



2023 Annual Accountability Report

**Vocational Rehabilitation Department
Agency Code: H730**

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AGENCY’S DISCUSSION AND ANALYSIS

The Vocational Rehabilitation Department’s (SCVRD, VR or the Agency) mission to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive, integrated employment is being accomplished through an emphasis on timely, efficient service delivery and continuous improvement. Service planning focuses on long-term success for individuals served by the Agency. The program is funded through a state-federal partnership consisting of 21.3 percent state funding and 78.7 percent federal funding.

Significant Projects:

- *SCVRD’s LEARN Center* (Learning Empowerment And Resource Network) continued expanding its offerings of demand-driven, occupational/vocational and customized trainings for SCVRD consumers, with input from South Carolina’s business community. SCVRD consumers who participate in LEARN trainings have the opportunity to develop foundational soft skills needed for success in any career while participating in a simulated work setting in one of the Agency’s 27 Job Readiness Training Centers around the state. For consumers who are unable to physically participate in a training center, the LEARN Center can provide several of its courses online through the E-Learning Platform, the LEARN Library. With access to the Library, consumers can complete career-specific training modules anytime, anywhere, and from any device. Consumers gain industry-specific skills and recognized credentials through vocational programs like the Forklift Certification course, the ISSA™ Certified Custodial Technician course, and more. Additionally, the LEARN Center is developing partnerships with companies around the state to create customized training programs to meet the unique training needs of each employer. In SFY 2023, the Agency delivered 12 customized training programs to prepare SCVRD consumers for careers with businesses in our state.
- *An in-house payroll system* built by the Agency’s Information Technology (IT) department was launched. This was done, in part, in response to last year’s ransom hack of the KRONOS system, causing a shutdown for several weeks. The new system was integrated with compatible time clocks. The cost of the new system is anticipated to be under \$10k per year – compared to \$250k annually for KRONOS. The new system was built with business continuity contingencies allowing payroll processes to continue to operate in the event the cloud-based service for time clock entry is compromised. An option is available to allow staff to manually enter daily time card entries.
- The federal data elements program previously in use was replaced with a more sophisticated version. This program is used by Agency employees to enter data required for federal reporting on case services. The new version has a more streamlined layout that flows more naturally, presenting data elements in the sequence they are entered based on case progression, as opposed to the old sequence that followed the federal numbering sequence. The program also automates some entries based on actions documented and employs enhanced business logic for data validation. The integration with other existing programs minimizes the need for employees to open additional programs to reference existing data.

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Current Efforts:

The Agency and its national vocational rehabilitation colleagues remain focused on implementation of the federal Workforce Innovation and Opportunity Act (WIOA). Although this legislation was signed into law in 2014, most of the performance accountability measures were in a baseline phase for several years. The WIOA measures are:

- Percentage of program participants who are employed during the second quarter after exit
- Percentage of program participants who are employed during the fourth quarter after exit
- Median earnings of program participants who are employed during the second quarter after exit
- Percentage of program participants enrolled in education or training during participation who obtain a recognized credential during participation or within one year of exit
- Percentage of program participants enrolled in education or training during a program year who achieve Measurable Skill Gains (MSGs)
- Effectiveness in serving employers (These measures are shared across the state’s WIOA partner programs.)
 - Employer Penetration Rate (Percentage of the state’s businesses receiving employer services)
 - Repeat Business Customer Rate (Percentage of business customers served during the previous three years that received employer services again during the reporting year)

The U.S. Department of Education’s Rehabilitation Services Administration (RSA) negotiated performance targets for each measure, which apply in aggregate to SCVRD and the SC Commission for the Blind for SFYs 2023 and 2024. SFY 2023 was the first year with negotiated targets for these measures, apart from the Measurable Skill Gains rate. Effectiveness in Serving Employers remained a pilot measure for SFY 2023.

These performance measures replaced longtime standards and indicators that RSA had used to gauge VR agency success in employment outcomes for people with disabilities. The new measures are held commonly with other core partners of WIOA: the Department of Employment and Workforce, Adult Education, and the Commission for the Blind. The partners worked together to develop a 4-year Combined State Plan in 2020. In accordance with WIOA, a modified State Plan was submitted to the U.S. Department of Labor and the U.S. Department of Education in 2022, and was approved by the federal review panel for implementation effective July 1, 2022.

Other areas of emphasis in SFY 2023 included recruitment and retention of qualified staff, streamlining eligibility determinations, and reducing attrition, and seeking referrals from specific demographic segments in proportion to their representation among the disability population.

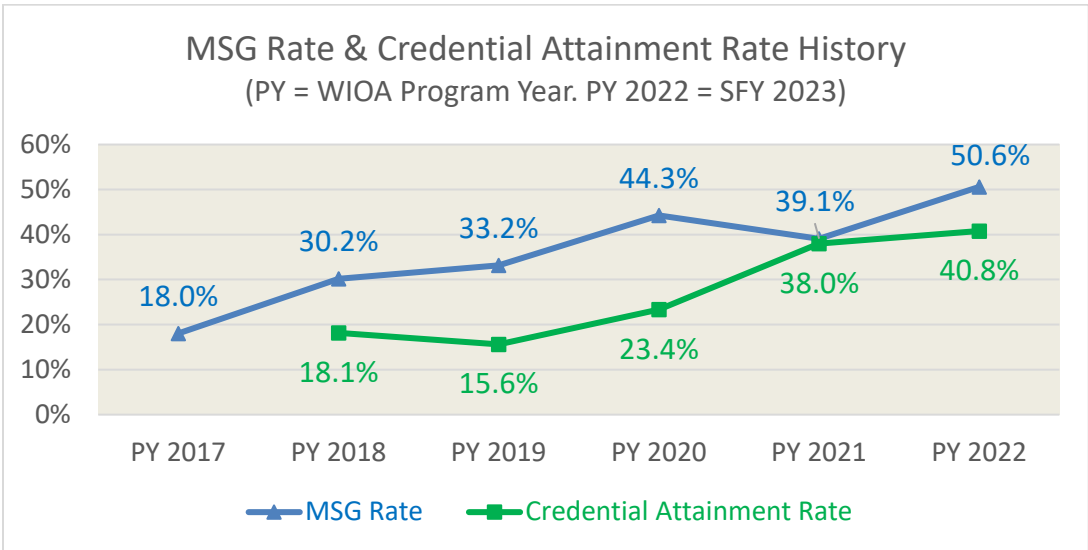
The Communications department launched a multi-pronged effort to increase awareness of and referrals to the agency, as well as increase potential employee applicants during the year. The agency used digital and traditional billboards, and instituted a series of postcard mailers within a geographic radius of area offices as well as in other higher population areas. Additionally, the Communications department overhauled its external event materials to include new custom table cloths, new pull up banners, and new booth backdrop banners for a cohesive look. Communications spoke at the SC

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Chamber of Commerce’s Workforce Symposium, and participated as a panelist/speaker for the Disability Matters North American Conference. Additionally, for the first time, the Agency staffed a booth at the SC Automotive Summit. Communications held tours of the state office campus for a national Vocational Rehabilitation Technical Assistance Center (VRTAC), the SC Brain Injury Association, the Unumb Center, and Dominion Energy. The Agency’s social media audience had a net growth of 602 or 94%. Although the numbers of social media posts decreased, the amount of engagement increased 4.2%, and video views increased 57.1%. Communications increased the number of video messages from the Commissioner, incorporating varied approaches to keep the videos fresh and engaging. Communications also began the process of redesigning the Agency’s website.

Agency Successes:

- *Referrals:* After a 7.7% increase in SFY 2022 over 2021, the number of applicants for VR services increased again in SFY 2023 by 10.0%. Likewise, the number of eligible individuals for whom an Individualized Plan for Employment (IPE) was developed increased by 11.3% in SFY 2023 (after a 12.9% in SFY 2022).
- *Timeliness:* The median number of days for an applicant to establish eligibility, complete a vocational assessment, establish a vocational objective, and develop an individualized plan for employment was 50 days, which is 5 days faster than in SFY 2022, and only one third of the maximum federally permitted timeframe of 150 days.
- *Training Leading to Recognized Credentials:* The combined Measurable Skill Gains (MSG) rate and Credential Attainment rate for the state’s two VR programs will be published in RSA’s WIOA Annual Performance Report in the fall. However, SCVRD as a single agency achieved a 50.6% MSG rate for the year, which exceeded the negotiated federal target for the state. The Agency’s Credential Attainment Rate was 40.8%, which also exceeded the negotiated federal target for that measure.



- *Successful Employment Outcomes:* The Agency exceeded its Successful Employment Outcomes (SEO) goal by assisting 3,957 consumers with overcoming the obstacles to employment they

