AGENCY NAME:	South Carolina Commission for the Blind	
AGENCY CODE:	L24	Section:

Fiscal Year 2018–2019 Accountability Report

SUBMISSION FORM

AGENCY MISSION

The mission of the South Carolina Commission for the Blind is to provide quality, individualized vocational rehabilitation services, independent living services, and prevention of blindness services to blind and visually impaired consumers leading to competitive employment and social and economic independence.

AGENCY VISION

The vision of the agency is to become a national model vocational rehabilitation agency for the blind, demonstrating quality services, accountability, innovation, effectiveness and efficiency.

Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

	Yes	No
RESTRUCTURING		
RECOMMENDATIONS:		\boxtimes

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-30.

	Yes	No
REPORT SUBMISSION		
COMPLIANCE:	\boxtimes	

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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. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

	Yes	No
RECORDS		19
MANAGEMENT	\boxtimes	
COMPLIANCE:		

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	No
REGULATION		**************************************
REVIEW:	\boxtimes	

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

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Elaine Robertson	803-898-1049	Elaine.robertson@sccb.sc.gov
SECONDARY CONTACT:			

I have reviewed and approved the enclosed FY 2018–2019 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR
(SIGN AND DATE):

(TYPE/PRINT NAME):

Elaine M. Robertson/ Interim Director

BOARD/CMSN CHAIR
(SIGN AND DATE):

(TYPE/PRINT NAME):

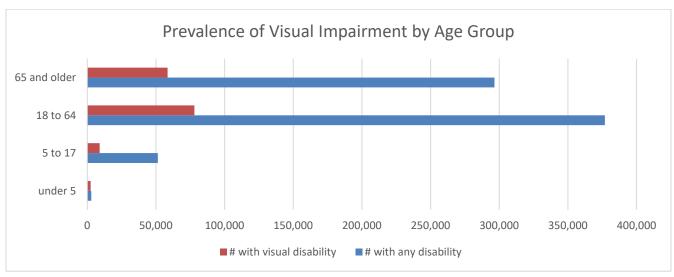
Peter A. Smith/Board Chairperson

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AGENCY'S DISCUSSION AND ANALYSIS

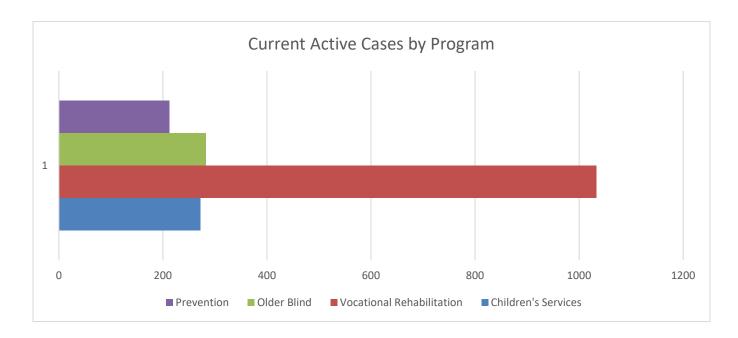
The South Carolina Commission for the Blind is the primary provider in the state for services to citizens who are Blind or visually impaired and need assistance in obtaining employment, education, and maintaining independence. The agency provides services beginning at age 3 and resources for all ages from birth. The Vocational Rehabilitation program is the largest and serves adult consumers through services that prepare them for employment so they can be as self-sufficient as possible given their individual diagnosis. We offer Transition services to youth ages 13 to 24 that prepare them to enter college, a vocational training program, or straight into employment upon completion of high school. Our Children's program serves children aged 3 to 12 and ensures that they are receiving the necessary technology and skills training to lead them to independence. This program also works closely with parents and teachers to provide resources and education that support the children. As people age the risk of severe visual impairment increases and often an older person finds it difficult to remain in their own home. To reduce the burden on state social services in providing care for this population, SCCB has the Older Blind program. Citizens who are 55 and older, not interested in employment, can receive training and tools that will enable them to remain in their homes much longer. The Training & Employment program at SCCB offers help with resumes, technology training, and job placement for our consumers. For citizens with low vision issues we have clinics around the state with a licensed Low Vision ophthalmologist who provides screenings and recommendations and provision of in home tools that also enable greater independence. Lastly is our Prevention of Blindness program. This team educates the public about eye safety, financially assists with eyeglasses and surgery for those who have no insurance and no means to pay on their own. Correcting cataracts, low vision, and retinal detachment can make the difference between sight and blindness for an individual.

Based on data from the 2018 Annual Disability Statistics Compendium completed by NIDDLR, in 2017 there were 4,928,260 people living in South Carolina. Of these, 727,701, or 14.8% reported a disability. There were 147,917 citizens who reported a significant visual impairment, including Blindness. The chart below provides a breakdown by age for persons in our state living with a significant visual impairment.



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As displayed above there is a strong need for even greater services from SCCB in all age groups. Currently the primary funding for the agency is received from the federal Department of Education, Rehabilitation Services Grant. This grant is provided annually to the state for provision of Vocational Rehabilitation Services. At this time SCCB only receives 13% of the more than \$60,000,000, yet we are serving just over 20% of persons with disabilities in the state. Funding clearly is a challenge when it comes to providing specialized services. The following chart demonstrates the current active cases within each program, the opportunity for growth within the agency is tremendous.



