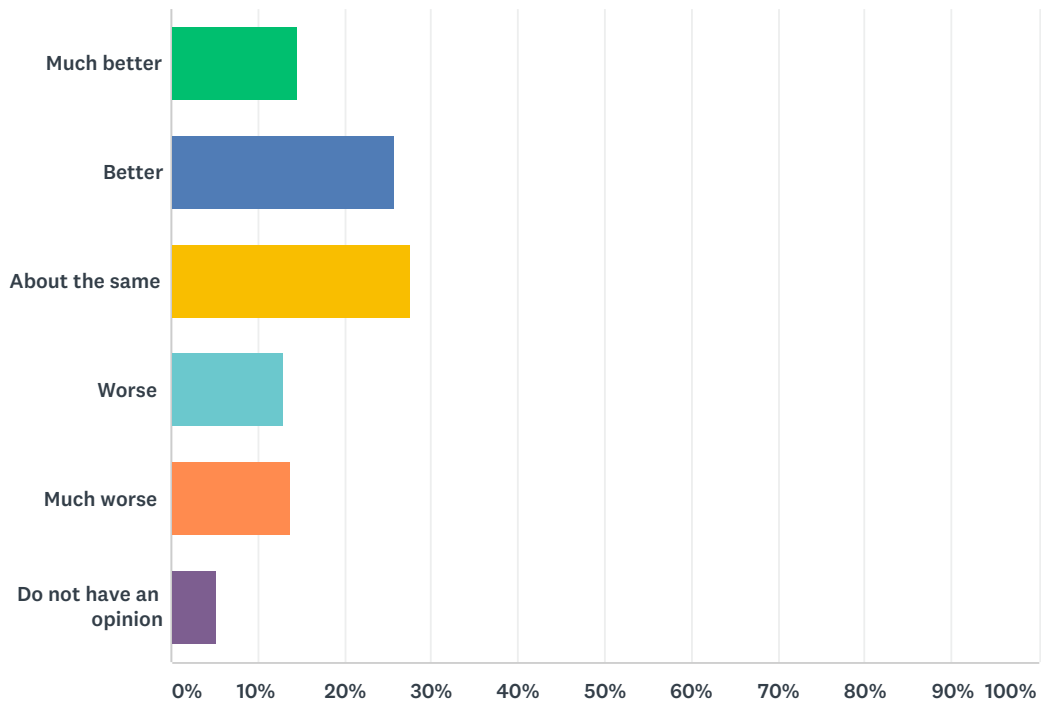
#	OTHER (PLEASE SPECIFY)	DATE
1	Employee of SCDMV	8/19/2018 6:00 PM
2	I am an employee	8/1/2018 8:38 AM
3	Employee of the DMV	7/30/2018 2:41 PM
4	Legislative staff is very responsive and knowledgeable	7/28/2018 7:25 AM

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5	no opinion	7/25/2018 11:58 PM
6	Should be stricter with issuing licenses to teenagers	7/25/2018 8:12 AM
7	Employee	7/25/2018 8:10 AM
8	The concern for the employees. Little pay raise. And when there is a pay raise its taken back with a increase in insurance or retirement. And why does the insurance pay for a womans pap but get free mamograms?	7/24/2018 3:07 PM
9	Multiple experiences	7/24/2018 2:22 PM
10	no way to report expiered car tags	7/23/2018 1:36 PM
11	employee	7/20/2018 10:06 AM
12	Inconsistent treatment of employees. Discrimination against certain job positions the consist of a minority race or gender. Unfair employment practices such as arbitrary pay raises and promotions for some while denying others. Positions created and not made known to others so they may apply.	7/20/2018 8:37 AM
13	working there	7/20/2018 8:20 AM
14	Employees are always helpful and curtious.	7/19/2018 9:01 AM
15	employee	7/18/2018 8:35 AM
16	As an Employee	7/18/2018 8:18 AM
17	va	7/18/2018 7:29 AM
18	work	7/17/2018 3:59 PM
19	Employee	7/17/2018 3:49 PM
20	n/a	7/17/2018 3:10 PM
21	Employee	7/17/2018 2:56 PM
22	employee	7/17/2018 2:45 PM
23	I WORK FOR THE AGENCY	7/17/2018 1:31 PM
24	WORKING HERE	7/17/2018 1:22 PM
25	employment	7/17/2018 1:22 PM
26	employee	7/17/2018 1:17 PM
27	employed there	7/17/2018 1:16 PM
28	employment	7/17/2018 1:16 PM

Q19 How do you think the Department of Motor Vehicles on an overall basis in comparison to other state agencies in South Carolina?

Answered: 463 Skipped: 1,022



ANSWER CHOICES	RESPONSES	
Much better	14.69%	68
Better	25.70%	119
About the same	27.65%	128
Worse	12.96%	60
Much worse	13.82%	64
Do not have an opinion	5.18%	24
TOTAL		463

Q20 Please list any comments, concerns, or suggestions you may have about the Department of Motor Vehicles, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 235 Skipped: 1,250

#	RESPONSES	DATE
1	Same pay for employees in every office which is not by fair at all since some offices are busier than other.	8/20/2018 7:52 PM
2	Why wasn't there a better plan in place when West Ashley office closed	8/20/2018 1:13 PM
3	As an aside, usually when an elected official needs something done at the DMV, he or she calls ahead to headquarters to notify us of the transaction that the elected official needs completed. Other times the Governor's office will call ahead to headquarters and notify us that a staffer or elected official or relative of an elected official needs a transaction completed. In these instances the individual does not wait in line like all the other citizens, he or she is expedited. This is not to make a complaint about the practice, it is simply to let you all know that if you identify yourself as an elected official, then you will not observe how the Shop Road location truly operates. We appreciate your service and look forward to the Committee implementing much needed changes at the Department of Motor Vehicles.	8/19/2018 6:37 PM
4	Despite our modest salaries, we still take pride in the work we perform and we simply want to be treated with respect, given a fair opportunity for advancement within the agency, allowed to take the annual leave we have earned when we want to take it and allowed to take breaks - regardless of the wait time. We invite you to visit the Shop Road location. Just come inside and observe first hand how the members of management behave. Please don't identify yourselves, as then you would receive the five-star treatment.	8/19/2018 6:31 PM
5	The twirling of the keys on their fingers and circling the employees and constantly told to work faster is similar to - how I imagine a plantation operated. In this scenario the supervisor and members of management are overseers and we are slaves.	8/19/2018 6:30 PM
6	We've even had customers comment as to why those ladies are just walking around - twirling keys around their fingers. The dealers and driving school instructors frequent the DMV often and even a few of them have asked why is it that when it is slammed at Shop Road - why they never see so-called "management" trying to help those of us on registers.	8/19/2018 6:26 PM
7	Despite the stereotypical portrayal of DMV employees in pop culture, we actually are friendly, hard workers, who are simply trying to support our families. Most of us are kind and caring individuals who enjoy what we do and work well with our co-workers. No, we don't make \$50,000 a year like the so-called "management" at Shop Road (for the record, most of the "management" can't even complete simple transactions. Instead of being productive and assisting when we are very busy with customers, "management" walks around the DMV watching customer service representatives process transactions as accurately and quickly as possible. The manager, Patricia Hartley, Maureen Boyle (member of management) and Lisa Harrison (member of management) constantly walk around - twirling keys on their fingers telling us we need to process transactions quicker. Perhaps they should lead by example as true members of management do in the private sector and assist with the customers who are waiting in line.	8/19/2018 6:24 PM
8	With regards to wasting tax payer dollars...someone should inquire about Shwedo's compensation. He was allegedly on "leave" from his position at DMV because Governor Haley appointed him over Emergency Management since the devastating October 2015 Flood. I certainly hope he isn't earning two salaries paid with tax payer dollars in addition to his monthly retirement check from the military. The issues he, along with supervisors and managers at DMV should address include: correcting the numerous issues with the Phoenix System, rectifying the camera system issues and the "Q" flow issues which result in the statewide system shutting down for several hours every month. If these issues were resolved, we could do our jobs more efficiently.	8/19/2018 6:21 PM

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9	My husband and I donate money annually to many not-for-profit organizations – Susan G. Komen Foundation, National Kidney Foundation, Special Olympics and St. Jude's to name a few but why aren't we as DMV employees asking for donations for these two not-for-profit organizations? What makes Donate Life so special? DMV is a state agency and should not make employees raise money for Donate Life.	8/19/2018 6:19 PM
10	Employees are required to wear "Donate Life" shirts every Friday. Employees are required to ask every customer to donate money to SC Donate Life AND clap when a customer donates money to SC Donate Life. We all realize that organ donation is a reputable cause and it helps countless individuals to live healthy, longer lives. Why does DMV force employees to raise funds for the organization? Why does the DMV make employees wear shirts advertising Donate Life and promoting the annual golf tournament held in Hilton Head? Why is a state agency using tax payer money to raise funds for a not-for-profit organization?	8/19/2018 6:18 PM
11	When you are subjected to verbal abuse, required to clap when someone donates money to a not for profit organization, supervisors and managers following you in the bathroom to tell you that the wait time is up and to witness people with medical conditions constantly being denied breaks to quickly drink some juice or to eat a few crackers only in order to keep their blood sugar stabilized, it is extremely difficult to exemplify Christ like behavior. I find such emails from the DMV director inappropriate because it is a state agency and no director of any state agency should ask employees to pray for anything, period. However the emails are especially offensive because they are hypocritical because Shwedo nor the supervisors and managers at the DMV practice very "Christian" like behavior. If any of them were truly Christians they would not treat us so poorly as employees and as human beings.	8/19/2018 6:15 PM
12	The Director of DMV, Kevin Shwedo, has the audacity to send emails to DMV employees telling us to pray for our military. I am the proud aunt of two nephews and one niece in the armed forces and I pray for the safety of my family daily, so I don't need to get an insincere email from an agency director, telling me what I should do with regard to prayer and religion. The audacity of the agency director to send a disingenuous email to all employees telling us to pray for those serving our country and their families is not only inappropriate but it is terribly offensive. These emails are especially offensive to me because I am a Christian and daily I try to exemplify Christ like behavior. He doesn't even greet employees properly when he visits the branch offices... not very Christian like behavior.	8/19/2018 6:13 PM
13	Management is allowed to buy business cards, they are issued Apple iPads and iPhones. When individuals from headquarters come to visit Shop Road they never acknowledge employees. Many of the male supervisors from headquarters walk around as if they own the DMV and we are their personal employees. The brand / logo has changed a few times in recent years. There is really no need for DMV to spend so much money on branding. They have magnets on their vehicles with the same logo and mentions the SC Donate Life not for profit.	8/19/2018 6:10 PM
14	Often times we receive positive comment cards, but instead of highlighting those in the weekly 8:10 AM Wednesday morning meeting, the supervisor and management at Shop Road constantly emphasize what is being done incorrectly or how we need to work faster (no mention of the quality and accuracy of the transactions). In the event positive reinforcement is given, it is awarded to the favorites of management. Some of us have been employed with DMV for over five years and have yet to be named "Employee of the Month" while others have been with DMV a mere seven months and because they are favorites of management, they are awarded "Employee of the Month" although they are barely able to process transactions without a seasoned employee walking him or her through all the steps of a transaction.	8/19/2018 6:08 PM
15	With regards to customers, the supervisor and members of management at Shop Road encourage customers to complete comment cards but only to report a negative experience. Customers would write comment cards on management, however, management would discard the negative comment cards about them and only forward the ones about the customer service representatives to headquarters in Blythewood. Again, these so-call "managers" abuse their authority at Shop Road and we would like Legislative Oversight to put an end to their abusive, inappropriate and unprofessional behavior and practices.	8/19/2018 6:05 PM
16	Several "millennial" employees come to work late, but falsify their clock-in time to reflect they aren't late. The same group of young adults are daily the first to "cash-out" their registers sometimes 4:45 PM or 4:50 PM, so that they can leave promptly at 5:15 PM. No corrective action is taken against these individuals for these infractions.	8/19/2018 6:03 PM
17	Continuing with the theme of inconsistent policies, the Shop Road location as well as the Lexington location open before 8:30 AM when the posted hours are 8:30 AM to 5:00 PM.	8/19/2018 6:00 PM