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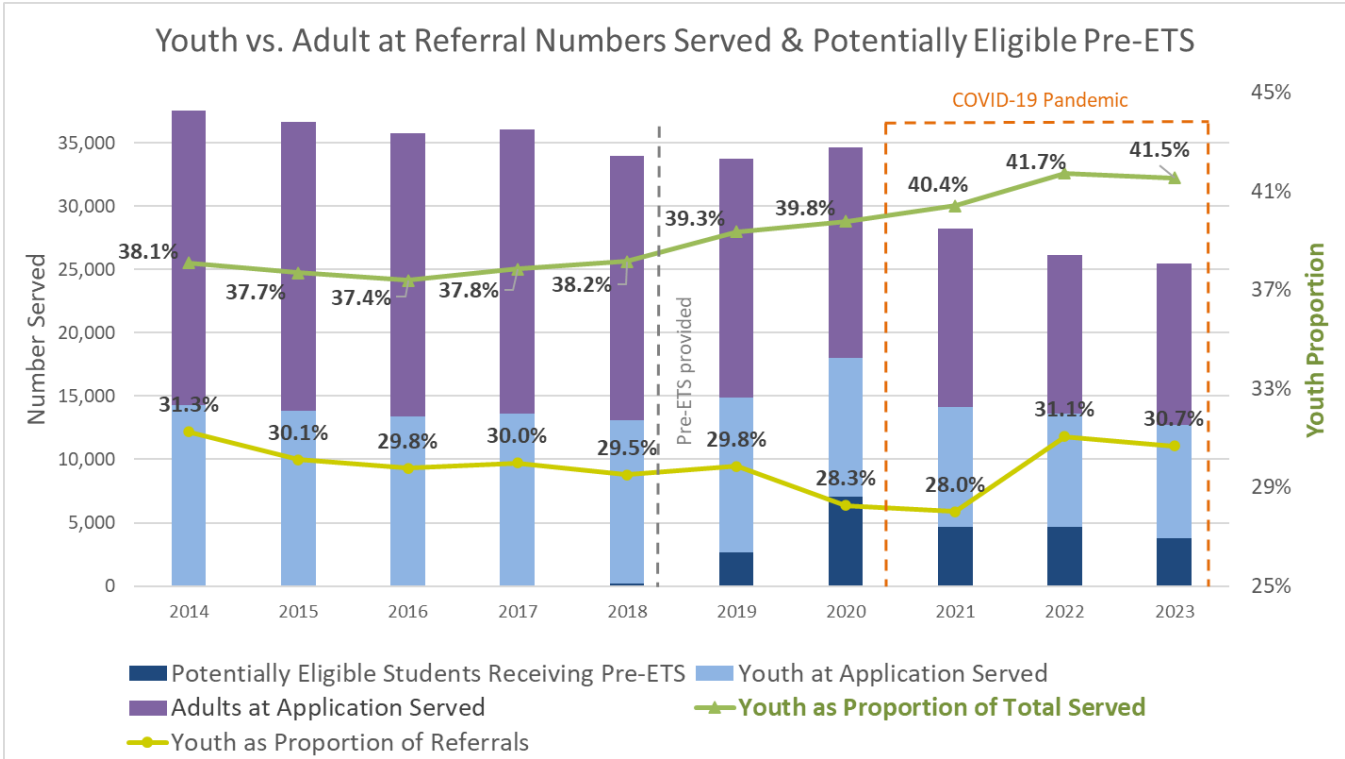
faced due to their disabling conditions, so they could achieve competitive employment. Each of these SEOs represents an individual who was either added to or avoided dropping out of the state’s labor force. On the local level, 16 of the Agency’s 22 Areas achieved 100% or more of their SEO goals. On average, the Agency’s successfully rehabilitated consumers worked 35 hours per week.

- *Median Earnings:* Of Agency consumers who were employed at case closure, median quarterly earnings were \$6,760, which is 8.3% higher than in SFY 2022. The rate of increase in consumer earnings has accelerated over the last several years and outpaced the rates of increase for both the federal poverty level and the total workforce in South Carolina. While comparative data for SFY 2022 are not yet available for other states, based on historical data, it is most likely that South Carolina VR’s median earnings is in the top quartile for state VR programs.
- *Return on Investment:* People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families’ lives by earning income, lessening their reliance on government assistance, and stimulating the state’s economy by paying taxes, making purchases, and ultimately contributing to the state’s return on its investment in their services. Based on a cost-benefit analysis of SFY 2023 successful outcomes, it is conservatively estimated that these rehabilitated consumers will pay back a minimum \$3.60 in taxes for every dollar spent on their services, repaying the cost of those services in approximately 3.86 years. This represents a 25.9% annual rate of return.
- *Business Partner Hiring:* 38.1% of the Agency’s business partners who outsource to the Training Centers also hired Agency consumers in competitive, integrated jobs. This was within the goal range for the year, and it demonstrates that the Training Centers and their contracts with local businesses are preparing consumers for available jobs in their communities.
- *Employer Services:* In keeping with the Agency’s dual customer approach, SCVRD provided employer services to 2,079 business establishments in SFY 2023, a 67.4%% increase over the 2022 total. Additionally, the repeat business rate increased from 21.4% in SFY 2022 to 25.9% in SFY 2023.
- *Administrative costs* as a percentage of the Agency’s total operating expenditures remained low at only 6.2%.
- *Data security* remained a priority, as the Agency’s Information Technology department continued its mock phishing campaigns, which are designed to expose Agency employees to and provide opportunities to practice recognizing and reporting suspicious emails in a controlled manner that does not involve actual malicious content. Across all of the campaigns conducted during the fiscal year, the employee click rate on mock phishing attempts was only 6.8%, compared to the industry average of 30%.
- *Disability Determination Services* continued to excel in performance. This unit adjudicated 42,238 Social Security disability claims, and achieved a 95.4% rate for documentation accuracy on quality reviews.

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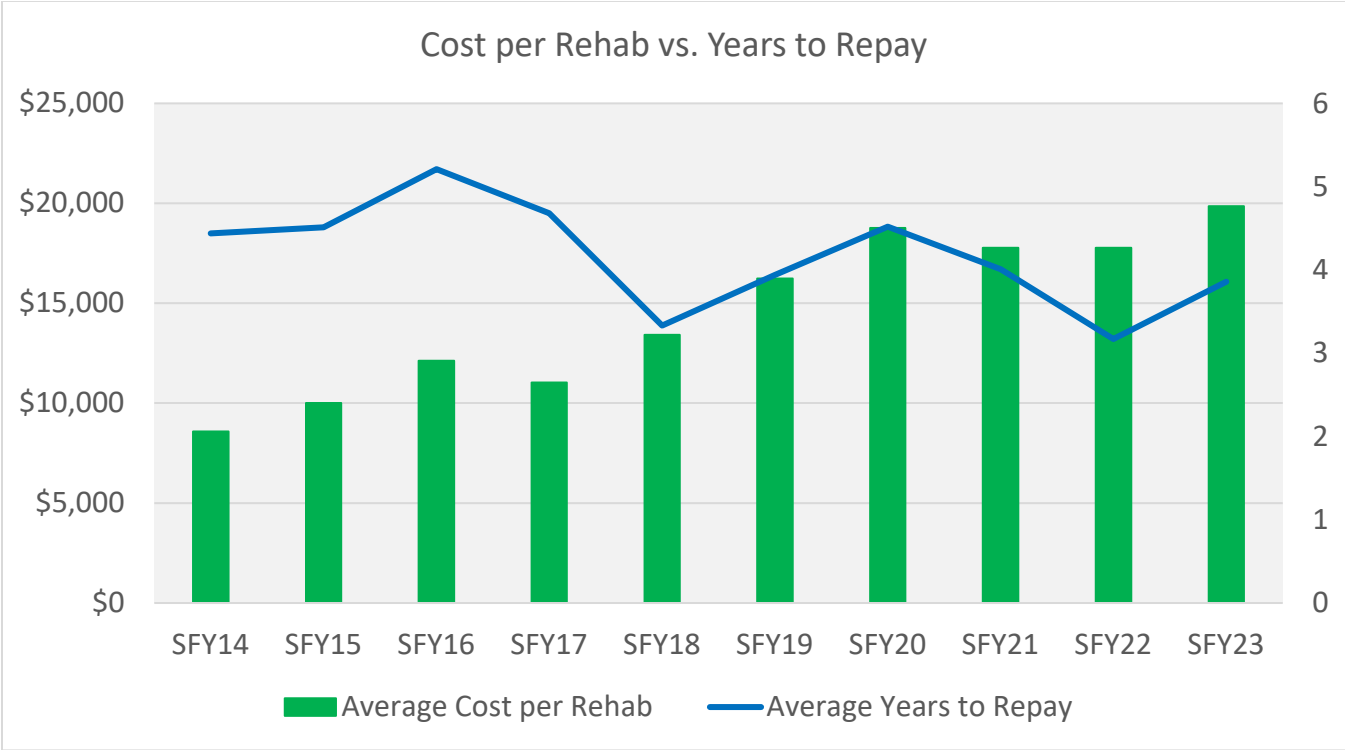
Factors Impacting Performance:

One of the biggest factors impacting the Agency’s performance on longstanding measures of success is the emphasis that the Workforce Innovation and Opportunity Act (WIOA) placed on the provision of Pre-Employment Transition Services (Pre-ETS) for students with disabilities. Fifteen percent of the Agency’s federal fund allocation must be spent on Pre-ETS. Additionally, these services can be provided to students who are *potentially eligible* for VR services without opening a case. This makes getting help easier for students with disabilities and has provided the Agency with greater access to students who can benefit from job exploration counseling, workplace readiness training, work-based learning, and other interventions while in high school. However, the ability to serve students in this way has resulted in declines in the Agency’s “number served” and successful employment outcomes (SEOs or rehabilitations), as more students receive Pre-ETS while potentially eligible. If, after receiving Pre-ETS, these students successfully transition from school to a career without applying to open a VR case, then they are not included in the Agency’s count despite the impact that the Pre-ETS had on their success.



Additionally, more emphasis on student/youth populations (and training leading to industry-recognized credentials) has resulted in longer case durations. The proportion of successful cases that were open for more than 24 months was 18.0% in SFY 2019. For SFY 2022, that proportion was up to 29.9%. In SFY 2023, 23.0% of successful cases had a duration longer than 24 months. As average case duration increases, so does the average cost per rehabilitation (\$19,856 in SFY 2023). However, the time required to provide quality services is well worth the cost. As consumers’ skills, qualifications and average earnings have improved, the average number of years required for rehabilitated consumers to repay the cost of their VR services as taxpayers remains very low (3.86 years for SFY 2023), based on a conservative economic impact analysis.

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Finally, the Agency’s staff turnover rate decreased from 24% in SFY 2022 to only 12.5% in SFY 2023. This dramatic improvement is attributed to a combination of strategies employed by the Administration, Human Resources, and Field Operations departments to boost employee morale and retain high quality employees.

Information about SCVRD that may be helpful when reviewing the Annual Accountability Report for SFY 2022-23:

Main Products, Services and Delivery Methods

- Eligible applicants with disabilities have a program of services coordinated by their Counselors at one of 31 offices located throughout the state. Together, the consumer and VR Counselor develop an Individualized Plan for Employment. Career options are explored, and the consumer receives a vocational assessment and extensive counseling and guidance. Other services may include, but are not limited to, physical restoration services, rehabilitation technology, job preparedness classes to enhance employability, Job Readiness Training (i.e., foundational skills), occupational/vocational training leading to an industry-recognized credential, and/or customized training to prepare for the requirements of a particular employer. These training services are offered at the Agency’s 27 Training Centers. Successful, suitable employment, in alignment with consumer interests, is the desired outcome of any combination of services provided.
- As a core partner in the public workforce system under WIOA, the Agency has staff co-located at SC Works centers in all 12 Workforce Development Areas of the state and shares in the infrastructure costs of operating those centers.