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18	<p>Morale is very low. Many people are leaving because the pay is not worth the abuse we are required to put up with. We handle large amounts of cash yet we have no security. Management will not install glass barriers because they say it's not customer friendly. There is no regard for employee's safety or health. I have been coughed and sneezed on more times than I can count. I have personally witnessed an employee's life being threatened by a customer. Management did not call the police. We are already under enormous pressure and management continues to overload us with more responsibilities. The number one priority is the wait time. Meeting the wait time is not always feasible. We are a government agency, not a fast food chain. We cannot control staffing shortages and high volumes of customers. SCDMV management needs to treat their employees better or they will continue to suffer from high job turnover. If employees are respected, productivity and service will naturally improve.</p>	8/19/2018 6:00 PM
19	<p>At the risk of stating the obvious, funerals are held during regular business hours. We should be allowed to take 2-3 hours of our earned annual leave to attend the funeral of a relative, neighbor or childhood friend. She is very condescending. She speaks to employees as if we are beneath her or are one of her grandchildren. Her attitude and behavior towards most employees (excluding the sycophants in the office) is condescending, rude and unprofessional. She certainly fails to demonstrate the DMV motto of: "Competent, Committed, Courteous!". Please inquire about the turnover rate since Patricia Hartley has been "manager" at Shop Road.</p>	8/19/2018 5:59 PM
20	<p>Patricia Hartley has even denied employees the ability to take earned annual leave when a death occurred in their family. In the event she demonstrates an ounce of compassion, she will allow you to attend the funeral of a family member, she requires the employee to write a statement regarding the funeral. We have relatives who work in the private sector and no one - not even people relatives in other states - has ever heard of an employee writing a statement which is then placed in your personal file for attending the funeral of a relative. She - as always - threatens employees with a corrective action in their file. If you live long enough you will eventually be a funeral to attend and if the funeral is held Monday - Friday we are denied the ability to attend. If we insist on attending, Patricia Hartley tells us that we will be subject to corrective action in our permanent file and she will consider it unscheduled leave without pay.</p>	8/19/2018 5:56 PM
21	<p>We know of at least four instances between Irmo/Ballentine and O'Neil Court branches, in which DMV passed over four current employees (none of which have a break in service) who all met the specified background and experience needed for the positions posted and instead re-hired former employees with less experience and poor work ethic.</p>	8/19/2018 5:55 PM
22	<p>A FOIA request will reveal the mass exodus of hard working, seasoned employees from the Blythewood branch due to the conditions some individuals must endure. Some individuals have been employed by DMV over ten years, work diligently, come in early, stay late, always volunteer to help fellow co-workers and are constantly passed over for promotions. Instead of promoting those who meet all the qualifications, have a pleasant disposition and strong work ethic, DMV will re-hire individuals who previously resigned from DMV.</p>	8/19/2018 5:53 PM
23	<p>Some individuals have health issues and need to take breaks as a result, while other employees take breaks to go smoke. We aren't asking for special treatment for these individuals. If someone has a health issue, then that individual should not be denied their break or told that it is too busy for them to take a break, while during the same busy period other individuals take ten minutes to go outside to smoke or simply stand around in the break room checking their phone or talking and in many cases dodging work by hiding in the break room with the lights off.</p>	8/19/2018 5:50 PM
24	<p>We only want policies and procedures to be consistent at all DMV branches. If the son or daughter of an employee at Blythewood is entitled to take breaks - regardless of the volume of customers - then everyone should be entitled to take breaks. We are treated like we work in a sweat shop of some third world country. DMV violates civil and human rights on a daily basis. A FOIA request will reveal the mass exodus of hard working, seasoned employees from the Blythewood branch due to the conditions some individuals must endure.</p>	8/19/2018 5:48 PM
25	<p>Some individuals have health issues and need to take breaks as a result, while other employees take breaks to go smoke. We aren't asking for special treatment for these individuals. If someone has a health issue, then that individual should not be denied their break or told that it is too busy for them to take a break, while during the same busy period other individuals take ten minutes to go outside to smoke or simply stand around in the break room checking their phone or talking and in many cases dodging work by hiding in the break room with the lights off.</p>	8/19/2018 5:29 PM

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26	<p>Additionally, if you are the child of / or have a relationship with individuals employed at headquarters in Blythewood, then you pretty much do whatever you want at the Shop Road branch and management turns a blind eye. We realize that some people have parents and friends employed at the Blythewood branch, but these relationships should not create two categories of employees: those immune to reprimand and the rest of us – who are virtually harassed for every single infraction committed. Certain individuals, the favorites of the supervisor and management at the Shop Road location, take their morning and afternoon fifteen minute breaks without even asking.</p>	8/19/2018 5:27 PM
27	<p>The conditions at the DMV are so horrible that many employees would like to buy their time early and retire instead of continuing to be subject to such abuse from supervisors and members of management.</p>	8/19/2018 5:25 PM
28	<p>If Human Resources (or an outside entity like the Legislative Oversight Committee) decided to review employee absences at the Shop Road location, the data would illustrate that the youngest employees account for the vast majority of employees calling in sick when they probably aren't even sick. However, most individuals of our age group - only call in sick because we are truly sick or we have a truly sick child. We are not "millennials" who call in every month but will then post something on social media making it clear that they were simply playing "hooky" as we called in when I was in school.</p>	8/19/2018 5:23 PM
29	<p>Reason would dictate that if someone lives near Lexington County and there is a shortage of employees at the Lexington DMV, then the manager would send that individual, but Patricia Hartley, will draft someone who lives closer to Elgin to go and help out at the Lexington DMV. Some employees have never been dispatched to assist another branch. Again, the trend more management continues and this is just one illustration of how so-called "management" fails to behave like true leaders and managers.</p>	8/19/2018 5:21 PM
30	<p>Several of us have traveled (often times to a neighboring county) to other DMV branch offices to assist when a certain location needed employees. Please note that we travel to our usual location first, then we are instructed to go to another branch to help out. The managers are to rotate different employees out for this function, but as you can imagine it is usually the same 5 or 6 of us who are always dispatched to another branch. Reason would dictate that if someone lives near Lexington County and there is a shortage of employees at the Lexington DMV, then the manager would send that individual, but Patricia Hartley, will draft someone who lives closer to Elgin to go and help out at the Lexington DMV. Some employees have never been dispatched to assist another branch.</p>	8/19/2018 5:19 PM
31	<p>We all can acknowledge that the flu, strep throat, pneumonia or just a vicious 24-hour virus can happen at any time and there's no way to plan for such things. Instead of being rational and instructing employees to stay home when they are ill, Patricia Hartley demands that people come to work sick because "x" number of employees already called in that day. Obviously coming into the office with a contagious illness will most likely contaminate the office which will lead to other employees being out sick.</p>	8/19/2018 5:16 PM
32	<p>Employees are harassed, threatened and denied breaks. Some employees fear going to the restroom for fear of retaliation from supervisors and members of management. When you call in sick, the Shop Road Manager, Patricia Hartley, has threatened employees with corrective action and tell employees they will be on unpaid leave if they fail to come into the office. Most of us have over seven years vested with the Department of Motor Vehicles, so we have acquired sick leave as well as annual leave over the years and should not be threatened with corrective action or told that we may not be paid simply because we call in sick a few times per year.</p>	8/19/2018 5:14 PM
33	<p>Another inconsistent policy is how corrective action is handled. Two employees can make the identical mistake / error, however one employee may receive a "Level 1" reprimand, yet the second employee - because of his / her relationship with the manager and Human Resources in Blythewood - does not receive any punishment.</p>	8/19/2018 5:07 PM
34	<p>One of the most inconsistent policies at DMV involves the Family Medical Leave Act (FMLA). As you all are well aware, FMLA is a federal law, and once you are approved via Human Resources for six months or a year, you should not have to provide a physician's excuse. However, managers and supervisors continue to at the Shop Road DMV constantly request doctor excuses when employees are covered under FMLA. One employee was told that because her adult child did not reside with her she was not eligible to use it.</p>	8/19/2018 5:04 PM

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35	DMV has job vacancies posted weekly on the intra-net and I'm sure if investigated it would come to light that employees at most field offices are treated poorly and the policies and procedures are inconsistent at DMV field offices statewide. Our concerns continue to be ignored, so we thought perhaps bringing these issues to the attention of the Legislative Oversight Committee would result in much needed improvements at the DMV and would result in better treatment of ALL employees. From following the Committee's work, it appears that you all investigate concerns presented by citizens and are actually concerned about how agencies operate and how employees are treated. We appreciate the opportunity to offer insight into the DMV.	8/19/2018 5:01 PM
36	The agency is inconsistent regarding policies and procedures. Management behaves as if they are immune to the policies and procedures. Essentially the employees have to abide by policy and procedures while so-called "management" adheres to a different set of policies and procedures.	8/18/2018 7:54 PM
37	The local DMV offices need a better method of queuing outside of the waiting areas. Additionally the waiting time should include waiting in the que to get into the waiting areas..	8/16/2018 3:27 PM
38	While online information has improved over the years, it is still not user friendly or all inclusive. Some things that have been set up to do online are usually "down" or not working. The "oh so nice" wait times at local branches are not always up to date! Local branches always depend on who is working that day. While I give them credit for improving the majority of the workers' attitudes, there are still quite a few that need to learn Customer Service 101. At one such local branch, I noticed a lot of discrimination, for lack of a better word, towards elderly patrons - totally unacceptable!	8/16/2018 9:12 AM
39	The offices and the call center employees seem to be working from a different procedure manual. Your offices are quick to tell customers to contact the call center but are told by the call center the information they are seeing in the same information the office employees see. There is too much confusion and no cohesion. The call center employees provide clearer information and steps to take than the offices. Also, regarding having a title completed and getting information on that process. When contacting the call center the employees have to rely on second hand information. Customers are not allowed to talk to someone directly in the titles department. The call center employees can not provide detail information on titles because they do not process any paperwork.	8/15/2018 7:09 PM
40	SCDMV employees are grossly overworked & underpaid. They are some of the lowest paid state employees in the state. SCDMV Saturday operations need to cease. They are the only Sate Agency that provides a service/goods to the citizens of SC that has office hours on Saturday's. If folks are able to visit the DMV on Saturday to obtain a driver's license then folks should be able to go to DNR on Saturday to get their boat registered or to Vital Records to get a certified copy of their birth certificate. Additionally, DMV polices are not enforced fairly across the board. Field office employees are held to a higher standard than headquarters employees.	8/15/2018 2:11 PM
41	I have had to go to the DMV in Sumter, SC a few times within the last year and the wait time has drastically decreased. I like that they added more counters for customer service and employees. Thank you!	8/15/2018 11:10 AM
42	They continue to have long waits for service. Customer service has improved in some offices.	8/14/2018 10:44 PM
43	A lot of employees seem eager to leave, which isn't a good sign.	8/14/2018 8:42 AM
44	There is a need to have mor elocations that conduct CDL testing. The Nation and State have critical shortages of CDL drivers and more testing sites around the state would ease the bottel neck of persons attempting to enter the trucking industry	8/14/2018 8:25 AM
45	Used to be really bad and improved greatly under Sanford. Seems to be closing offices and having longer waits now.	8/13/2018 3:10 PM
46	The state gives way to much power to the dmv by allowing them to suspend licenses	8/13/2018 11:58 AM
47	Very progressive and a leader in Motor Vehicle programs. My concerns are with the decisions of management to outsource the manufacture of driving credentials issued over the web. What good is a real id from SC if not prepared and handled by SC government staff. i also have concerns with another program which will allow a private company that will profit from the program write code for the program to be used by DMV. This gives the company an unfair advantage when there are other competing companies.	8/12/2018 11:14 PM
48	The agency is very progressive and remains aggressive	8/12/2018 11:01 PM
49	The smaller DMV facilities are terribly inefficient and the personnel lack basic communications skills.	8/12/2018 5:26 PM