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- Many consumers, from all parts of the State, who have significant physical disabilities benefit from services at the Agency’s campus in West Columbia. Services include: a comprehensive evaluation to determine vocational potential; pain management; brain injury sessions to learn coping skills; physical therapy, aquatic therapy, muscular development; and a rehabilitation technology program, which uses an engineering approach to overcoming employment and independent living barriers. Many of these same services are provided to Upstate consumers at the Agency’s Bryant Center in Lyman.
- The Agency has specialized services such as cardiac rehabilitation; deaf and hard of hearing services; job retention services for employees of businesses throughout the state whose jobs are jeopardized by disabling conditions; supported employment (on-site, systematic instruction to achieve proficiency in performing job duties); and substance abuse recovery services at an SCVRD residential recovery center in Florence.
- The Agency’s 27 Training Centers provide vital training services for consumers and a cost-effective outsourcing option for business and industry partners statewide. These centers also offer customized trainings designed to meet the needs of specific employers or industries, as well as other occupational and vocational trainings that are aligned with available, in-demand jobs in the local labor markets where they are located.

Partnerships with business and industry are vital for providing high quality career opportunities for consumers. In SFY 2023, SCVRD had 223 business partners outsourcing work on several hundred product lines to VR Training Centers. These agreements allow businesses to remain efficient with the utilization of their facilities while also providing valuable Job Readiness Training for thousands of VR consumers each year, including skills for in-demand occupations in their local communities and soft skills to enhance employability. Additionally, VR Business Development Specialists (BDSs) engage in sector strategies partnerships in an effort to develop a system that supports strong regional economies. Aligning the resources of all partners, public and private, toward developing a workforce supply chain that enhances development of consensus-based, targeted industry sectors creates meaningful career pathways for a range of workers with various skill levels. They work collaboratively, in an integrated fashion, to address any skill gaps and to ensure that talent pipelines are fully developed. BDSs also participate on Integrated Business Services teams in all 12 of the State’s Workforce Development Areas, along with staff from SC Works and other workforce development partners, to provide a coordinated approach to business development activities.

- The Agency has had a long-time focus on school-to-work transition services and has devoted significant resources to maintain a strong presence in schools over the years. WIOA supports that focus and has furthered it by identifying a specific set of Pre-Employment Transition Services (Pre-ETS) for which VR agencies are required to devote fifteen percent of their federal allotments. These services, in addition to other transition services provided by VR, enhance career opportunities for students with disabilities as they complete their high school years and move on to employment, to post-secondary education, or to other career training.
- The Social Security Disability Determination Services (DDS) program, located in the Columbia, Greenville and Charleston metro areas, processes Supplemental Security Income and Social

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Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the SC Department of Health and Human Services.

- Benefits Specialists employed by the Agency provide Benefits Counseling services to Agency consumers at various points throughout their case. These services enable consumers to make informed decisions about employment, understanding its effects on any Federal and/or State public benefits they receive. Just as important, this counseling educates consumers about their responsibility to report earnings to the Social Security Administration (SSA) and how to do so. SCVRD Benefits Specialists also offer assistance with this reporting and maintain records of earnings reported. As a result, when SSA sends consumers letters informing them that they owe back money from benefit overpayments, our Benefits Specialists can assist with disputing the overpayments by providing documentation of timely reporting. During SFY 2023, the Agency supported 14 individuals in getting combined overpayments in excess of \$310,000 overturned.
- As of June 2022, the Agency had 884 employees in full-time equivalent positions.

Key customer segments and stakeholders

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

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- **Taxpayers/Legislators:** The Agency must be accountable in its service delivery and its practices, and provide results that show efficiency and effectiveness, as well as a return on the investment of taxpayer dollars in VR programs.

Risk Assessment and Mitigation Strategies

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

Should the Agency experience such negative impact, outside help is available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal regulatory agency for the public vocational rehabilitation program and monitors performance. SCVRD has established and maintained contacts with its assigned RSA state liaison and his team of subject matter experts covering the key aspects of the rehabilitation program, who encourage dialogue and provide guidance and assistance. In addition, multiple grant-funded national technical assistance centers employing experienced vocational rehabilitation professionals have been established in various topical areas to assist agencies in the successful provision of services required by the Workforce Innovation and Opportunity Act.

General Assembly options in helping to resolve these issues could include:

- review and discussion of recommendations provided by RSA and/or technical assistance centers to help the Agency determine how it might improve upon its corrective actions
- open communication between legislative committee members and the Agency to identify additional strategies for improvement

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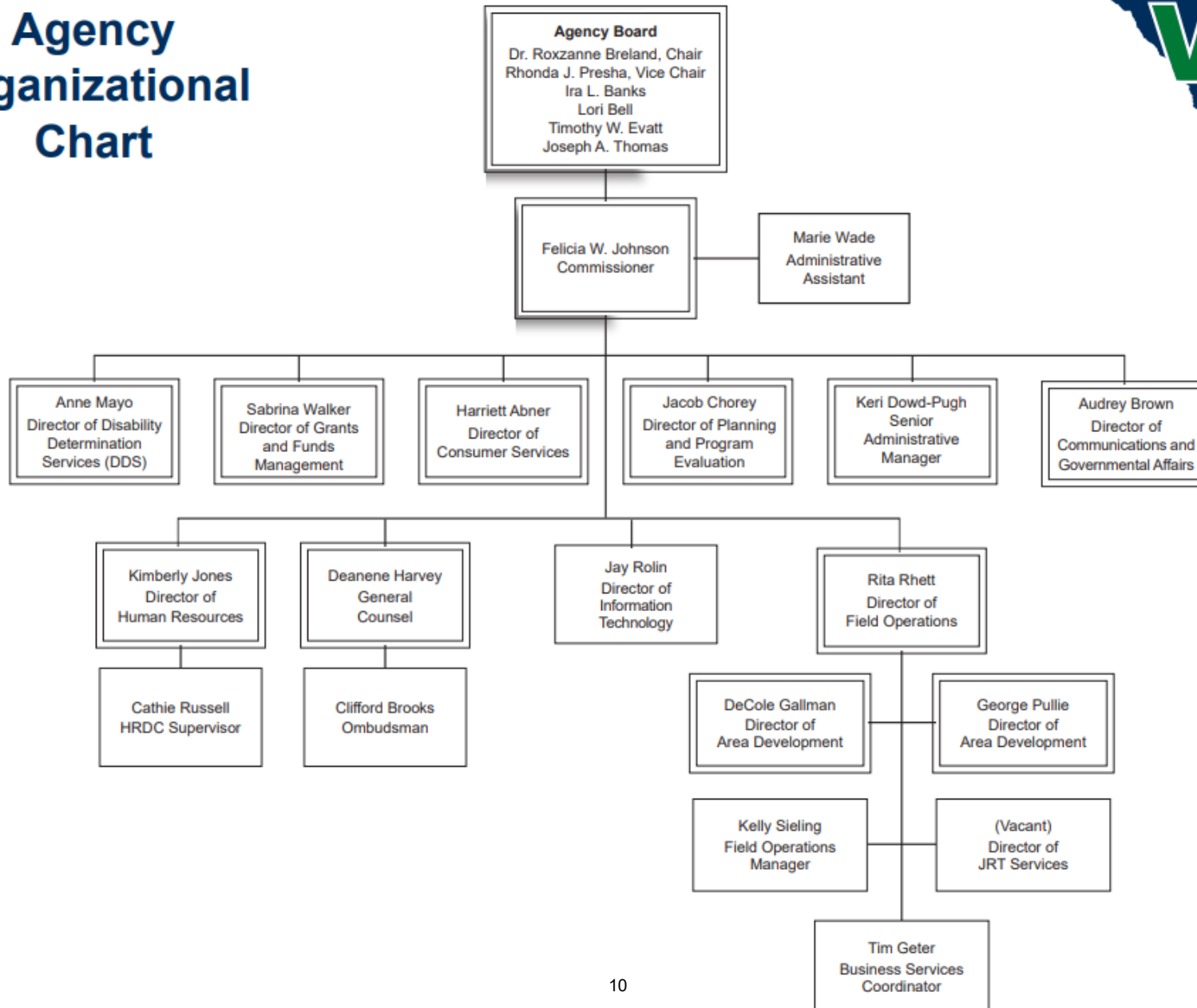
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Agency Organizational Chart



2023

Reorganization and Compliance

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

Primary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Jacob	Chorey	Director of Planning & Program Evaluation	jchorey@scvrd.net	803-896-7047

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Keri	Dowd-Pugh	Senior Administrative Manager	KDowd-Pugh@SCVRD.NET	803-896-4838

Agency Mission

Adopted in:

2014

To prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.

Agency Vision

Adopted in:

2014

We will be the leader in quality employment outcomes for our consumers and business partners through our people, partnerships, and performance.

Recommendations for reorganization requiring legislative change:

None

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

None

Significant events related to the agency that occurred in FY2023

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
No significant events impacted performance.				

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? (See also S.C. Code Ann. § 60-2-20).

Yes

Reason agency is out of compliance: (if applicable)

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

Does the law allow the agency to promulgate regulations?

Yes

Law number(s) which gives the agency the authority to promulgate regulations:

§ 43-31-80 of the SC Code

Has the agency promulgated any regulations?

No

Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?