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50	The DMV workers are unfriendly. No one wants to spend long periods of time waiting on service then be treated in a rude or thoughtless manner. A smile makes a world of difference. It is not hard to smile...they should try it sometime.	8/9/2018 11:45 AM
51	The website can be more user friendly, staff could be more professional	8/8/2018 12:02 PM
52	Blythewood has the best DMV around.	8/8/2018 12:01 PM
53	Smiling faces and geuine enthusiasm to get people serviced and out..	8/7/2018 12:37 PM
54	I don't think additional documents are needed for the REAL ID if one is already licensed in SC. Eye test at DMV is not needed because it doesn't represent what mortorist see while driving.	8/5/2018 11:38 AM
55	Much improved!	8/3/2018 8:40 PM
56	DMV has gotten much better over the years, however, it still would be nice if we could do more things on line.	8/3/2018 5:46 PM
57	There need to be more high paying positions for employees who are more than qualified.	8/3/2018 2:29 PM
58	They need dedicated funding. They run a good customer oriented operation now, but future budget constraints/cuts may put them back where they were 15 years ago.	8/3/2018 1:27 PM
59	I feel the department need a call center to help with question beefore going out to the facility and not having required information. I also feel they should provide more services on line.	8/2/2018 8:44 AM
60	To slow. Hp need more management	8/1/2018 7:47 PM
61	The employees on working on the counters are not paid enough for what they do.	8/1/2018 8:38 AM
62	I have found that the staff and director have been beneficial in working on motorcycle legislative issues and also providing data to support legislation. This includes calling back on questions and responsive to e-mails. I was also very impressed with thier "Stake Holders" meeting which outlines issues they are going to address for the next legislative session and allows input for those attending.	7/31/2018 8:16 PM
63	The speed of providing service to customers has gotten much better. Wait times appear to have gone down.	7/31/2018 4:03 PM
64	The DMV should require registration of utility trailers, which in turn would require proof of ownership. Besides creating another source of income for the State, the prevalent cottage industry of stealing utility trailers would be curtailed because the perpetrators could not use the trailers on any public roads. And perhaps the stolen trailers could be recovered by their rightful owners, like me.	7/31/2018 1:16 PM
65	Definitely increase the amount of compensation we receive from the agency. Very under paid beyond the other agency in SC and throughout the country.	7/31/2018 1:08 PM
66	the wait times have gone down and response time is much better	7/31/2018 10:45 AM
67	It is a super convoluted process to get anything done. Why anyone would decide that people must pay at one location and complete materials at another is astonishing. I have lived in several states. I have never seen such wastefully bizarre procedures. Just to get a license renewal is a half day process that involves two locations.	7/31/2018 9:51 AM
68	The need for more agents to help on the front line.	7/31/2018 8:45 AM
69	We've lived here for 30 years and the DMV of today is much improved - efficient, friendly, and pretty darn good for a bureaucractic office!	7/31/2018 6:50 AM
70	WHY DO THEY HAVE A PHONE IF THEY NEVER ANSWER IT!!! I CAN NEVER GET SIMPLE TASKS COMPLETED BECAUSE OF THE INCOMPETENCE AND LAZINESS OF THE DMV'S EMPLOYEES.	7/29/2018 4:54 AM
71	while i think the dmv should not excist for private persons i believe it is one of the best run agencies in the state. they have made tremendous improvements in the last 10 years	7/29/2018 12:33 AM
72	the employees seems to be more relaxed and friendly because of the neew way they conduct bus.	7/27/2018 6:02 AM
73	Rude staff and long lines mean too much time spent waiting, a place most hate to go.	7/27/2018 12:03 AM
74	Continue to provide good service.	7/27/2018 12:01 AM
75	ID's should be no charge for the first issue and then charge for the replacement.	7/26/2018 8:20 AM

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76	takes forever to get through the lines.	7/25/2018 9:38 PM
77	An employee has 40 consecutive yrs of DMV service & has same pay as an entry level CSR w/no experience at \$23,742. There's no justification for this! Paying one w/10+ yrs the same as one w/no experience. No compensation for DMV employees who complete degrees. Pursuing degrees isn't beneficial while working for DMV. Improving skills & education should earn pay raises especially when making job improvement. DMV pay raise system is extremely flawed & bias. SO much inequality. Pay increases aren't based on merit, job performance, or service time. Employees receive nothing for service & great work. The infamous justification is "It's not in the budget" but DMV has the budget to give certain employees pay raises. Living costs increase every year but DMV don't give cost of living increases to employees. Other agencies pay more for the same DMV job. Many DMV employees have a 2nd job just to get by. Bottom-line, state employees should not have to struggle to take care of basic living needs	7/25/2018 1:08 PM
78	if agencies were able to communicate information freely between the different departments workflow and timeliness would greatly benefit.	7/25/2018 1:01 PM
79	no concerns	7/25/2018 12:31 PM
80	I found the website easy to navigate, and when I have had to go in person, I was pleasantly surprised. The wait times have decreased, and the employees were friendly.	7/25/2018 11:59 AM
81	SCDM vempoyees do not get paid enough to do their jobs. The DMV employees have to know over 400 transactions and with law changes each year this increases but their pay doesn't. This is one reason DMV has turnovers. If their is more of incentive to stay I believe we would decrease the turnover rate.	7/25/2018 11:09 AM
82	ensure that quality service isn't jeopardized while concentrating on quantity of transactions completed	7/25/2018 10:40 AM
83	day to address some of these issues and have public forum.	7/25/2018 9:28 AM
84	Teenagers and those in their 20's and 30's are very reckless drivers. DMC needs to be very hard on this group when issuing licenses. These are the ones who are irresponsible on the highways.	7/25/2018 8:12 AM
85	trying to contact them via phone is ridiculous. have to leave a voicemail for them to call you back.	7/24/2018 9:42 PM
86	The DMV has come a long way with customer service and efficiency. I think if they continue in the direction they are going, it will continue to improve.	7/24/2018 6:28 PM
87	I've always had fantastic service during each visit!	7/24/2018 5:10 PM
88	Monopoly that does not care.	7/24/2018 3:59 PM
89	More concern for the employee as for as the needs of the employees. I feel that this is why the DMV has such a high turn over rate. People are quitting becasue of the pay.	7/24/2018 3:07 PM
90	Overall, they do their jobs efficiently.	7/24/2018 2:22 PM
91	A star card coming from another state has already proved to be a real id holder. it does not make since to have to do it all over again.	7/24/2018 2:06 PM
92	Having to take care of your people and give those who need raises	7/24/2018 12:45 PM
93	adding the 2 proofs of residency is hard for those coming right out of prison.	7/24/2018 11:55 AM
94	I think that we need more employees assigned to the smaller counties with Department of motor vehicle. This could help with overages.	7/24/2018 11:32 AM
95	ID card change , that we have to pay for and already have paid	7/24/2018 10:00 AM
96	Wait times excellent - at least in Laurens	7/24/2018 9:43 AM
97	Kudos to the DMV. I recently changed my address and their website made the process painless. I was exceedingly pleased with the entire experience.	7/24/2018 8:47 AM
98	salary	7/24/2018 8:28 AM
99	i've noticed that i don't have to wait as long and the staff seem to be more "user friendly"	7/24/2018 8:09 AM
100	The DMV is one of those places you dread going because no one knows what is going on, and when they do know they are rude and hateful.	7/24/2018 8:05 AM
101	need more staffr	7/24/2018 7:47 AM

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102	Every location should have at least one day a week of extended hours since the Saturday opening is not available at all locations.	7/24/2018 7:33 AM
103	The DMV has made great strides from the past. There should have been a response for neutral and that's what I would have chosen. The department seems to do its best to collect money from you for any and everything.	7/24/2018 1:18 AM
104	Offices need to be renovated	7/23/2018 4:36 PM
105	There is no professionalism at the State Agencies	7/23/2018 4:23 PM
106	rude Rude and more rude. Not a single concern for the customers of this monopoly.	7/23/2018 3:18 PM
107	Functions well to the best of availability	7/23/2018 2:45 PM
108	Made some needed changes, Saturday hours.	7/23/2018 2:42 PM
109	I think the DMV has improved tremendously with their customer service. They provide quick and pleasant service.	7/23/2018 2:26 PM
110	Needs to be faster	7/23/2018 2:14 PM
111	There are many issues I could cite, but the difficulty with which I have had personally with the SCDMV is my biggest issue. I had to go to the DMV 5 times just to get a tag/registration on my most recent vehicle. Each time I went, I was told something I needed in addition to the documents I had, forcing me to take time off work and return to the DMV office 5 DIFFERENT TIMES. Also, after a wreck that was NOT my fault but is still tied up in litigation, they suspended my driver's license and DIDN'T tell me about it, leaving me driving around with a suspended license for several months. When I asked why I wasn't notified, they did not have an answer for me. THIS is NOT ACCEPTABLE. If i had been stopped and told that by a police officer, I would have filed a law suit against the DMV. I still might.	7/23/2018 2:14 PM
112	They never have enough staff on board.	7/23/2018 2:06 PM
113	Concerning that DMV SC doesn't communicate with DMV NC.	7/23/2018 1:50 PM
114	The DMV staff appears to be over worked and under paid, and it is reflected in their customer service. Of course not everyone seems unhappy, but a high percentage do not have a smile on their faces when they greet customers. Maybe a pay increase and some training on stress management techniques would be helpful for them.	7/23/2018 1:43 PM
115	very unorganized	7/23/2018 1:41 PM
116	rude employees	7/23/2018 1:24 PM
117	My experiences with DMV has been positive. Their staff has always helped me through their processes.	7/23/2018 1:15 PM
118	i feel that the dmv needs reevaluating to the needs of the employees. There are many unhappy employees with the way things are ran and pushed on the employees. No one seems to think about the CSR;s and how stressful their jobs are. They need help!!! Overall, they are very nice, but needs someone to get their backs when needed.	7/23/2018 12:17 PM
119	Morale seems low at DMV. Also the "Real ID" has been not managed well by the State or the DMV. They still make it seem like it is optional, even though you currently cannot get on a military base without a Real ID or Passport. Shame on the DMV for not communicating a sense of urgency in this process, and outright encouraging people not to bother via there website when they explain all the things you can do without having to get a Real ID. This is why SC is always years behind our neighboring states.	7/23/2018 10:47 AM
120	It has gotten much better	7/23/2018 9:43 AM
121	Workers morale is very low considering the underpay of their jobs and it is frustrating to see the department heads receive a healthy increase in their salary (to select individuals), but yet tell their employees nothing can be done for them.	7/23/2018 9:33 AM
122	Customer service is lacking	7/23/2018 9:30 AM
123	A scanning of our personal documents is government intrusion on our privacy. Fingerprinting should be enough.	7/23/2018 8:02 AM

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124	With the closure of the West Ashley office in Charleston, and even before that, long lines have again built up. Service and management of the lines is generally excellent by the personnel but the long waits are unacceptable and have particular impact on low income working people.	7/21/2018 12:16 PM
125	Mostly friendly staff in spite of having to deal with people like me who gets frustrated quickly.	7/21/2018 9:03 AM
126	The growing Charleston area/lowcountry should be re-evaluated in regard to pay incentives and workload. High turnover rate due to lack of pay vs cost of living. Branch offices are required to be successful with a less than knowledgeable staff.	7/20/2018 8:37 PM
127	wait is too long etc.	7/20/2018 4:21 PM
128	Please address the DMV. Going there is like living in a nightmare that never ends. Staff are rude and you never can complete your task w/o having to return at a later time.	7/20/2018 2:20 PM
129	its getting better than use to be, still slow and crowded	7/20/2018 1:55 PM
130	Now that they've stream-lined things the long wait lines have pretty much disappeared	7/20/2018 1:23 PM
131	pay increase	7/20/2018 1:18 PM
132	The DMV has made big changes over the years and it's a much more pleasant experience to attend to business at the DMV than it once was in the past.	7/20/2018 1:14 PM
133	You should have an appointment system that would help keep the lines down. Wait time online system does not work well at all.	7/20/2018 1:07 PM
134	There is no need for so many of the services provided here. Motorcycle and moped licenses. No way. All the fees and fines are exhorbatant and put excess strain on citizens.	7/20/2018 12:56 PM
135	The online information is not always clear. The wait time at the locations is usually long. The staff does a very good job with the volume of business they have	7/20/2018 12:50 PM
136	Customer service needs to be a priority!!!	7/20/2018 12:43 PM
137	Apparently it's ridiculously complicated to get one of those Real IDs. It shouldn't be hard for people who already have identification to get an updated form of identification.	7/20/2018 12:42 PM
138	business conducted online could be more user friendly for people that don't use a computer often. Also raises for their employees. The cost of living increases but their pay does not.	7/20/2018 10:06 AM
139	The wait time have cut drastically in getting vehicle register or receiving driver license.	7/20/2018 9:42 AM
140	My comments or concerns are about the information that is put online for customers and the call center. The informaton is not completely wrong that they're giving out but it is misleading the customers get really angry when we turn them away. After they've went online and called then still get turned around. The information that some customers recieve from the call center is completely wrong. They really make us look bad especially when we give that number out to the customers and they don't want to call because that same number gave them the wrong information the first time. I feel like Shop Rd should recieve higher pay because we deal with more customers and do a lot more than most offices. I don't think it's fair that the offices that barley deal with half of what Shop RD deals with recieve the same pay. Some of us leave here with headaches daily and don't complain not one bit and they always come back the next day with a smile and ready to work.	7/20/2018 9:39 AM
141	The employees should get better deaks and chairs. Nobody ever looks comfortable at work.	7/20/2018 8:54 AM
142	we at shop rd need to have better pay because of being a one stop shop serving most of S.C. doing the most customer services all the time ,than some dmv the may do less then twenty customer all day and no dealer work	7/20/2018 8:44 AM
143	Implement the recommendations of the SC DOA Classification and Compensation Study. All supervisors in the Headquarters had the exempt employee status stripped while still required to perform duties clearly identified as exempt outlined by the US DOL FLSA. Compensation time is threatened that any attempt to work overtime (which is necessary daily) without expressed approval is subject to disciplinary action. Field office Managers retained exempt status instead of fairly evaluating each employee. This would ensure those who perform exempt duties are properly compensated for it. Some PDs were even re-written to hide duties the HQ supervisors perform. Budget justification was submitted as field office managers work longer hours. However, the supervisors that support them often work longer hours resolving the issues of our citizens. The implementation of the DOA survey would ensure those who actually perform exempt duties are compensated and not just an arbitrarily selected group.	7/20/2018 8:37 AM
144	The base pay for employees could be better.	7/20/2018 8:31 AM

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145	Slow and arrogant employees. Out of 5 or six windows, one is always on break. I'm certain that road rage began in a SC DMV office somewhere, probably in Horry County.	7/20/2018 8:30 AM
146	Slow and arrogant employees. Out of 5 or six windows, one is always on break. I'm certain that road rage began in a SC DMV office somewhere, probably in Horry County.	7/20/2018 8:28 AM
147	need better pay	7/20/2018 8:25 AM
148	inconsistent answers and procedures	7/20/2018 8:25 AM
149	There seems to be a lack of caring for the individuals needs that work at the DMV. Managers are either scared by upper management or brow beaten into submission that the "Agencies needs" are more important than the need of the employee. When it comes to taking time off, it is nearly impossible. maybe this is a personal experience, but asking for a day off without it being scheduled 3-4 months in advance is equal to a an assault on the Pope.	7/20/2018 8:20 AM
150	Poor pay, not enough staffing, outdated building, ADA compliance issues, and equipment/software that doesn't work properly	7/20/2018 8:06 AM
151	It is very slow-moving and the employees are not always very friendly.	7/19/2018 3:26 PM
152	The Help Desk is a little confusing for customers because they will come in and say that they called the help desk and they are certain that they have all the right information with them and then the CSR starts to look at what they have and they have nothing even close to what they need. Either the help desk needs to be more informed about what the customer needs to bring or they need to be more specific about what the customer needs to bring with them.	7/19/2018 12:10 PM
153	I don't agree with the agency working on saturday's. Employee's have to take time off to handle their personal business and so should all the other citizens in our state.	7/19/2018 12:00 PM
154	I don't think we should have to work on Saturdays and I think assistant managers should get a raise.	7/19/2018 11:55 AM
155	I strongly disagree with working on Saturdays. I have to take time off if I have business to transact so could everyone else. Besides the fact I did not sign up for Saturday work when I came to work here. That's the only complaint I have with SCDMV. Love my job.	7/19/2018 11:36 AM
156	The people are over worked and Highly underpaid. Every office operates differently. Customers complain on information being given differently from one office to the next. People are not being trained properly and they feel rushed through the process.	7/19/2018 11:07 AM
157	your only a number and not a person. It does not cost any more to put a smile on your face when you are in customer service.	7/19/2018 10:22 AM
158	Employees need more pay for the job they have to do and the public they have to put up with. Not near enough pay!!	7/19/2018 10:05 AM
159	I am excited to see the DMV offering the ability to do more things online instead of having to visit the DMV.	7/19/2018 9:27 AM
160	salary/supervisors and mangers bad decisions.	7/19/2018 9:08 AM
161	I am please with how the DMV is keeping up with online abilities.	7/19/2018 9:01 AM
162	The office in Fountain Inn needs to be bigger. There is so much growth that has, and continues, to happen in that area that most days, the parking lot is overflowing and the inside of the office is standing room only. More localized call centers would also help as most days the call center either never picks up, or the information you get is not correct.	7/18/2018 8:41 PM
163	employee payrate is too low, Insurance isn't worth beans, wish this agency would take better care of it's employees.	7/18/2018 7:20 PM
164	Seems much more streamlined and organized and better staffed than in years past when DMV might as well have been four letters	7/18/2018 6:13 PM
165	To much turnover in employees	7/18/2018 3:02 PM

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166	The salaries for Customer Service Representatives are simply outdated, unrealistic, and unconstitutional. We are constantly being put under pressure to work as fast as we can, to do as many transactions as we can, and to give the BEST customer service as possible ALWAYS; all while making 0 errors, being over worked by our higher ups (who aren't paying us nearly enough in the first place) and struggling to keep up with the sudden changes of new laws, policies, and procedures. The amount of work we put forth on a daily basis, sadly, is not reflected in our deprived salaries. The Department of Motor Vehicles unacceptably left its employees having to make unjust decisions such as being poverty-stricken, trying relentlessly to provide food for their families or paying their bills to keep a roof over their heads. Meanwhile, other state agencies are receiving annual raises while we are once again overlooked and blatantly disregarded by everyone around us. We are only asking for what is fair.	7/18/2018 2:44 PM
167	i think the internet information has become more self explanatory and provides step by step information to those that may not have understood before.	7/18/2018 2:09 PM
168	Pay increase for the Driver Examiners.	7/18/2018 1:00 PM
169	I think the Department of Motor Vehicles is a great agency and I've enjoyed my employment here thus far. My concern now is the pay and recognition that the employees receive. I feel the working areas Procedures & Compliance along with Customer Service Delivery should be reevaluated and an increase for the production of work should be considered. Most people are still here not because of the pay but because they actually like what they do. I think being compensated financially would help so many people who have to work two jobs because they can't pay their mortgage and afford a car payment while working here. I understand increase in salary requires a review of budgets but there are so many hard working people who love this agency that would like to receive more than an occasionally thank you.	7/18/2018 12:27 PM
170	Third party websites conflicting with SCDMVONLINE.COM. Mostly everybody pulls their information for the .ORG site.	7/18/2018 11:10 AM
171	I feel that the dmV bring in alot of revenue for the state .We are one if not the only state agency that pays our on salary and other agencies salaries ,we are also basic level of homeland security without the proper pay.We are also responsible for many things that help tax payers function we even pay our own health care. I feel that they could take care of employees better than they have been	7/18/2018 9:52 AM
172	I personally feel like the Department of Motor Vehicles is being under paid i feel like we as the Administrative Compliance Specialists our job is to assist customers and also assist other DMV's in our local area and in some of those customer service positions they make more than us and i feel like we should get a raised in some way	7/18/2018 9:41 AM
173	Agency needs to expand on its online transaction offerings and to allow payment of automobile and other registered vehicles property tax at the DMV offices	7/18/2018 9:39 AM
174	I'm concern on pay/retirement...SCDMV is in the bottom of 3 of the national average on the pay scale, The National avg for DMV for is \$41,386 salary or \$15.52 hourly nationwide....SCDMV employee's needs a raise because it's earn & well deserve!	7/18/2018 9:37 AM
175	as far as the daily operations of the DMV go it's great and easy access but as a state employee for the dmV i was proud to be a part of the dmV family but the pay really stinks. It's borderline poverty. A single person cannot survive off the amount of income that an administrative specialist II makes. Other agencies start with at least 26,000 a year which is better that 23,000 but not by much. I think the starting pay should be no less than 30,000 a year. Remember "you get what you pay for".	7/18/2018 9:34 AM
176	The DMV has done an excellent job of streamlining services. I really like how much easier it is to get help from the DMV, whereas in year's past it always seemed like an act of congress to get something done.	7/18/2018 9:28 AM
177	working with the dmV for years and the pay increase should be anually based on experience and years of service. not the same for each employee	7/18/2018 9:24 AM
178	The employees of SCDMV field offices are some of the most helpful and caring people around. How they maintain their positive attitudes and desire to help others in often difficult situations for the small amount of pay is unbelievable. Please give those folks a raise in pay to get them above the poverty level.	7/18/2018 9:18 AM
179	better employee pay, raises	7/18/2018 8:35 AM