Yes

(End of Reorganization and Compliance Section)

FY2023

Strategic Plan Results

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

- Goal 1** Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.
- Goal 2** We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.
- Goal 3** Accountability to taxpayers through efficient and effective use of resources entrusted to us.
- Goal 4** Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Improve the quality of employment outcomes for eligible individuals with disabilities.														
State Objective: Education, Training, and Human Development														
1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	55.30%	57.10%	66.30%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Sustained employment after case closure	Direct consumers of agency services whose cases have closed	0502.100000.000 Basic Service Program	
1.1.2	Percentage of program participants who are employed during 4th quarter after exit	54.20%	54.60%	62%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Sustained employment after case closure	Direct consumers of agency services whose cases have closed	0502.100000.000 Basic Service Program	
1.2 Enhance school-to-work transition services.														
State Objective: Education, Training, and Human Development														
1.2.1	Percentage of individuals served by agency who are in transition age range (14-24) at application	42%	30%	41.50%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Total number of individuals served who were between the ages of 14 and 24 at application, divided by the total number of individuals who received services	SCVRD Case Management System	Transition Trend report on SCVRD Reports Hub (Home > Service Delivery > Consumer Services > Pre-ETS and Transition)	Supports transition from school to careers	Agency consumers who were age 14-24 at application	0502.100000.000 Basic Service Program	
1.2.2	Proportion of students served who received Pre-Employment Transition Services (Pre-ETS) as specified by the Workforce Innovation and Opportunity Act (WIOA)	58%	60%	95%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Number of students receiving one or more of the five Pre-Employment Transition Services (Pre-ETS) defined in the Workforce Innovation and Opportunity Act, divided by the total number of students reported to the Rehabilitation Services Administration as being served (includes both VR consumers with open cases and potentially eligible students)	Case service documentation in SCVRD Case Management System and Pre-ETS contractors' PARS reporting sheets	SCVRD internal Reports Hub (Home > Planning and Program Evaluation Internal Reports > RSA-911 Pre-ETS Service Summary)	Preparation for employment/career prior to exit from secondary school setting	Students with disabilities who have open VR cases or who are potentially eligible	0502.100000.000 Basic Service Program	
1.2.3	Proportion of consumers served who were ages 14-21 at referral/ application	37%	40%	36.80%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Number of consumers served who were ages 14-21 at referral/ application for VR services, divided by total number of consumers served	Case service documentation in SCVRD Case Management System	SCVRD Internal Year End Statistical Reports application (System 12 CBJT090) - Age at Referral report	Continued and additional VR services after initial receipt of Pre- ETS	Potentially eligible students who have received Pre-ETS from the agency	0502.100000.000 Basic Service Program	
1.3 Increase participation in education and training programs that lead to recognized credentials and advanced career paths.														
State Objective: Education, Training, and Human Development														
1.3.1	Percentage of participants in education or training programs who achieve Measurable Skill Gains, as defined by WIOA	39.10%	45%	50.60%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30)	Of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment, percentage who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	School transcripts, exam scores and training progress reports	Program Integrity Report on SCVRD Reports Hub (Home > Program Integrity)	Education and postsecondary training leading to industry-recognized credentials and/or skilled employment	Agency consumers who were enrolled during the year in an education or training program leading to a recognized credential or skilled employment	0502.100000.000 Basic Service Program	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
1.3.2	Percentage of consumers enrolled in education/training leading to a recognized credential	15.40%	17%	11.10%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of VR consumers enrolled in education/ training leading to a recognized credential for any portion of the SFY, divided by total number of cases served during the SFY	Case service documentation in SCVRD Case Management System	Number enrolled: Measurable Skill Gain and Credential Attainment Report on SCVRD Reports Hub (Home > WIOA Common Performance Measures) Total served: SCVRD Internal Year End Statistical Reports application (System 12 CBJT090)	Education/ training leading to industry-recognized credentials and skilled jobs	Agency consumers	0502.100000.000 Basic Service Program		
1.3.3	Percentage of consumers enrolled in education/training leading to a recognized credential during participation who attain a recognized credential by case closure	38%	26.70%	36.30%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of consumers who earn a recognized credential by case closure, divided by the number of consumers whose cases closed during the year and who were enrolled in an education/training program that leads to a recognized credential during program participation	School transcripts/ diplomas, exam scores, licenses, and certifications	Program Integrity Report on SCVRD Reports Hub (Home > Program Integrity)	Education and postsecondary training leading to industry- recognized credentials and/or skilled employment	Agency consumers who, while their VR case was open, were enrolled in an education or training program leading to a recognized credential or skilled employment	0502.100000.000 Basic Service Program		
2.1 Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.														State Objective: Government and Citizens	
2.1.1	Percentage of new employees who completed all assigned training in their first year of employment	68%	90%	55%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of employees who completed all assigned training, divided by number of employees who completed their first year of employment with the agency during the year	Training record system	Human Resource Development department	Qualified staff with competencies needed to perform their duties	New agency employees	0100.000000.000 Administration	Office managers are expected to submit evidence of training completion. Not all submitted documentation, so completion could not be counted for those employees whose documentation was not received.	
2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance	92%	90%	99%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of attendees who evaluate the course as "useful" or "very useful," divided by total number of returned surveys, across all classes	Derived from post-training evaluation surveys	Human Resource Development department	Professional development training that is relevant and enhances skills	Agency employees	0100.000000.000 Administration		
2.2 Foster an environment promoting opportunity, staff stability and professional development for future leadership needs.														State Objective: Government and Citizens	
2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	89%	100%	96.80%	Percent	equal to or greater than	Federal Fiscal Year (October 1 - September 30)	Average percentage of goals met based on adjusted availability by category	SC Human Affairs Commission	Human Resources	Diversity and longevity of agency staff	Agency employees	0100.000000.000 Administration	It is virtually impossible to score 100% but considered inappropriate to set a lower goal for this measure.	
2.2.2	Agency staff turnover rate	24%	22%	12.50%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Number of employees separated from employment with the agency, divided by total number employed by the agency	SCVRD personnel records, SCEIS	SCVRD Human Resources Department	Experienced staff with institutional knowledge	Agency customers (job seekers and employers)	0100.000000.000 Administration		
3.1 Efficient service delivery that positively impacts long-term outcomes.														State Objective: Government and Citizens	
3.1.1	Median quarterly earnings of program participants who are employed at case closure	\$ 6,240	\$ 6,240	\$ 6,760	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Median quarterly earnings of program participants who are in unsubsidized employment at the time of case closure	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > Program Integrity)	Competitive wages sustained after case closure	Agency consumers	0502.100000.000 Basic Service Program		

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$ 4.10	\$ 4.10	\$ 3.60	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Validated Formula - factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	Internal Econometrical Analysis Report (M7)	Planning & Program Evaluation department	Return on investment	Taxpayers	0502.100000.000 Basic Service Program	Although consumer earnings and projected career earnings were up for the year, the average cost per rehabilitation increased by more. This is in part because a higher proportion of rehabilitations were youth (ages 14-24) at application. Those cases typically take longer, and therefore cost more, as there are usually education/training goals on the individualized plan which take multiple years to complete.	
3.1.3	Median days from application to eligibility	22	30	21	Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date of application and date eligibility determined for all applicants determined eligible during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely determination of eligibility for agency services	Applicants for agency services	0502.100000.000 Basic Service Program		
3.1.4	Median days from eligibility to vocational objective	13	30	11	Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date of eligibility and date vocational objective established for all consumers who set a vocational objective during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely establishment of a vocational objective	Applicants determined eligible for agency services	0502.100000.000 Basic Service Program		
3.1.5	Median days from vocational objective to Individualized Plan for Employment (IPE)	5	12	5	Count (whole number)	equal to or less than	State Fiscal Year (July 1 - June 30).	Median value for number of days elapsed between date vocational objective established and date IPE developed for all applicants who have a plan developed during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely development of individualized plans for services	Consumers who have an individualized plan for employment developed during the year	0502.100000.000 Basic Service Program		
3.2	Continued evaluation and improvement of key processes.										State Objective: Government and Citizens				
3.2.1	Agreed Upon Procedures audit findings	0	0	4	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Office of State Auditor	Finance department	Internal controls in accounting	Taxpayers	0100.000000.000 Administration	Fiscal department had significant turnover, and staff shortages resulted in a few findings in the audit.	
3.2.2	Program Integrity Compliance Assurance results	94%	95%	97.60%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of correct procedural and substantial questions, divided by total number of correct and incorrect questions	State Office Quality Assurance reviews	Program Integrity report on SCVRD Reports Hub (Home > Program Integrity)	Adherence to Consumer Services policy	Field office staff	0502.100000.000 Basic Service Program		
3.3	Ensure safety, security and adequacy of infrastructure.										State Objective: Government and Citizens				
3.3.1	Experience Modifier (E-mod) used for insurance premium levels	1.06	1.5	0.99	Ratio	Equal to or less than	State Fiscal Year (July 1 - June 30).	EMOD for all 25 Job Readiness Training Centers added to EMOD for agency employees, then averaged	State Accident Fund	Legal, Safety and Risk Management department	Safe environment, cost containment	Agency staff and customers	0100.000000.000 Administration		

Perf.															
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
3.3.2	Percentage of SOC alert incidents addressed and reported within 24 hours	100%	100%	100%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	State Division of Information Security (DIS)	Information Technology department	Prevention of invasions of network firewall	Information Technology department	0100.000000.000	Administration	
3.3.3	Employee click rate on mock phishing email attempts	5%	15%	6.80%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Aggregated count of employee clicks on links in mock phishing emails, divided by the aggregated count of mock phishing emails sent across all campaigns during the SFY	Phishing Security Tests administered by agency IT department	Information Technology department	Prevent malicious attacks and scams while using networked devices	Information Technology department	0100.000000.000	Administration	
4.1 Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community. State Objective: Public Infrastructure and Economic Development															
4.1.1	Repeat business customer rate	21.40%	15%	25.90%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of employers in the state who utilized Agency services during the report year AND previously in the past three years, divided by the number of employers in the state who received Agency services during the past three years	Service records created by agency personnel in SCVRD Universal Business System (UBS)	Annual Effectiveness in Serving Employers Report on internal SCVRD Reports Hub (Home > Business Services Development Testing)	Continuing support for employers	South Carolina Employers served in the previous 3 years	0502.100000.000	Basic Service Program	
4.1.2	Employers/businesses served	1,245	1,200	2,079	Count (whole number)	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Total, unduplicated count of unique business establishment locations served	Service records created by agency personnel in SCVRD Universal Business System (UBS)	Annual Effectiveness in Serving Employers Report on internal SCVRD Reports Hub (Home > Business Services Development Testing)	Employer Services aimed at accessing untapped labor pools, information and support, engagement in strategic planning/ economic development, training, and workforce recruitment assistance	South Carolina employers	0502.100000.000	Basic Service Program	
4.1.3	Job Readiness Training Centers (JRTC) business partner hiring	50%	33%	38.10%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of JRTC business partners that hired Agency consumers during the report year, divided by the total number of businesses partnering with the JRTCs during the report year	Business profiles in SCVRD Universal Business System (UBS)	JRT dashboard on internal SCVRD Reports Hub (Home > Service Delivery > JRT Services)	Job opportunities with JRTC business partners	Agency consumers who receive Job Readiness Training services	0502.100000.000	Basic Service Program	
4.2 Enhance direct outreach to and development of referral sources for targeted populations. State Objective: Public Infrastructure and Economic Development															
4.2.1	Proportion of referrals and applicants with brain injury and spinal cord injury	1.30%	1.40%	1.40%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with brain or spinal cord injuries	0502.100000.000	Basic Service Program	
4.2.2	Proportion of referrals and applicants with Intellectual Disability and Autism Spectrum Disorders	12.90%	10%	12.90%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with Intellectual Disability or Autism Spectrum Disorders	0502.100000.000	Basic Service Program	