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180	The lines at the Myrtle Beach DMV are way too long. They have overgrown that building by leaps and bounds. The employees at the DMV work way too hard for too little pay. Other states pay their DMV employees better. For what they have to put up with from customers, the deserve a increase in pay. It's hard to find a parking place at the Myrtle Beach DMV. The spaces are taken by people going to the athletic center next door, because they don't want to pay \$5 to park. The customers do not understand they need the 2 proof of address for the Real ID, and they talk very ugly to the employees. The Myrtle Beach office needs to have security on the property at all times.	7/18/2018 8:31 AM
181	Need to go back to changing the laws twice a year that effect the department January and July should be the only time changes are made that effect the public and operations of the agency	7/18/2018 8:13 AM
182	Have concerns about the security of outsourcing issuance of international licenses.	7/18/2018 7:32 AM
183	very low pay	7/18/2018 7:29 AM
184	This Department has made significant improvements in overall service and time efficiency when visiting. I would suggest staff are more knowledgeable about documentation as my adopted son was told we needed to contact homeland security because they did not understand paperwork or recognize he is a citizen. This was frustrating and apparently common among kids adopted internationally. However the Pickens DMV was amazing when following experiences at other DMVs we had just given up and renewed his passport to circumnavigate their lack of knowledge. Pickens DMV was amazing. Overall much improved	7/17/2018 8:51 PM
185	from 10 years ago its much better, dont have to spend the whole day just to get a new license or tag. Folks are friendlier the counter at the front really helps	7/17/2018 5:35 PM
186	SCDMV is not provided adequate funding to pay their front counter staff a reasonable, living wage. Many staff members, including those with decades of invaluable agency experience, are paid so little they are required to get second jobs to make ends meet. This extremely poor salary, coupled with constantly decreasing benefits, is chasing SCDMV staff away. It is my belief that this is generally true of most state agencies, but given the very low starting salaries at SCDMV, the issue is even more pressing. You get what you pay for. If you want constant turn over, a lack of institutional knowledge, and a highly dissatisfied, unmotivated work force, keep paying government employees (and SCDMV employees) peanuts. Eventually it will bite us in the rear, kind of like it did at DSS. If you want good staff, you have to pay a living wage. You are not currently doing that and that fault stems from the Legislature and your refusal to provide adequate funding to the agency.	7/17/2018 5:21 PM
187	more pay for workers	7/17/2018 4:59 PM
188	Base on my research with other DMV'S, South Carolina DMV is underpaid which has alot of turnover! To keep your employees our legislative need to do research an pay the employees so they may stay an not have to look some where else or drive across state line for better jobs	7/17/2018 4:51 PM
189	Overall the agency has come along way expecailly with wait times and its a great place to work but i feel like we should get raises and i know hat alot of people have been turned away from working here because we dont get raises.	7/17/2018 4:25 PM
190	Not every employee is on the same page. Get different info with each visit	7/17/2018 4:12 PM
191	letting staff know information prior to public releases so when a customer comes in the employee will know what the customer is talking about.	7/17/2018 3:59 PM
192	The DMV interacts with every citizen in the state at least once in their life to get an ID or License and more frequently for those who own or operate vehicles. The employees are amongst the hardest working in State Government yet are omongst the lowest paid in the state. The legislature likes to add tasks to the agency but rarely provides any additional resources in the form of workforce, pay, or additional funding to accomplish those task. While the population in SC has increased, transactions at the DMV have increased, costs of material, resources and living have gone up, no appreciable additional funding has been provided to meet those increases. The legislature made the agency appropriated in FY2017 and promised to make the agency "whole" in its budget, but has yet to meet that promise.	7/17/2018 3:50 PM
193	The "Good Ole Boy" mentality is demoralising and biased.	7/17/2018 3:49 PM
194	The field offices are understaffed and definately underpaid. The website is hard to navigate, and the contact center gives out the wrong information. The staff seem helpful but there are a lot of forms that seem to slow the process down .	7/17/2018 3:48 PM
195	Employees are under paid.	7/17/2018 3:24 PM

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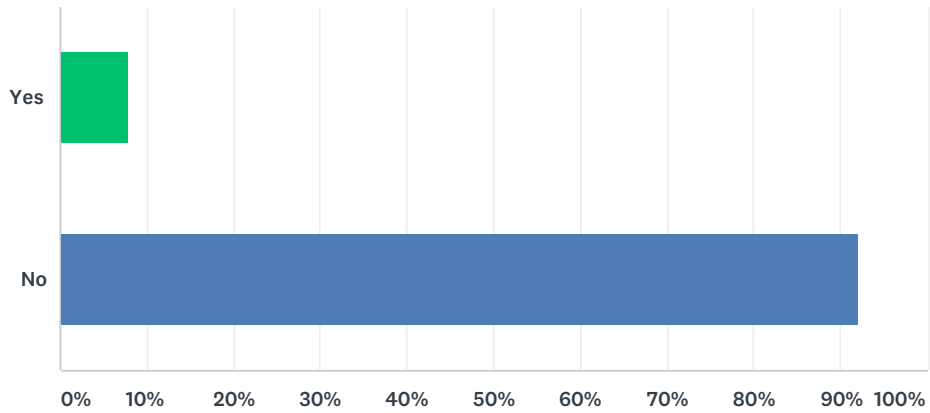
196	The "on the ground" or low level employees are underpaid and underappreciated. Not much if at all any room for growth.	7/17/2018 3:18 PM
197	SCDMV employees as well as all state employees deserve a pay raise	7/17/2018 3:17 PM
198	Long hours with little pay, over 500 transactions can be done at the DMV and pay is not even \$30,000 base pay. No type of protection as for as law enforcement. Believe there should be a security guard in each field office to protect the workers in the field. Unable to learn all material correctly because training is not set up to be taken as soon as the individual is hired and taught differently each time you're introduced to the same type of material.	7/17/2018 3:10 PM
199	Information online is not thoroughly explained. Too many errors made in the field resulting in re-work and lost revenue.	7/17/2018 3:06 PM
200	The pay is discouraging	7/17/2018 3:02 PM
201	I have been an employee with this agency for 26 years. I hae seen a lot of changes over the years that have helped DMV become one of the best State agencies ever.	7/17/2018 2:56 PM
202	Government employees should receive a pay increase every year. It should be a salary increase and not a bonus. The increase should be a set dollar amount and not a percentage. Example: A 1% increase is an insult for an employee making \$21,000 (\$210 increase), but for an employee making \$100,000.00 (\$1,000 increase) it is a decent increase.	7/17/2018 2:51 PM
203	Customers are able to obtain Real ID credentials without the proper documents. A customer just has to complain and they are given what ever they want.	7/17/2018 2:45 PM
204	information on the internet is helpful	7/17/2018 2:34 PM
205	Compensation/Salary needs to be increased.	7/17/2018 2:31 PM
206	Need funding to increase salaries.	7/17/2018 2:26 PM
207	carbon footprint is too large, too many forms to fill out.	7/17/2018 2:25 PM
208	I believe more services need to be provided online and through the mail. Also I feel like the smaller offices are just as busy as the larger offices with a lot less help and more headache.	7/17/2018 2:22 PM
209	Under paid, upper management looks down on employees and over worked	7/17/2018 2:16 PM
210	Though times and experiences have changed over the years, dmv offices still appear to be under staffed. From positions posted through the state job website they are also under paid for the amount of knowledge and responsibility the employees are anticipated have with the dmv positions.	7/17/2018 2:13 PM
211	The department of motor vehicles staff are like family, I have never seen such a great group of individuals. It's sad to say that SCDMV is one of the lowest paid agencies in the state. Why is it that some have been employed at SCDMV for over 30 years and still don't make 30K? Or better yet why aren't ALL employees making at least 5-10% over national poverty statics? Why is it so hard to give state employees a raise? These same people bring in revenue every day for this state, they don't deserve to be compensated for it? Why is it that "most" DMV employees need to work two jobs just to make ends meet? Why is it that only 25% of state workers make over 50K per year? Why does the DMV not hire within the agency? Why do they only hire military "friends"? Does anyone notice what's going on here? Yet we're programmed to say "It's a great day in South Carolina"!! Please	7/17/2018 2:12 PM
212	we are the lowest paid state agencies	7/17/2018 2:09 PM
213	They need to raise the pay of the employees who work in the field offices. These individuals have to go through daily abuse from the public for doing their job. Those who put their life on the line by getting into cars with inexperienced drivers should be paid extra also. This is a dangerous job that most people aren't fit to do, so they are to be commended. To my knowledge i've heard that they don't receive bonuses which is unfair considering that they all work 5 or sometimes six days a week tirelessly. I thank all the men and women and their branch managers for representing the state of South Carolina in a positive and upstanding manner.	7/17/2018 1:53 PM
214	SCDMV employees are over worked & make up the majority of the lowest paid employees in state government. They loose employees to other higher paying state agencies & private sector companies daily. Additionally, what other state agency that provides a service to the general public is open on Saturday? NONE	7/17/2018 1:45 PM

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215	They are very professional and courtious, they have to deal with alot of people and sometimes those people arent very nice.	7/17/2018 1:44 PM
216	It would be good if sometype of analysis of racial wage gaps is done here. And during the hiring process of senior managers there should be someone of color reviwing the hiring to insure that minorities are getting a a chance for the position.	7/17/2018 1:39 PM
217	SCDMV underpaid,over worked and not allowed to us our personal leave when we like. SCDMV is the buddy system on hiring.	7/17/2018 1:34 PM
218	STILL FIND SOME INCONSISTENCIES IN VARIOUS FIELD OFFICES ON INFORMATION ACCEPTABLE, OVERALL MUCH BETTER THAN IN PREVIOUS YEARS HOWEVER!	7/17/2018 1:33 PM
219	I feel valued as an employee	7/17/2018 1:31 PM
220	MORE SUPPORT FOR EMPLOYEES!	7/17/2018 1:31 PM
221	employees need to be paid more. we know there is more \$\$ out there in the budget and the directors give it to whomever they want to. its not fair!	7/17/2018 1:30 PM
222	confusing with which documents to bring in, fees, and forms	7/17/2018 1:30 PM
223	NEEDS WORK!!!	7/17/2018 1:29 PM
224	The agency is huge, and it is filled with a lot of red tape that makes navigating processes difficult for someone who is not familiar with the ebs and flows of government. Like all state agencies, the DMV consistently functions doing more with less. There are few opportunities for advancement within the agency for higher paying jobs. Employees who are extremely qualified with post-graduate degrees, for example, are forced to look to other state agencies or the private sector for better pay. The highest paying positions are held by career public servants, which is something to be praised, yet it leaves little room for growth for other, just-as-qualified, employees.	7/17/2018 1:25 PM
225	Better pay for entry level employees.	7/17/2018 1:24 PM
226	IMPRESSED WITH THE NEW WEBSITE BUT I WOULD LIKE LEGISLATORS TO GIVE FUNDING FOR A NEW SYSTEM PHOENIX IS VERY OUTDATED	7/17/2018 1:22 PM
227	salaries and wages	7/17/2018 1:22 PM
228	the department of motor vehicles, in certain areas is in disaray, and needs to have SOP's in place to define a position and what is expected of one who holds a specific position	7/17/2018 1:22 PM
229	SC DMV employees are paid less than all other states.	7/17/2018 1:20 PM
230	Excellent training for staff to ensure one standard, high expectations for customer service, less than 1% error rate, average wait time throughout state maintained at 8 minutes. Accuracy with speed. Internet kept up to date, provides wait times for each office before visiting.	7/17/2018 1:20 PM
231	SCDMV has made very good improvements	7/17/2018 1:17 PM
232	Realistic, periodic on hand training should be a requirement for Leadership. Specific standards of conduct should be mandatory for all employess, exemplified from the top down. Accountability should be a daily practice within the Agency	7/17/2018 1:17 PM
233	under paid employees	7/17/2018 1:16 PM
234	COMPENSATION	7/17/2018 1:15 PM
235	Best run Agency in the State!	7/17/2018 1:01 PM

Q21 Would you like to provide input about the Wil Lou Gray Opportunity School?

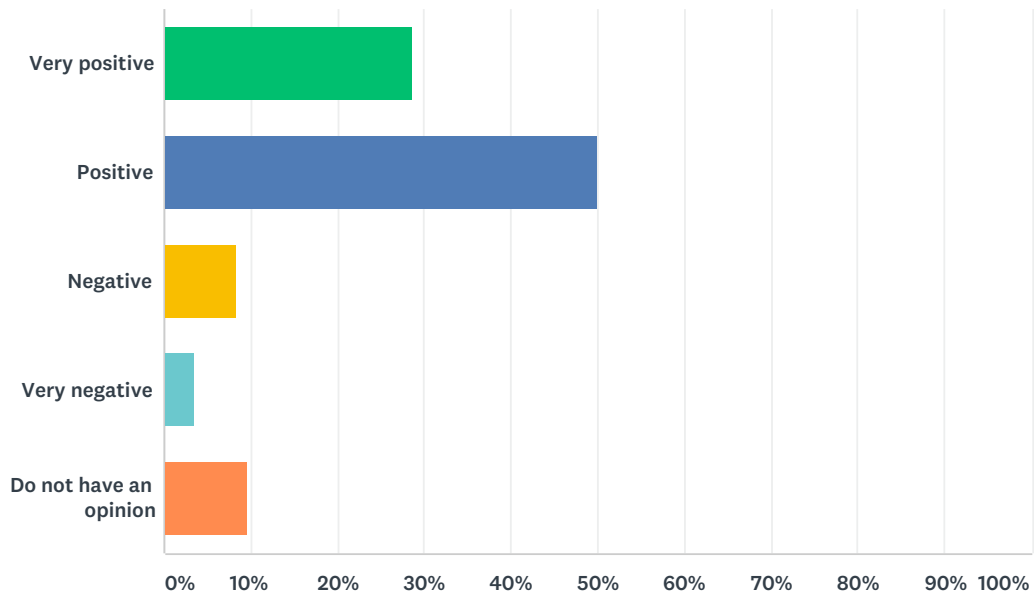
Answered: 1,059 Skipped: 426



ANSWER CHOICES	RESPONSES	
Yes	8.03%	85
No	91.97%	974
TOTAL		1,059

Q22 Overall, what is your opinion of the Wil Lou Gray Opportunity School?

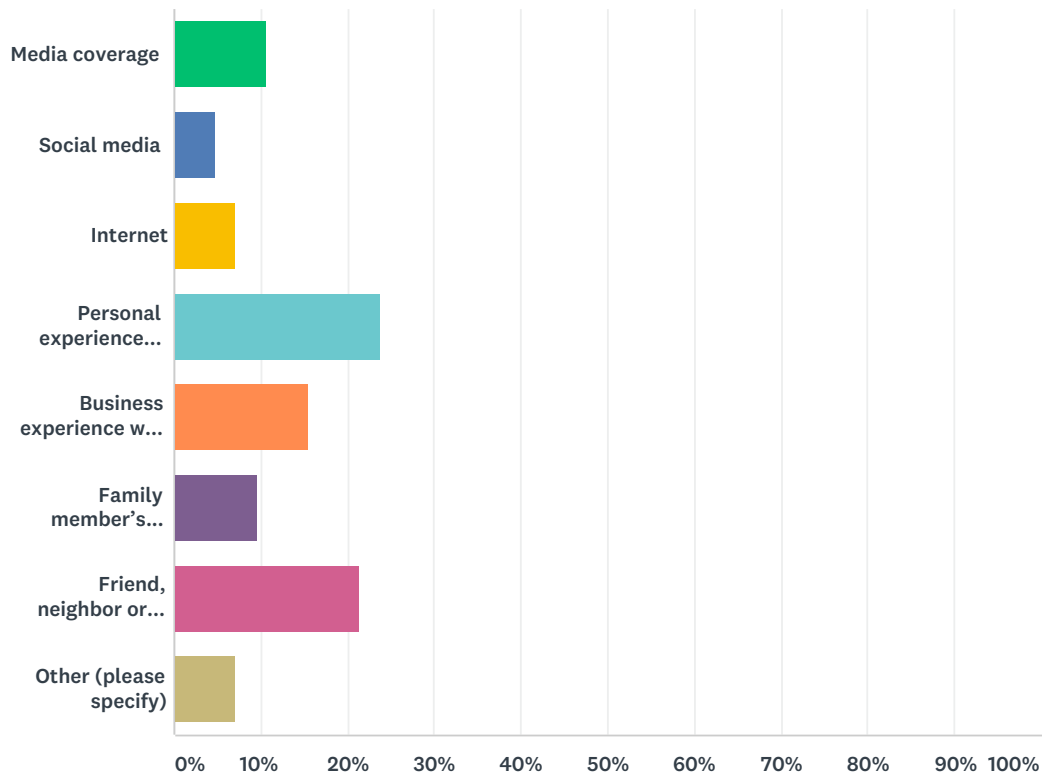
Answered: 84 Skipped: 1,401



ANSWER CHOICES	RESPONSES	
Very positive	28.57%	24
Positive	50.00%	42
Negative	8.33%	7
Very negative	3.57%	3
Do not have an opinion	9.52%	8
TOTAL		84

Q23 Which of the following has most influenced your opinion of the Wil Lou Gray Opportunity School?

Answered: 84 Skipped: 1,401



ANSWER CHOICES	RESPONSES
Media coverage	10.71% 9
Social media	4.76% 4
Internet	7.14% 6
Personal experience with/tour of the agency	23.81% 20
Business experience with the agency	15.48% 13
Family member's experience with the agency	9.52% 8
Friend, neighbor or colleague's experience with the agency	21.43% 18
Other (please specify)	7.14% 6
TOTAL	84

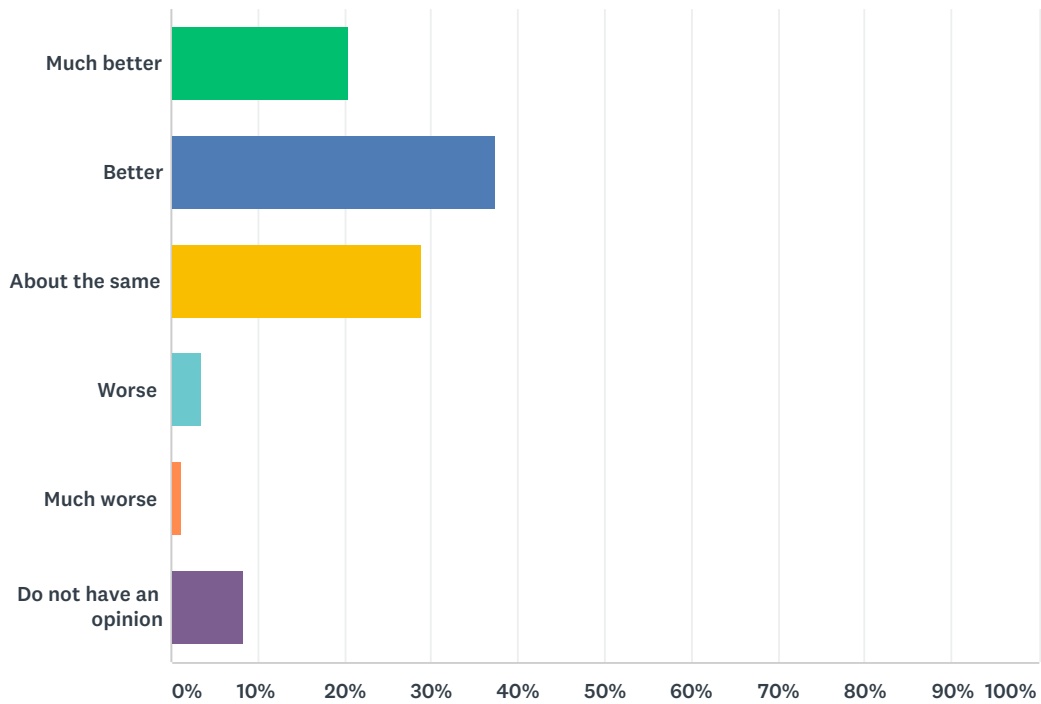
#	OTHER (PLEASE SPECIFY)	DATE
1	Serving as a substitute in the past	7/28/2018 7:54 PM
2	Not applicable	7/25/2018 4:37 PM
3	Never had any experience with Wil Lou Gray Opportunity School	7/25/2018 12:33 PM
4	Employed at WLGO	7/20/2018 7:45 PM

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5	Employee	7/20/2018 3:21 PM
6	Wil Lou Gray is my children's relative, so I'm vested in the school and her impact on SC education.	7/18/2018 10:29 PM

Q24 How do you think the Wil Lou Gray Opportunity School functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 83 Skipped: 1,402



ANSWER CHOICES	RESPONSES	
Much better	20.48%	17
Better	37.35%	31
About the same	28.92%	24
Worse	3.61%	3
Much worse	1.20%	1
Do not have an opinion	8.43%	7
TOTAL		83

Q25 Please list any comments, concerns, or suggestions you may have about the Wil Lou Gray Opportunity School, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 27 Skipped: 1,458