Perf.														
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.2.3	Proportion of referrals and applicants who identify as Hispanic/Latinx	3.30%	3%	3.40%	Percent	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home -> Consumer Services Development Testing -> Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with disabilities who identify as Hispanic/Latinx	0502.100000.000 Basic Service Program	

FY2024

Strategic Plan Development

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

- Goal 1** Improve the quality of employment outcomes for eligible individuals with disabilities.
- Goal 2** We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.
- Goal 3** Accountability to taxpayers through efficient and effective use of resources entrusted to us
- Goal 4** Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Plan and deliver specialized, individualized services that lead to career paths.													
State Objective: Education, Training, and Human Development													
1.1.1	Percentage of program participants who are employed during 2nd quarter after exit	66.30%	57.20%	Percent	Equal to or greater than	State Fiscal Year	Percentage of program participants who are in unsubsidized employment during second quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Sustained employment after case closure	Direct consumers of agency services whose cases have closed	0502.100000.000 Basic Service Program	
1.1.2	Percentage of program participants who are employed during 4th quarter after exit	62%	54.70%	Percent	Equal to or greater than	State Fiscal Year	Percentage of program participants who are in unsubsidized employment during fourth quarter after exit from program	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > WIOA Common Performance Measures > Post Exit Employment and Wage Summary)	Sustained employment after case closure	Direct consumers of agency services whose cases have closed	0502.100000.000 Basic Service Program	
1.2 Enhance school-to-work transition services.													
State Objective: Education, Training, and Human Development													
1.2.1	Percentage of individuals served by agency who are in transition age range (14-24) at application	41.50%	40%	Percent	Equal to or greater than	State Fiscal Year	Total number of individuals served who were between the ages of 14 and 24 at application, divided by the total number of individuals who received services	SCVRD Case Management System	Transition Trend report on SCVRD Reports Hub (Home > Service Delivery > Consumer Services > Pre-ETS and Transition)	Supports transition from school to careers	Agency consumers who were age 14-24 at application	0502.100000.000 Basic Service Program	
1.2.2	Proportion of students served who received Pre-Employment Transition Services (Pre-ETS) as defined by the Workforce Innovation and Opportunity Act (WIOA)	95%	90%	Percent	Equal to or greater than	State Fiscal Year	Number of students receiving one or more of the five Pre-Employment Transition Services (Pre-ETS) defined in the Workforce Innovation and Opportunity Act, divided by the total number of students reported to the Rehabilitation Services Administration as being served (includes both VR consumers with open cases and potentially eligible students)	Case service documentation in SCVRD Case Management System and Pre-ETS contractors' PARS reporting sheets	SCVRD internal Reports Hub (Home > Planning and Program Evaluation Internal Reports > RSA-911 Pre-ETS Service Summary)	Preparation for employment/career prior to exit from secondary school setting	Students with disabilities who have open VR cases or who are potentially eligible	0502.100000.000 Basic Service Program	
1.3 Increase participation in education and training programs that lead to recognized credentials and advanced career paths.													
State Objective: Education, Training, and Human Development													

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
1.3.1	Percentage of participants in education or training programs who achieve Measurable Skill Gains, as defined by WIOA	50.60%	46%	Percent	Equal to or greater than	State Fiscal Year	Of participants who, during a program year, are in an educational or training program that leads to a recognized postsecondary credential or employment, percentage who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment	School transcripts, exam scores and training progress reports	Program Integrity Report on SCVRD Reports Hub (Home > Program Integrity)	Education and postsecondary training leading to industry-recognized credentials and/or skilled employment	Agency consumers who were enrolled during the year in an education or training program leading to a recognized credential or skilled employment	0502.100000.000 Basic Service Program		
1.3.2	Percentage of consumers in plan status during the year (i.e., WIOA participants) enrolled in education/training leading to a recognized credential	12.60%	15%	Percent	Equal to or greater than	State Fiscal Year	Number of VR consumers enrolled in education/ training leading to a recognized credential while in plan status for any portion of the SFY, divided by total number of cases served during the SFY in plan status (i.e., WIOA participant)	Case service documentation in SCVRD Case Management System	Number enrolled: Measurable Skill Gain and Credential Attainment Report on SCVRD Reports Hub (Home > WIOA Common Performance Measures) Total served in plan status: Caseload Activity Report - sum of year-end statuses 12, 26 & 28	Education/ training leading to industry- recognized credentials and skilled jobs	Agency consumers	0502.100000.000 Basic Service Program		
1.3.3	Percentage of consumers enrolled in education/training leading to a recognized credential during participation who attain a recognized credential by case closure	36.30%	27.20%	Percent	Equal to or greater than	State Fiscal Year	Number of consumers who earn a recognized credential by case closure, divided by the number of consumers whose cases closed during the year and who were enrolled in an education/training program that leads to a recognized credential during program participation	School transcripts/ diplomas, exam scores, licenses, and certifications	Program Integrity Report on SCVRD Reports Hub (Home > Program Integrity)	Education and postsecondary training leading to industry- recognized credentials and/or skilled employment	Agency consumers who, while their VR case was open, were enrolled in an education or training program leading to a recognized credential or skilled employment	0502.100000.000 Basic Service Program		
2.1	Provide training to equip staff to enhance their ability to provide quality vocational rehabilitation services.						State Objective: Government and Citizens							
2.1.1	Percentage of new employees who completed all assigned training in their first year of employment	55%	90%	Percent	Equal to or greater than	State Fiscal Year	Number of employees who completed all assigned training, divided by number of employees who completed their first year of employment with the agency during the year	Training record system	Human Resource Development department	Qualified staff with competencies needed to perform their duties	New agency employees	0100.000000.000 Administration		
2.1.2	Percentage of Professional Development class attendees who evaluate the course as "useful" or "very useful" for their development and job performance	99%	95%	Percent	Equal to or greater than	State Fiscal Year	Number of attendees who evaluate the course as "useful" or "very useful," divided by total number of returned surveys, across all classes	Derived from post-training evaluation surveys	Human Resource Development department	Professional development training that is relevant and enhances skills	Agency employees	0100.000000.000 Administration		

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.2 Foster an environment promoting opportunity, staff stability and professional development for future leadership needs. State Objective: Government and Citizens													
2.2.1	Level of Goal Attainment Toward Equal Employment Opportunity	96.80%	100%	Percent	Equal to or greater than	Federal Fiscal Year	Average percentage of goals met based on adjusted availability by category	SC Human Affairs Commission	Human Resources	Diversity and longevity of agency staff	Agency employees	0100.000000.000 Administration	
2.2.2	Agency staff turnover rate	12.50%	11%	Percent	Equal to or less than	State Fiscal Year	Number of employees separated from employment with the agency, divided by total number employed by the agency	SCVRD personnel records, SCEIS	SCVRD Human Resources Department	Experienced staff with institutional knowledge	Agency customers (job seekers and employers)	0100.000000.000 Administration	
3.1 Efficient service delivery that positively impacts long-term outcomes State Objective: Government and Citizens													
3.1.1	Median quarterly earnings of program participants who are employed at case closure	\$ 6,760	\$ 6,899	Dollar Amount	Equal to or greater than	State Fiscal Year	Median quarterly earnings of program participants who are in unsubsidized employment at the time of case closure	Unemployment Insurance wage record matches; State Wage Interchange System (SWIS) wage record matches; supplemental wage verification survey; The Work Number (Equifax) wage record searches	SCVRD internal Reports Hub (Home > Program Integrity)	Competitive wages sustained after case closure	Agency consumers	0502.100000.000 Basic Service Program	
3.1.2	Amount each successfully rehabilitated consumer will repay in taxes for each dollar spent on his or her rehabilitation	\$ 3.60	\$ 3.00	Dollar Amount	Equal to or greater than	State Fiscal Year	Validated Formula - factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	Internal Economic Analysis Report (M7)	Planning & Program Evaluation department	Return on investment	Taxpayers	0502.100000.000 Basic Service Program	
3.1.3	Median days from application to eligibility	21	21	Count	Equal to or less than	State Fiscal Year	Median value for number of days elapsed between date of application and date eligibility determined for all applicants determined eligible during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely determination of eligibility for agency services	Applicants for agency services	0502.100000.000 Basic Service Program	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
3.1.4	Median days from eligibility to vocational objective	11	11	Count	Equal to or less than	State Fiscal Year	Median value for number of days elapsed between date of eligibility and date vocational objective established for all consumers who set a vocational objective during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely establishment of a vocational objective	Applicants determined eligible for agency services	0502.100000.000 Basic Service Program		
3.1.5	Median days from vocational objective to Individualized Plan for Employment (IPE)	5	5	Count	Equal to or less than	State Fiscal Year	Median value for number of days elapsed between date vocational objective established and date IPE developed for all applicants who have a plan developed during the SFY	Case service documentation in SCVRD Case Management System	Time in Status report on SCVRD Report Hub (Home > Service Delivery > Consumer Services > Time in Status - Application to IPE)	Timely development of individualized plans for services	Consumers who have an individualized plan for employment developed during the year	0502.100000.000 Basic Service Program		
3.2 Continued evaluation and improvement of key processes													State Objective: Government and Citizens	
3.2.1	Agreed Upon Procedures audit findings	4	0	Count	Equal to or less than	State Fiscal Year	Application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	Office of State Auditor	Finance department	Internal controls in accounting	Taxpayers	0100.000000.000 Administration		
3.2.2	Program Integrity Compliance Assurance results	97.60%	95%	Percent	Equal to or greater than	State Fiscal Year	Total number of correct procedural and substantial questions, divided by total number of correct and incorrect questions	State Office Quality Assurance reviews	Program Integrity report on SCVRD Reports Hub (Home > Program Integrity)	Adherence to Consumer Services policy	Field office staff	0502.100000.000 Basic Service Program		
3.2.3	Proportion of compliant eligibility determination cases that used an extension letter to stay compliant with required timeframe	19.50%	15%	Percent	Equal to or less than	State Fiscal Year	Number of cases for which an extension letter was used, divided by total number of eligibility determinations made	Case service documentation in SCVRD Case Management System	Noncompliance Report on SCVRD Reports Hub (Home > Planning and Program Evaluation Internal Reports > Noncompliance Report)	Timely determination of eligibility for agency services	Applicants for agency services	0502.100000.000 Basic Service Program		

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.2.4	Proportion of compliant IPE development cases that used an extension letter to stay compliant with required timeframe	14.30%	13%	Percent	Equal to or less than	State Fiscal Year	Number of cases for which an extension letter was used, divided by total number of IPEs developed	Case service documentation in SCVRD Case Management System	Noncompliance Report on SCVRD Reports Hub (Home > Planning and Program Evaluation Internal Reports > Noncompliance Report)	Timely development of individualized plans for services	Consumers who have an individualized plan for employment developed during the year	0502.100000.000 Basic Service Program	
3.3 Ensure safety, security and adequacy of infrastructure. State Objective: Government and Citizens													
3.3.1	Experience Modifier (E-mod) used for insurance premium levels	0.99	1.5	Ratio	Equal to or less than	State Fiscal Year	E-mod for all 25 Job Readiness Training Centers added to E-mod for agency employees, then averaged	State Accident Fund	Legal, Safety and Risk Management department	Safe environment, cost containment	Agency staff and customers	0100.000000.000 Administration	
3.3.2	Percentage of SOC alert incidents addressed and reported within 24 hours	100%	100%	Percent	Equal to or greater than	State Fiscal Year	Number of Security Operations Center (SOC) alerts successfully addressed and reported to DIS, divided by the total number of SOC alerts	State Division of Information Security (DIS)	Information Technology department	Prevention of invasions of network firewall	Information Technology department	0100.000000.000 Administration	
3.3.3	Employee click rate on mock phishing email attempts	6.80%	15%	Percent	Equal to or less than	State Fiscal Year	Aggregated count of employee clicks on links in mock phishing emails, divided by the aggregated count of mock phishing emails sent across all campaigns during the SFY	Phishing Security Tests administered by agency IT department	Information Technology department	Prevent malicious attacks and scams while using networked devices	Information Technology department	0100.000000.000 Administration	
4.1 Mutually beneficial partnerships with business and industry that provide employment/training opportunities for consumers and a talented, skilled workforce for the business community State Objective: Public Infrastructure and Economic Development													
4.1.1	Repeat business customer rate	25.90%	25%	Percent	Equal to or greater than	State Fiscal Year	Number of employers in the state who utilized Agency services during the report year AND previously in the past three years, divided by the number of employers in the state who received Agency services during the past three years	Service records created by agency personnel in SCVRD Universal Business System (UBS)	SCVRD Effectiveness in Serving Employers dashboard on internal SCVRD Reports Hub (Home > Service Delivery > Business Services > SCVRD Effectiveness in Serving Employers)	Continuing support for employers	South Carolina Employers served in the previous 3 years	0502.100000.000 Basic Service Program	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.2	Employers/businesses served	2,079	2,100	Count	Equal to or greater than	State Fiscal Year	Total, unduplicated count of unique business establishment locations served	Service records created by agency personnel in SCVRD Universal Business System (UBS)	SCVRD Effectiveness in Serving Employers dashboard on internal SCVRD Reports Hub (Home > Service Delivery > Business Services > SCVRD Effectiveness in Serving Employers)	Employer Services aimed at accessing untapped labor pools, information and support, engagement in strategic planning/ economic development, training, and workforce recruitment assistance	South Carolina employers	0502.100000.000 Basic Service Program	
4.1.3	Job Readiness Training Centers (JRTCs) business partner hiring	38.10%	50%	Percent	Equal to or greater than	State Fiscal Year	Number of JRTC business partners that hired Agency consumers during the report year, divided by the total number of businesses partnering with the JRTCs during the report year	Business profiles in SCVRD Universal Business System (UBS)	JRT Impact Report dashboard on internal SCVRD Reports Hub (Home > Service Delivery > JRT Services > JRT Impact Report)	Job opportunities with JRTC business partners	Agency consumers who receive Job Readiness Training services	0502.100000.000 Basic Service Program	
4.2 Enhance direct outreach to and development of referral sources for targeted populations. State Objective: Public Infrastructure and Economic Development													
4.2.1	Proportion of referrals and applicants with brain injury and spinal cord injury	1.40%	1.40%	Percent	Equal to or greater than	State Fiscal Year	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with brain or spinal cord injuries	0502.100000.000 Basic Service Program	
4.2.2	Proportion of referrals and applicants with Intellectual Disability and Autism Spectrum Disorders	12.90%	13%	Percent	Equal to or greater than	State Fiscal Year	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with Intellectual Disability or Autism Spectrum Disorders	0502.100000.000 Basic Service Program	
4.2.3	Proportion of referrals and applicants who identify as Hispanic/Latinx	3.40%	3%	Percent	Equal to or greater than	State Fiscal Year	Number of referrals/ applicants from the target population (primary or secondary disability), divided by the total number of referrals/ applicants who had a trial work experience or were determined eligible for services	Case service documentation in SCVRD Case Management System	Source query on SCVRD Reports Hub (Home > Consumer Services Development Testing > Cases Served by Cause or Impairment)	Outreach to a potentially underserved population	Job seekers with disabilities who identify as Hispanic/Latinx	0502.100000.000 Basic Service Program	

2023

Budget Data

as submitted for the Accountability Report by:

H1730 - Vocational Rehabilitation Department

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
0100.000000.000	Administration	Administrative functions of the Agency (Cost Allocation Plan calculations)	\$ 601,514.87	\$ 153,409.97	\$ 5,917,182.83	\$ 6,672,107.67	\$ 1,502,009.00	\$ 115,000.00	\$ 7,894,018.00	\$ 9,511,027.00
0502.100000.000	Basic Service Program	Delivery of services to eligible South Carolinians with disabilities to prepare and assist them to achieve and maintain competitive employment	\$ 13,334,479.45	\$ 12,225,465.53	\$ 41,414,098.38	\$ 66,974,043.36	\$ 11,479,186.00	\$ 29,982,118.00	\$ 49,043,612.00	\$ 90,504,916.00
0502.250000.000	Special Projects	Special grant programs and contracts targeted to specific areas, including In-Service Training and Supported Employment	\$ 10,393.30	\$ 64,687.54	\$ 187,476.76	\$ 262,557.60	\$ 66,557.00	\$ -	\$ 1,452,619.00	\$ 1,519,176.00
2504.000000.000	Disability Determination Div	Adjudication of SSI/SSDI claims for the Social Security Administration	\$ -	\$ 2,769,660.07	\$ 26,944,206.84	\$ 29,713,866.91	\$ -	\$ 3,214,572.00	\$ 45,801,197.00	\$ 49,015,769.00
9500.050000.000	State Employer Contributions	Employee fringe benefits	\$ 4,715,314.38	\$ 1,081,502.23	\$ 17,206,300.48	\$ 23,003,117.09	\$ 5,491,064.00	\$ 2,028,511.00	\$ 18,150,661.00	\$ 25,670,236.00
9810.120000X000	VR Center Capital Improvements - State Match	Capital improvements	\$ 211,509.00	\$ -	\$ -	\$ 211,509.00	\$ -	\$ -	\$ -	\$ -
9812.100000X000	Equestrian Center PTSD Program	Pilot program to assist veterans with PTSD	\$ 653.73	\$ -	\$ -	\$ 653.73	\$ 201,303.77	\$ -	\$ -	\$ 201,303.77
9823.140000X000	ADA Compliant Vehicles	Replacement of ADA Compliant Vehicles	\$ 511,059.88	\$ -	\$ -	\$ 511,059.88	\$ 8,940.12	\$ -	\$ -	\$ 8,940.12
9825.130000X000	Technology Infrastructure	Data Protection & Backup System Replacement, Network Switch Upgrades for Security and Phone System Upgrades.	\$ -	\$ -	\$ -	\$ -	\$ 269,250.00	\$ -	\$ -	\$ 269,250.00