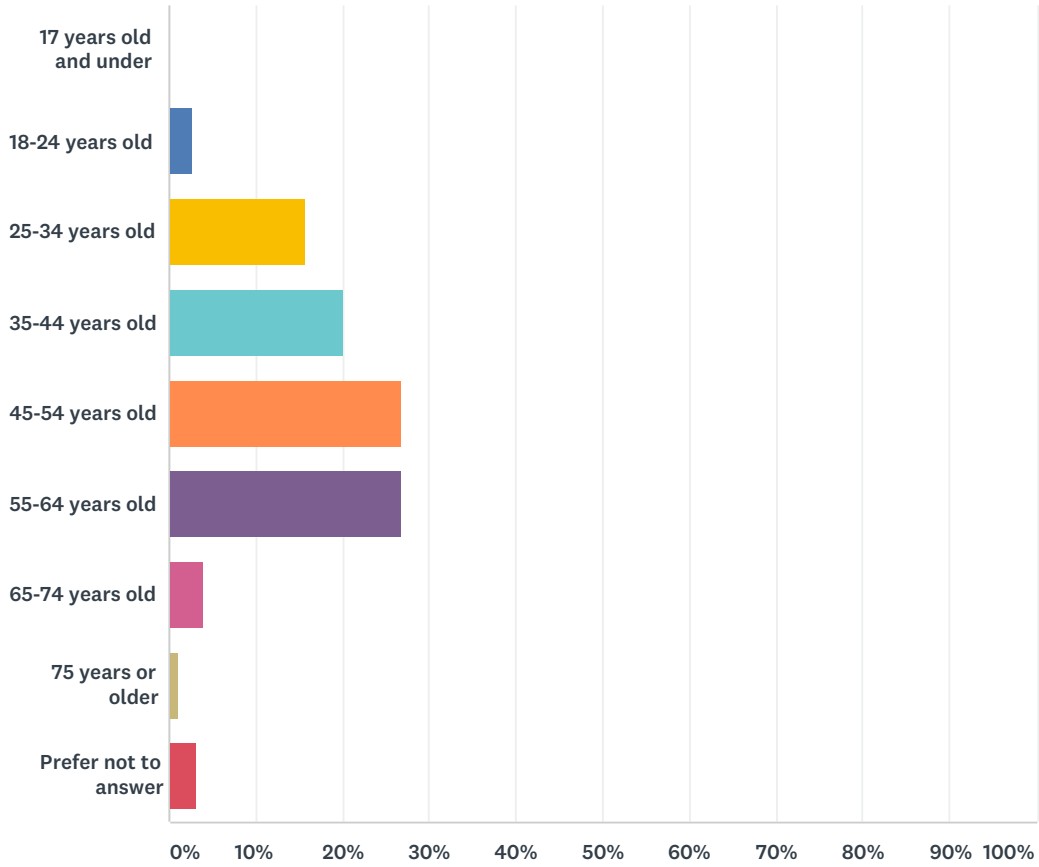
#	RESPONSES	DATE
1	Will there be any programs to help students transition back into the community after completing the program at Wil Lou Gray Opportunity School?	8/12/2018 11:47 AM
2	We need to give them more support for job opportunities	8/9/2018 3:08 PM
3	Wil Lou Gray provides a great job serving the drop-out	8/9/2018 8:43 AM
4	The agency is unfair when it come s to Salary, Race, Job Title.	8/2/2018 11:48 AM
5	I HAVE HEARD NEAR HORROR STORIES ABOUT THE WAY THIS PLACE IS RUN. A COLLEAGUE WHO WORKED HERE SUGGESTED THAT I, AS A MENTAL HEALTH WORKER, NEVER REFER A CHILD TO THIS SCHOOL. SHOULD BE SHUT DOWN IN MY OPINION.	8/1/2018 2:22 PM
6	School like Wil Lou Gray help at risk youth set a positive course in life. It is a good use of SC tax dollars to support this institution.	8/1/2018 12:01 PM
7	I am not sure why it is a military style school. Other styles of education often have better results with struggling students. There is plenty of peer reviewed data to support the fact that other teaching styles are more effective. Someone making decisions needs to educate themselves and not just cling to outdated modes and structures in the name of tradition.	7/31/2018 9:56 AM
8	Very poor salary for residential	7/30/2018 1:30 PM
9	np comments	7/28/2018 10:02 AM
10	This School Has Great Potential for young adults seeking their GED, however, This program is not for everyone and the school should maintain a healthy standard in order to show growth and success. The one thing that this program lacks is Life Skills. Although it does have some, this is the missing component in returning a young adult back into society or into his same environment with a certificate	7/28/2018 4:09 AM
11	Please keep Wil Lou Gray	7/27/2018 9:13 AM
12	Works well with Aiken DJJ. Have a good rapport between the two agencies. Staff work well with us when we refer juveniles to their program and while they are in the program.	7/27/2018 9:09 AM
13	Great program for troubled youth to earn their GED with discipline.	7/27/2018 8:54 AM
14	There needs to be a thorough opportunity for employees to voice concerns. Employees are not all treated the same. Pay! Some employees are required to shave some are not. Legal? Employees are not comfortable discussing issues with upper management because of repercussions. Send a State rep asap.	7/25/2018 4:37 PM
15	no comments	7/25/2018 12:33 PM
16	Criteria is not based on the need but who you know to get a child needing the service in the program	7/25/2018 11:52 AM
17	This school provides a wonderful opportunity for at-risk youth. The state should continue to support this institution. There should be more public information about this school so that more families are informed of its benefits. Family Courts and DJJ offices, as well as DSS offices, should receive literature and online video training regarding referrals processes and recruiters should be available and visit these offices.	7/25/2018 11:43 AM
18	This should have a younger age to enter for children are a bit more challenging today at 12 and 13 than before	7/24/2018 2:08 PM

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19	The Wil Lou Gray Opportunity School is a good opportunity for trouble kids. Some kids needs a second chance in life. This program has been around for a very long time. Please continue to improve the program.	7/24/2018 11:36 AM
20	Will continue success if properly managed & funded	7/23/2018 2:46 PM
21	Better pay for the cadre who are the back bone of the school	7/22/2018 9:47 AM
22	Have seen firsthand the dedication and commitment the leadership and staff have for the agency and students, many hundreds whose lives have been transformed from completing the WLGOS program.	7/21/2018 11:06 PM
23	High GED completion rates	7/21/2018 8:32 PM
24	The overall employees pay needs increasing.	7/20/2018 3:27 PM
25	None	7/20/2018 3:21 PM
26	There are still issues with poorly trained staff who don't know what they're doing & don't understand the impact of trauma on the kids they're working with (wind up re-traumatizing them & often making things worse)	7/20/2018 1:25 PM
27	I have found that this school provides a wonderful opportunity for both those looking to mentor as well as for those young people who may need some corrective action and/or a structured environment to direct thier life on a positive course.	7/17/2018 4:41 PM

Q26 What is your age?

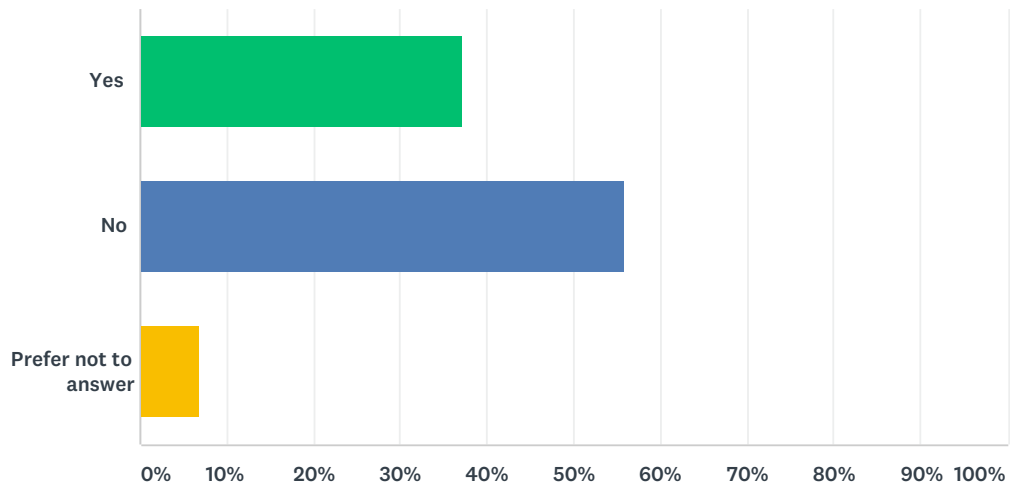
Answered: 1,044 Skipped: 441



ANSWER CHOICES	RESPONSES	
17 years old and under	0.00%	0
18-24 years old	2.78%	29
25-34 years old	15.61%	163
35-44 years old	20.11%	210
45-54 years old	26.82%	280
55-64 years old	26.72%	279
65-74 years old	3.93%	41
75 years or older	0.96%	10
Prefer not to answer	3.07%	32
TOTAL		1,044

Q27 Are there any children, seventeen years old and under, currently living in your home?