2023

Legal Data

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
(A221, R263, H4698) Amending Section S.C. Code §40-47-32, Code of Laws of South Carolina	State	Statute	Waives licensing requirement of an additional state examination for physicians employed by SCVRD's Disability Determination Services as medical consultants who review records and do not perform clinical duties.	Requires a manner of delivery		No Change
(A54, R80, S462) Amending Section S.C. Code §59-39-100, Code of Laws of South Carolina	State	Statute	Requires SCVRD to collaborate with the state Department of Education, the Department of Employment and Workforce, businesses and stakeholders, to develop criteria for a uniform state-recognized employability credential that is aligned with the program of study for students with a disability whose Individualized Education Program (IEP) team determines that a diploma pathway would not provide a free appropriate public education.	Requires a manner of delivery		No Change
§12-37-250	State	Statute	Requires SCVRD to, upon request of the person, evaluate any person for total and permanent disability, based upon SCVRD standards, for the purpose of claiming a homestead exemption from property taxes.	Requires a service	Evaluation of disability claims for homestead exemption	No Change
§24-13-2110	State	Statute	Requires SCVRD to collaborate and adopt a memorandum of understanding with the South Carolina Department of Corrections, Probation, Parole and Pardon Services, Department of Employment and Workforce, Alston Wilkes Society, and other private sector entities to establish each agency's responsibilities in assisting inmates in preparing for meaningful employment upon release from confinement.	Requires a manner of delivery		No Change
§24-19-60	State	Statute	Permits SCVRD to operate reception and evaluation centers for youthful offenders, in cooperation with and pursuant to a cooperative agreement with the Department of Corrections Youthful Offender Division, utilizing Department of Corrections funds that are appropriate for matching with Federal Vocational Rehabilitation funds	Requires a manner of delivery		No Change
§24-19-80	State	Statute	Permits SCVRD to operate reception and evaluation centers for youthful offenders to make a complete study of each committed youthful offender, including a mental and physical examination, to ascertain his personal traits, his capabilities, pertinent circumstances of his school, family life, any previous delinquency or criminal experience, and any mental or physical defect or other factor contributing to his delinquency, and make recommendations as to the offender's treatment.	Requires a service	Examine youthful offenders and make recommendations as to treatment	No Change
§43-5-1125	State	Statute	Requires SCVRD, upon request of the SC Department of Social Services, to perform a disability assessment of an AFDC recipient or a person for whom an AFDC recipient is caring if the recipient or the person for whom they are caring are incapacitated.	Requires a service	Disability assessment	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
§44-22-190	State	Statute	Requires SCVRD to work with SC DEW and SC DMH in a coordinated effort to find employment for mentally disabled citizens and provide services including, but not limited to, counseling, referral, timely notification of job listings, and other services provided by SCVRD.	Requires a service	Counseling, referral, timely notification of job listings and other services provided by SCVRD	No Change
§44-26-200	State	Statute	Requires SCVRD to work with SC DEW and SC DMH in a coordinated effort to find employment for intellectually disabled citizens and provide services including, but not limited to, counseling, referral, timely notification of job listings, and other services provided by SCVRD.	Requires a service	Counseling, referral, timely notification of job listings and other services provided by SCVRD	No Change
§44-28-360 & 370	State	Statute	Requires SCVRD to provide care or treatment for eligible beneficiaries of a Disability Trust Fund created under Title 44, Chapter 28 and to be one of three agencies to promulgate regulations for the fund.	Requires a service	Care or treatment for eligible beneficiaries	No Change
§44-28-40	State	Statute	Requires SCVRD to provide care or treatment for a beneficiary of a Self-Sufficiency Trust Fund created under Title 44, Chapter 28	Requires a service	Care or treatment for eligible beneficiaries	No Change
§59-51-20	State	Statute	Requires SCVRD to cooperate with Wil Lou Gray Opportunity School to provide personal and social adjustment and prevocational and vocational courses for persons with disabilities.	Requires a service	Personal and social adjustment and prevocational and vocational courses for persons with disabilities	No Change
§9-1-1540	State	Statute	Allows the SC Retirement System to contract with SCVRD to evaluate medical evidence for disability retirement applications submitted by members of SCRS, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation. SCRS may condition the approval of a disability requirement application upon the member's participation in VR services.	Requires a service	Evaluation of disability retirement applications submitted by members of SCRS	No Change
§9-11-80	State	Statute	Allows the SC Police Officers Retirement System to contract with SCVRD to evaluate medical evidence for disability retirement applications submitted by members of SCRS, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation. SCRS may condition the approval of a disability requirement application upon the member's participation in VR services.	Requires a service	Evaluation of disability retirement applications for SC Police Officers Retirement System	No Change
§9-9-68	State	Statute	Allows the SC Retirement System to contract with SCVRD to evaluate medical evidence for disability retirements for members of the General Assembly elected prior to the general election of 2012, provide vocational rehabilitation services to members on disability retirement, and provide recommendations to the Retirement System regarding the member's vocational rehabilitation.	Requires a service	Evaluation of disability retirement applications submitted by members of the General Assembly elected prior to the general election of 2012; provide vocational rehabilitation services to members on disability retirement; provide recommendations on vocational rehabilitation	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
20 CFR 404 Subpart Q (for Disability Determination Services)	Federal	Regulation	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	Requires a service	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.	No Change
20 CFR 404.1503 (for Disability Determination Services)	Federal	Regulation	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	Requires a service	Adjudication of claims for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits for individuals with disabling conditions.	No Change
South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	Requires a service	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.	No Change
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.1	State	FY23-24 Proviso	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	Not related to agency deliverable	Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.2	State	FY23-24 Proviso	(VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.	Not related to agency deliverable	Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.3	State	FY23-24 Proviso	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	Not related to agency deliverable	Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.4	State	FY23-24 Proviso	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	Not related to agency deliverable	Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.5	State	FY23-24 Proviso	(VR: Deferred Maintenance, Capital Projects, Ordinary Repair and Maintenance) The Department of Vocational Rehabilitation is authorized to establish an interest bearing fund with the State Treasurer to deposit funds appropriated for deferred maintenance and other one-time funds from any source. After receiving any required approvals, the department is authorized to expend these funds for the purpose of deferred maintenance, capital projects, and ordinary repair and maintenance. These funds may be carried forward from the prior fiscal year into the current fiscal year to be used for the same purpose.	Not related to agency deliverable	Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only
State Appropriations Act 84, 2023-2024 (R102, H4300) Section 103 - E500-Revenue and Fiscal Affairs; 103.3- RFAO: SC Health & Human Services Data Warehouse	State	FY23-24 Proviso	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	Requires a service	Data that is required to be submitted according to the proviso Previously State Appropriations Act 239, 2022-2023 (R271, H5150)	Amended Proviso Number Only
The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Statute	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Requires a service	Vocational rehabilitation services for individuals with physical or mental impairments to employment to prepare and assist them in achieving and maintaining competitive, integrated employment.	No Change
Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Public Law #113-128; 34 CFR Parts 361, 363, 397.463.	Federal	Statute	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	Requires a service	Vocational rehabilitation services provided in accordance with a Unified State Plan submitted in cooperation with other core partner entities of the act, with an emphasis on competitive, integrated employment outcomes, pre-employment transition services, measurable skills gains, employment credential gains, and effectiveness in serving the business community.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2023
S. 533 (R237, Act 209)	State	Statute	To prohibit the use of Section 14(c) of the Fair Labor Standards Act of 1938 to pay subminimum wages to individuals with disabilities, establish the South Carolina Task Force on Eliminating the Subminimum Wage, and also enact the "Employment First Initiative Act" to encourage state agencies to encourage competitive employment for individuals with disabilities.	Board, commission, or committee on which someone from our agency must/may serve	Establishes the SC Task Force on Eliminating the Subminimum Wage, comprised of 13 members, one of which is the "Director of the SCVRD, or his designee." The first duty of the Task Force is to develop a plan to phase out the use of the subminimum wage by August 1, 2024. Included in S. 533 is a version of the Employment First Initiative Act which encourages all state agencies to adopt a policy that encourages competitive integrated employment for individuals with disabilities.	No Change
H.3726, (Act 67, R84) Statewide Workforce Development Act	State	Statute	To amend the South Carolina code of laws by adding Chapter 30 to Title 41 so as to enact the "Statewide Education and Workforce Development Act", to state the purpose of the chapter, to create the Office of Statewide Workforce Development in the Department of Employment and Workforce and provide for the management and functions of the office, to transfer the Coordinating Council for Workforce Development to the department and provide for the composition and functions of the council, to create an executive committee of the coordinating council and provide for the composition and functions of the committee	Board, commission, or committee on which someone from our agency must/may serve	Effective 5-19-23	Added

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Services Data

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2023	Summary of changes to services
Counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; pre-employment transition services; job readiness and skills training; assistive technology; job retention services; substance abuse recovery; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.	Eligible individuals with a physical or mental impairment that hinders them from working and who require and are able to benefit from vocational rehabilitation services that would lead to competitive, integrated employment	Adults and youth with disabilities in the labor force	Families and employers of individuals with disabilities	Area (Field) Offices	Direct service provision to Department consumers and business partners	Individuals with disabilities would not have services needed to obtain and maintain competitive employment and would instead rely more heavily upon taxpayer-funded public benefits for their support.	No Change	
Provision of qualified, well-prepared candidates for employment, internships or apprenticeships; supported employment services (on-site job coaching), on-the-job training; rehabilitation technology applications such as job site modifications to accommodate employees with disabilities; job retention services for employees whose jobs are jeopardized by disabling conditions, including substance abuse recovery; outsource opportunities at SCVRD work training centers, where agency consumers in job readiness training perform tasks outsourced by industry.	Several hundred employers throughout South Carolina who hire VR consumers, provide work training opportunities for consumers, or both.	South Carolina businesses' employers	Job seekers with disabilities	Area (Field) Offices	Direct service provision to Department consumers and business partners	Employers with hiring and outsourcing needs would have fewer qualified applicants and miss out on opportunities to build talent pipelines.	No Change	
Process initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Perform continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	To be eligible an individual must not be able to engage in any substantial gainful activity because of a physical or mental impairment that is expected to last for a continuous period of 12 months or result in death. For SSI Disabled Child's benefits a child must have a medically determinable impairment that results in marked and severe functional limitations. Demographics range from children at birth up to individuals under full-retirement age (currently age 66).	Social Security and Supplemental Security Income claimants	Families of Social Security and Supplemental Security Income claimants	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.	No Change	
Processes claims for Medicaid disability benefits.	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).	Medicaid applicants with disabilities	Families of Medicaid applicants with disabilities	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.	No Change	
Process disability claims by South Carolina state employees.	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).	State employees with disabilities	Families of state employees with disabilities	Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Eligible individuals with disabilities would not access benefits to which they are entitled.	No Change	

2023

Partnerships Data

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Higher Education Institute	USC Rehabilitation Counseling Program	Master's level instruction for staff; in-service training for staff.	No Change
Federal Government	Veterans Administration	Agreement for VR to provide work evaluations for the VA's Vocational Rehabilitation and Employment program; local VR office referrals from the VA's community based outpatient clinics. DDS has partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for veterans who are inpatients at VA facilities.	No Change
Non-Governmental Organization	Walton Options for Independent Living	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.	No Change
State Government	Wil Lou Gray Opportunity School	To provide vocational rehabilitation services for "at risk" youth with disabilities.	No Change
State Government	Commission for Minority Affairs	Provides translation of SCVRD forms; Resource for consumers	No Change
Non-Government Organization	AccessAbility	Consumer referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits.	No Change
State Government	Adult Education	WIN instruction and testing; WIOA core partner.	No Change
Non-Government Organization	Brain Injury Association of SC	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.	No Change
Higher Education Institute	Center for Disability Resources	Mutual referrals; education and awareness; training and technical assistance.	No Change
Professional Association	Council of State Administrators of Vocational Rehabilitation (CSAVR)	CSAVR is composed of the chief administrators of the public rehabilitation agencies serving individuals with physical and mental disabilities in the States, District of Columbia, and the territories. These agencies constitute the state partners in the State-Federal program of rehabilitation services provided under the Rehabilitation Act of 1973, as amended	No Change
State Government	Department of Commerce	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies.	No Change
State Government	Department of Corrections	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.	No Change
State Government	Department of Employment and Workforce	Unified planning for implementation of Workforce Innovation and Opportunity Act (WIOA); coordinated business services teams; youth programs. DEW coordinates the State Workforce Development Board and Local Workforce Development Boards, as well as the SC Works system. WIOA core partner.	No Change
State Government	Department of Health and Human Services	To provide complementary services leading to competitive employment of consumers; provide Medicaid disability claims processing.	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	Department of Juvenile Justice	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.	No Change
State Government	Department of Probation, Pardon and Parole Services	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities.	No Change
State Government	Dept. of Disabilities and Special Needs	VR provides complementary, non-duplicative services leading to competitive employment of consumers; DDSN is an extended complementary service provider beyond the term of VR involvement; also partner in assistive technology services.	No Change
State Government	Dept. of Mental Health	To provide complementary, non-duplicative services leading to competitive employment of consumers. To process pre-release applications for Social Security and Supplemental Security Income Disability benefits to assist in the release and placement of DMH patients. To provide expedited processing of SOAR Social Security and Supplemental Security Income Disability applications for homeless individuals with mental illnesses.	No Change
State Government	Dept. of Social Services	To provide complementary services leading to competitive employment of consumers; WIOA state plan collaboration.	No Change
State Government	Developmental Disabilities Council	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.	No Change
Non-Government Organization	Diabetes Outreach Council	Mutual referrals of persons with diabetes; education and awareness activities.	No Change
Non-Government Organization	Disability Rights South Carolina	Advocacy for people with disabilities and resolution of service issues. Operates the Client Assistance Program, representing and advocating for SCVRD's consumers.	No Change
State Government	Division of State Human Resources	Staff training resources; classification and compensation; professional growth training such as Certified Public Manager Program. HR policy approvals and delegation audits related to salary, classification, and temporary salary adjustments.	No Change
State Government	Emergency Management Division	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.	No Change
Non-Government Organization	Multiple Sclerosis Society of South Carolina	Mutual referrals of persons with multiple sclerosis; education and awareness activities.	No Change
Non-Government Organization	National Employment Team (The NET)	National and regional collaboration of the public vocational rehabilitation program and major companies/businesses to generate employment opportunities for people with disabilities. Coordinated by Council of State Administrators of Vocational Rehabilitation.	No Change
Non-Government Organization	Project HOPE Foundation	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior Analysis therapy, education, training, social groups and adult programs. SCVRD provides employment services.	No Change
Federal Government	Rehabilitation Services Administration	Administers the formula grant program for state vocational rehabilitation agencies. Is charged with evaluating, monitoring, and reporting on the implementation of Federal policy and programs and the effectiveness of vocational rehabilitation, supported employment, and other related programs for individuals with disabilities;	No Change
Higher Education Institute	S.C. Assistive Technology Program	Education and awareness; provision of assistive technology devices for persons with disabilities.	No Change
State Government	S.C. Commission for the Blind	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency. WIOA core partner.	Amend

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
K-12 Education Institute	S.C. School Districts/Dept. of Education	Pre-employment transition services in all districts.	Amend
Higher Education Institute	S.C. State University Rehabilitation Counseling Program	Master's level instruction for staff; in-service training for staff.	No Change
State Government	S.C. Technical College System	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD consumers.	No Change
State Government	S.C. Workers' Compensation Commission	Referrals of persons with disabling conditions for SCVRD services.	No Change
Non-Government Organization	SC Association for the Deaf	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	No Change
Professional Association	SC Industry Liaison Group	Promotion of employment of SCVRD consumers and exposure to federal contractors seeking qualified job candidates with disabilities.	No Change
State Government	SC School for the Deaf and the Blind	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	No Change
Federal Government	Social Security Administration	Adjudication of initial and reconsideration claims for Social Security and Supplemental Security Income disability benefits; continuing disability reviews; participation in Cooperative Disability Investigations Unit.	No Change
Non-Government Organization	SOS Healthcare	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior Analysis therapy, education, training, social groups and adult programs. SCVRD provides employment services.	No Change
Non-Government Organization	Spinal Cord Injury Association of SC	Mutual referrals of persons with spinal cord injuries; education and awareness activities.	No Change
State Government	State Accident Fund	Insurance issues and advisory capacity.	No Change
Non-Government Organization	State and Local Chambers of Commerce	Development of business relationships to enhance employment opportunities for SCVRD consumers.	No Change
State Government	State Auditor's Office	Provision of audits.	No Change
Non-Government Organization	Transition Alliance of South Carolina	Brings multiple agencies and organizations together to enhance school-to-work transition services.	No Change
Non-Government Organization	Unumb Center	Mutual referrals of individuals across the autism spectrum; foundation provides wide range of services including family support, Applied Behavior Analysis therapy, education, training, social groups and adult programs. SCVRD provides employment services.	No Change

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Reports Data

as submitted for the Accountability Report by:

H730 - Vocational Rehabilitation Department

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Schedule of Expenditures of Federal Awards		Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	August-22	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Director of Grants and Funds Management Swalker@scvrd.net 803-896-6504	No Change	
State Fiscal Year Closing Packages		Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	September-23	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Director of Grants and Funds Management Swalker@scvrd.net 803-896-6504	No Change	
State Information Technology Plan		Information about state technology purchases	July-23	Other	South Carolina state agency or agencies	Electronic file available upon request	Jay Rolin, Chief Information Officer Information Technology department jrolin@scvrd.net 803-896-6825	No Change	
Travel Report		Agency travel expenses for the prior fiscal year.	August-23	Annually	South Carolina state agency or agencies	Available on another website	https://dc.statelibrary.sc.gov/handle/10827/42038	No Change	
Vocational Rehabilitation Financial Report (RSA-17)		The RSA-17 collects data on VR program activities for agencies funded under the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by title IV of the Workforce Innovation and Opportunity Act (WIOA).	August-23	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-17	No Change	
WIOA Annual Performance Report (ETA-9169)	Public Law 113-128 34 CFR 361	Statewide performance report that captures participants served, participants exited, funds expended, cost per participant served, participant characteristics, and WIOA common performance measures	September-22	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/wioa-resources/wioa-annual-reports	No Change	
Agency Accountability Report	§ 1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."	September-22	Annually	Governor or Lt. Governor AND Legislative entity or entities AND South Carolina state agency or agencies	Provided to LSA for posting online	https://www.scstatehouse.gov/reports/aar2022/H730.pdf	No Change	
Agreed Upon Procedures		Agreed upon procedures audit.	July-23	Annually	South Carolina state agency or agencies	Available on another website	http://osa.sc.gov/reports/	No Change	
Bank Account Transparency and Accountability		Information on all transactions in accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or SCEIS	October-22	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Director of Grants and Funds Management Swalker@scvrd.net 803-896-6504	No Change	
Debt Collection Report		Amount of agency's outstanding debt and all methods it has used to collect that debt.	March-23	Annually	Legislative entity or entities AND South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Director of Grants and Funds Management Swalker@scvrd.net 803-896-6504	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
EEO Report		Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	November-22	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	https://dc.statelibrary.sc.gov/handle/10827/11987	No Change	
Energy Conservation Annual Progress Report		Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	September-22	Annually	South Carolina state agency or agencies	Available on another website	https://energy.sc.gov/sites/energy/files/Documents/view/State%20Energy%20Use%20Report%202022.pdf	No Change	
Federal Project Review	Title 2, Chapter 65 of the SC Code of Laws	Detailed statements on sources of federal funds	February-23	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Sabrina Walker, Director of Grants and Funds Management Swalker@scvrd.net 803-896-6504	No Change	
Internal Audits		Perform independent assurance and consulting engagements in compliance with Institute of Internal Audit Standards; Federal and State laws; and Vocational Rehabilitation Policy and Procedures. Audit engagements are derived from an annual enterprise risk assessment that incorporates feedback from all levels of the agency. Types of engagements to be performed include financial audits, compliance audits, information technology audits, process audits. Internal audits also conducts special request audits as directed by the Commissioner or Director of Administration.	July-23	Other	South Carolina state agency or agencies	Electronic copy available upon request	Keri Dowd-Pugh, Senior Administrative Manager Kdowd-Pugh@scvrd.net 803-896-4838	No Change	
Minority Business Enterprise Utilization Plan		Establishment of goal for spending a certain percentage of each governmental body's total dollar amount of funds expended with minority business enterprises (MBEs) certified by the Office of Small and Minority Business Assistance	September-23	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Scott Dobreiner, Procurement Manager sdobreiner@scvrd.net 803-896-6333	No Change	
RSA-722 Annual Report on Appeals Process	Public Law 93-112, as amended in P.L. 114-95 34 CFR Part 361	Data on complaints received from SCVRD clients and the resolution/results of appeals	July-23	Annually	Entity within federal government	Available on another website	https://rsa.ed.gov/data/view-submission-rsa-722	No Change	
RSA-911 Case Services Report	Public Law 113-128 34 CFR 361	Captures a variety of demographic and service data for each individual who applies for and receives services during the fiscal year	August-23	Quarterly	Entity within federal government	Available on another website	https://rsa.ed.gov/performance/rsa-911-policy-directive	No Change	

AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H730	SECTION:	32

**2023
Accountability Report**

SUBMISSION FORM

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

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

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/14/2023 8:40 AM
<i>(TYPE/PRINT NAME):</i>	Felicia. W. Johnson	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/14/2023 8:40 AM
<i>(TYPE/PRINT NAME):</i>	Roxanne B. Breland	