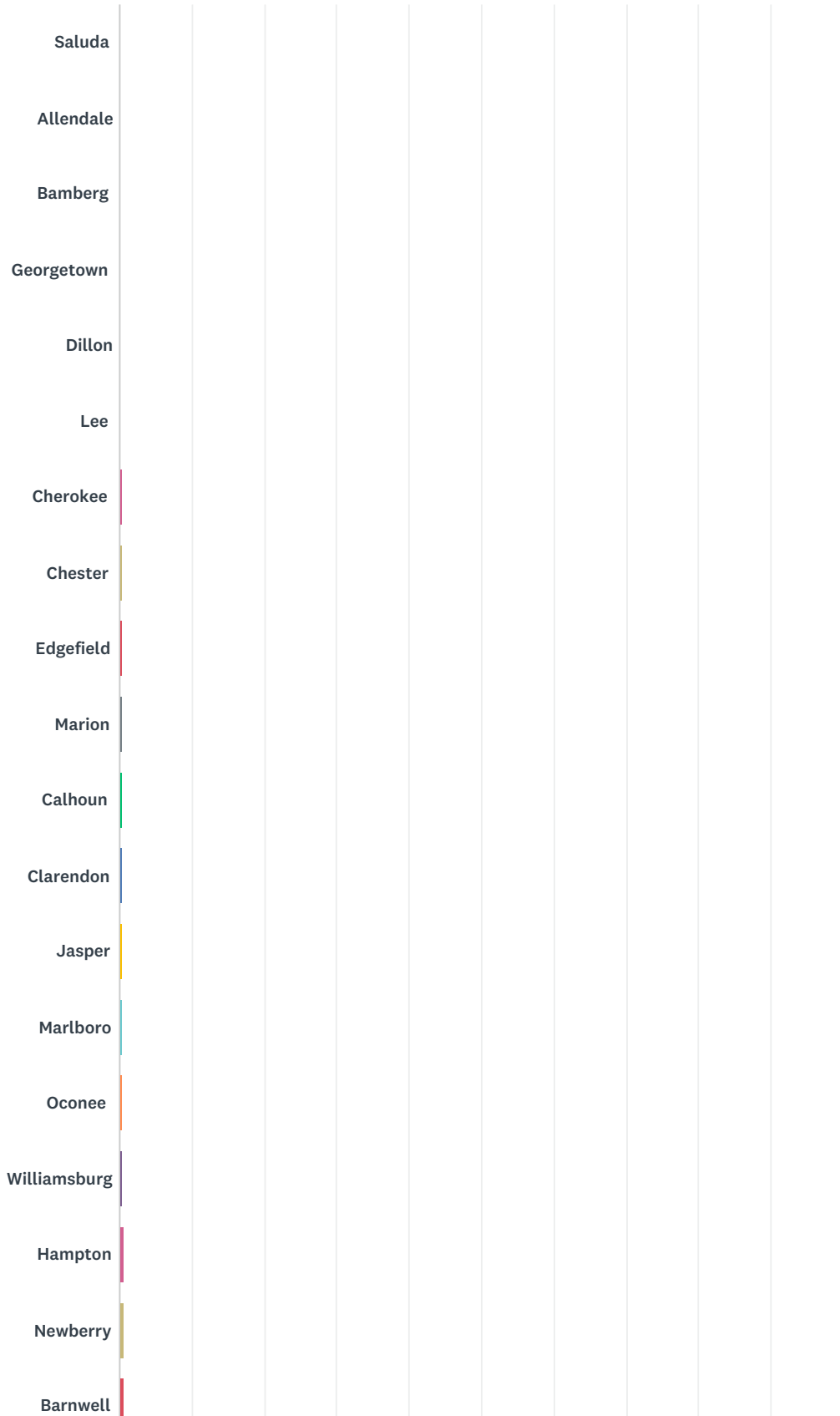
Answered: 1,034 Skipped: 451



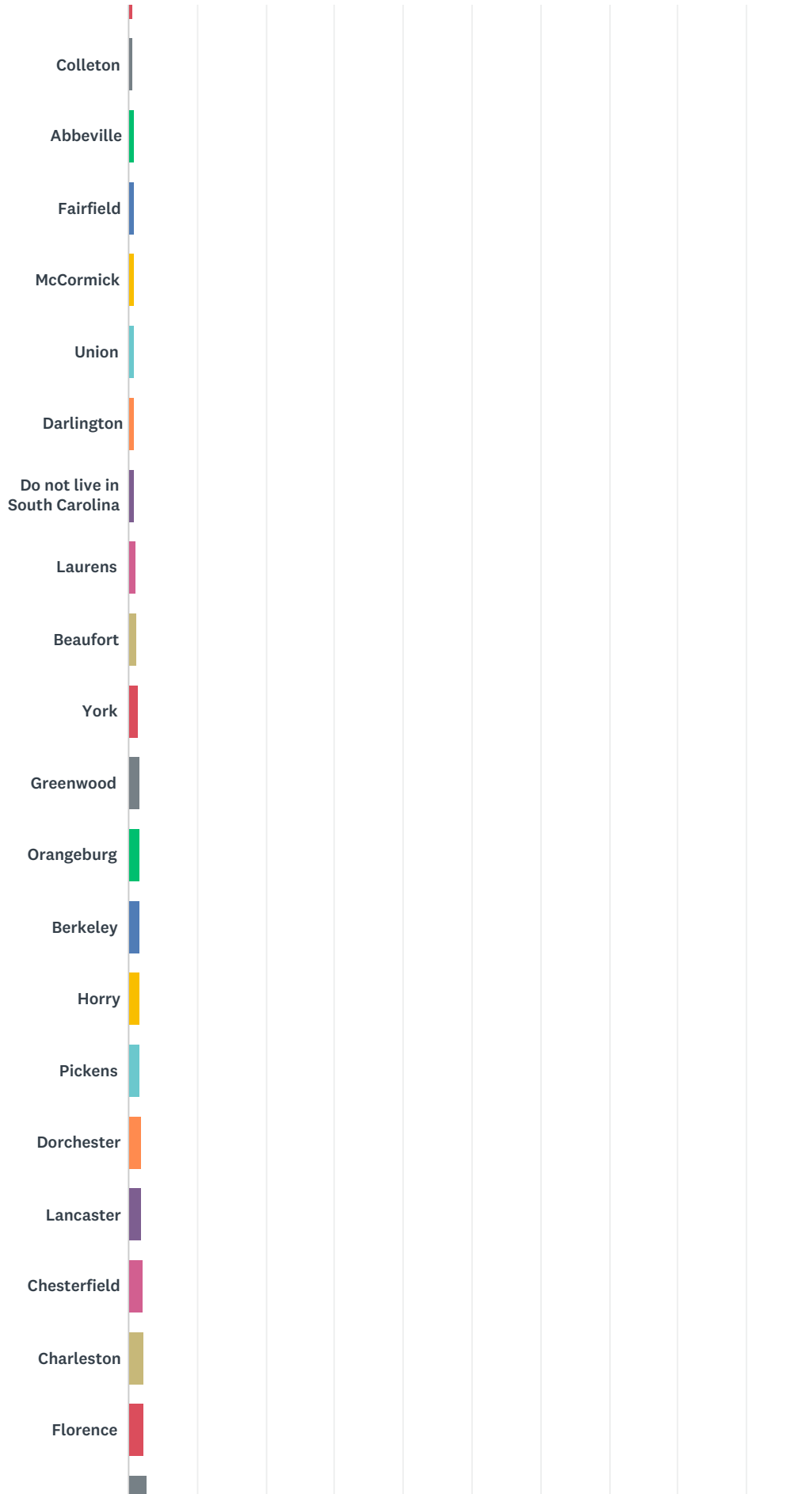
ANSWER CHOICES	RESPONSES	
Yes	37.23%	385
No	55.80%	577
Prefer not to answer	6.96%	72
TOTAL		1,034

Q28 In which county do you live?

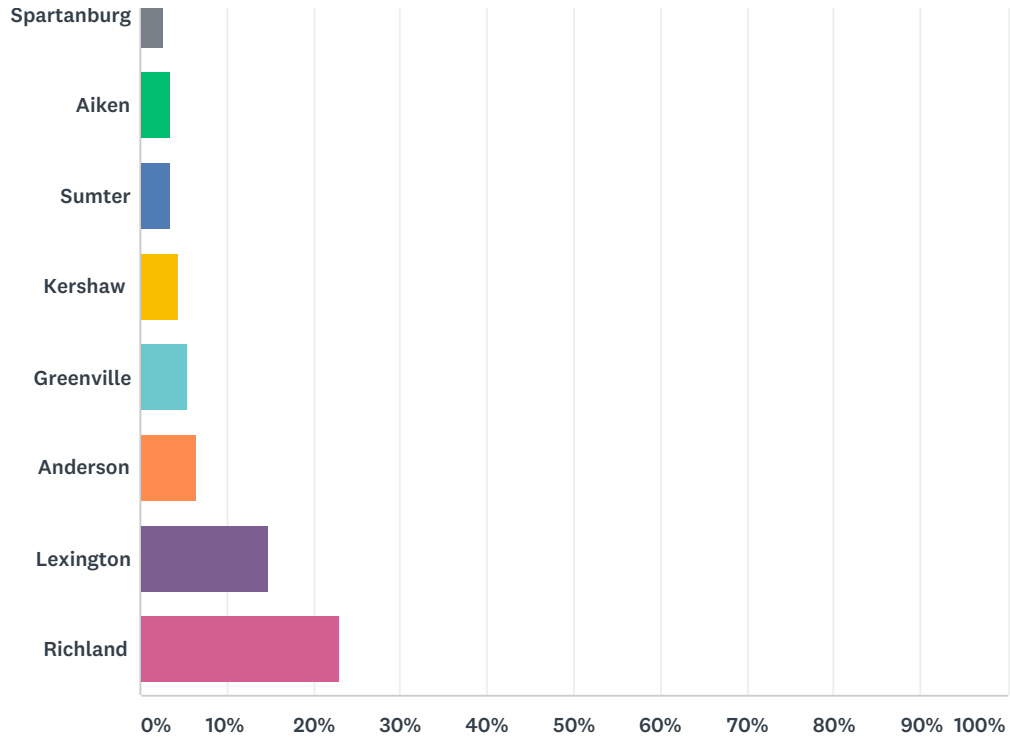
Answered: 1,017 Skipped: 468



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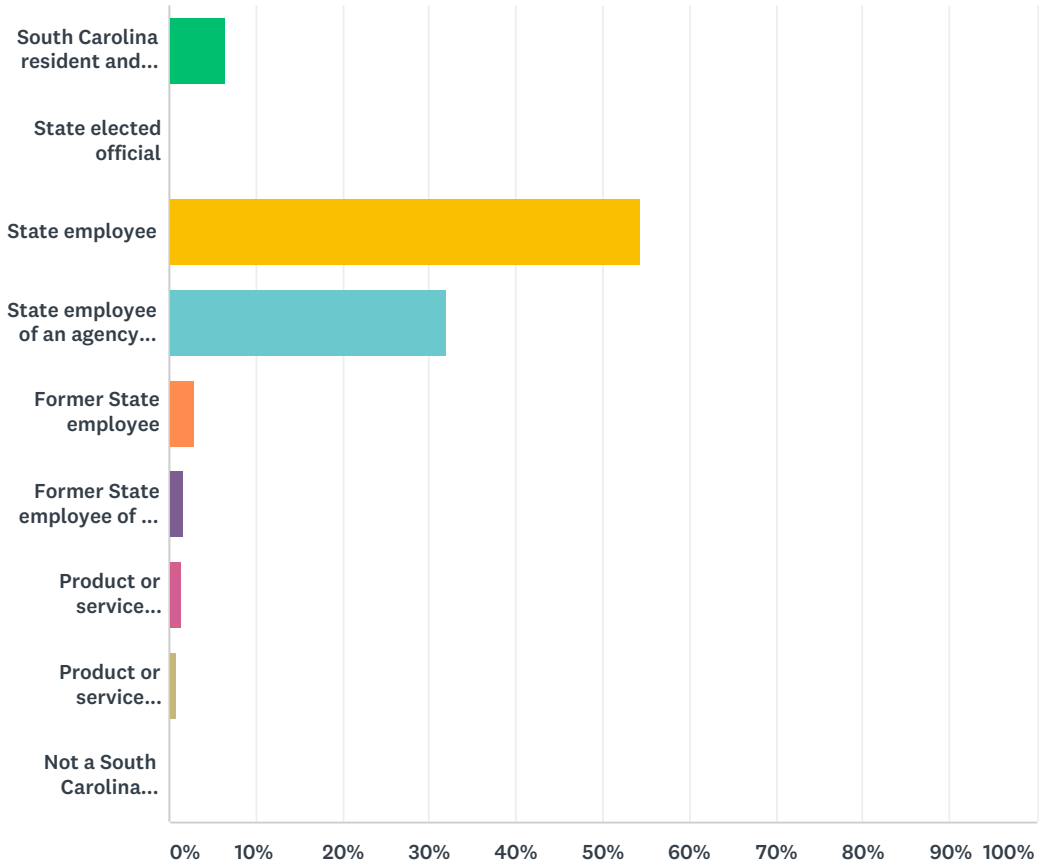
ANSWER CHOICES	RESPONSES	
Saluda	0.10%	1
Allendale	0.20%	2
Bamberg	0.20%	2
Georgetown	0.20%	2
Dillon	0.29%	3
Lee	0.29%	3
Cherokee	0.39%	4
Chester	0.39%	4
Edgefield	0.39%	4
Marion	0.39%	4
Calhoun	0.49%	5
Clarendon	0.49%	5
Jasper	0.49%	5
Marlboro	0.49%	5
Oconee	0.49%	5
Williamsburg	0.49%	5
Hampton	0.59%	6
Newberry	0.59%	6

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Barnwell	0.69%	7
Colleton	0.69%	7
Abbeville	0.79%	8
Fairfield	0.79%	8
McCormick	0.79%	8
Union	0.79%	8
Darlington	0.88%	9
Do not live in South Carolina	0.88%	9
Laurens	1.08%	11
Beaufort	1.18%	12
York	1.47%	15
Greenwood	1.57%	16
Orangeburg	1.67%	17
Berkeley	1.77%	18
Horry	1.77%	18
Pickens	1.77%	18
Dorchester	1.87%	19
Lancaster	1.87%	19
Chesterfield	2.06%	21
Charleston	2.36%	24
Florence	2.36%	24
Spartanburg	2.65%	27
Aiken	3.54%	36
Sumter	3.64%	37
Kershaw	4.42%	45
Greenville	5.51%	56
Anderson	6.39%	65
Lexington	14.85%	151
Richland	22.91%	233
TOTAL		1,017

Q29 Which best describes your current role?

Answered: 1,005 Skipped: 480



ANSWER CHOICES	RESPONSES	
South Carolina resident and do not fall into any of the categories below	6.57%	66
State elected official	0.20%	2
State employee	54.33%	546
State employee of an agency under study	31.94%	321
Former State employee	2.89%	29
Former State employee of an agency under study	1.69%	17
Product or service provider or other partner to a State agency	1.49%	15
Product or service provider or other partner of a State agency under study	0.80%	8
Not a South Carolina resident and do not fall into any of the categories above	0.10%	1
TOTAL		1,005