A primary goal of all Vocational Rehabilitation agencies is to assist consumers in becoming self-sufficient and attaining employment that enables them to no longer require Social Security Disability benefits. Currently there are 32,923 South Carolina citizens receiving SSI or SSDI benefits due to disability.

CHALLENGES AND OPPORTUNITIES

The agency has experience several challenges over the past year as management staff in key positions retired or left for other opportunities. The Director of VR Consumer Services departed the agency early in 2019 which brought several challenges to the Vocational Rehabilitation program in addressing federal requirements such as the Statewide Comprehensive Needs Assessment that was beginning in the spring, Strategic Planning with the assistance of UMass-Boston for the training center on our Columbia campus, and addressing case management compliance issues with the federal changes in performance measures. Our finance director retired in the spring and the person selected for that position chose to leave for another opportunity in July, creating a challenge for end of year closing packages and reconciliations. Along with these challenges, the agency Commissioner also chose to retire and currently the agency is under the guidance of the Board of Commissioners and an Interim Director.

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With the challenges above also came opportunities. Partnerships were developed with other state agencies to assist us in meeting the challenges. This created training and promotional opportunities for current SCCB staff who rose to the challenge. Each program team took on additional duties and supported each other as we navigated the obstacles created by the vacancies. While not all challenges created have been resolved, we are on our way and are confident that all critical positions will be filled and the agency will move forward and continue to grow.

VOCATIONAL REHABILITATION CONSUMER SERVICES DIVISION

The primary goal of VR is to assist consumers in preparing for and obtaining competitive, integrated employment. With the implementation of the Workforce Innovation and Opportunity Act in 2015, emphasis has shifted from quantity to quality. The counselors in this program have received a great deal of training over the past year on how to utilize the labor market to learning skills for motivational interviewing. Counselors work with consumers to identify their interests, skills, and barriers to achieving an employment goal. Services are then provided to reduce or remove the barriers and provide consumers with opportunities for educational growth and training that will lead to a career and not just a job.

There is a great team within this program that includes the Ellen Beach Mack Rehabilitation Center for Employment and Independence. Consumers attend classes at the center to learn necessary skills such as Orientation & Mobility, Braille, Assistive Technology, Home Management, and Manual Arts. Over the past year a new curriculum was developed that provides instructors with a method of measuring skill gains within their classes. Over the next year the center will be implementing a new strategic plan to increase the number of consumers they serve and to provide greater individualization of services. VR is also working closely with Children's Services to build relationships with schools and provide a smooth adjustment from Children's Services to Youth Transition Services at age 13.

Over the past year a regional director successfully completed the Mississippi State Vision Rehabilitation Specialist Program, UMass Boston conducted a needs assessment at the EBMRCEI training center and recommended several opportunities for improvement that are currently being implemented, VR staff attended trainings at the Helen Keller National Institute, and program staff represented the agency at the SC AER conference, South Carolina Disability Coalition Committee, SC Deaf/Blind Project, the Transition Alliance of SC, and the SC APSE organization.

Over the past year this program has persevered through the transition of losing the VR Consumer Services Director, 6 months of operating under an interim director, and recently gaining a new director. Turnover continues to be a problem as SCCB is unable to compensate at the same rate as similar state agencies due to budget constraints. This continues to be a challenge across the entire agency, not just this program. Given the challenges, this program continues to provide excellent services including a summer teen program that provides visually impaired teens the opportunity to socialize, participate in an internship, and learn life skills to assist them on their path to self-sufficiency.

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TRAINING AND EMPLOYMENT

The T & E program has shown great progress this year. The calculated placement rate for Employment services was over 70% The diligence of staff in contacting businesses, building relationships, creating training and employment opportunities has been a key focus of the program. Staff was also tasked with creating pre and post assessments for JAWS and Zoom Text training in the rehabilitation center on campus. The assessments were completed and implemented. They are also being utilized for determining skill proficiency for participants in the BRIDGE program and ability to participate in virtual training. The team also created a curriculum that was sent to training partners to focus on skills needed to enter into employment.

The Building Readiness for Individualized Development of Gainful Employment, (BRIDGE), was implemented at the beginning of the year. The first cohort saw 6 participants. Over the 8-week participation period 1 consumer left for personal reasons, 5 graduated with 1 engaged in a registered apprenticeship, 2 were offered and accepted full time employment, and the final participant was offered a position but declined for personal reasons. The success of this program was a huge accomplishment and staff is excited to begin the second cohort in September 2019 under a new program coordinator. The new program has been expanded to include certifications in Customer Service and Sales, Work Keys, and Serve Safe.

OLDER BLIND PROGRAM

During Fiscal Year 2018-2019, our Older Blind Program remained focused on restoring and enhancing the independence of seniors with vision loss in South Carolina. The Counselors worked diligently to maintain quality service standards and exceeded goals, while efficiently administering adjustment skills training, collaborating with community organizations, and coordinating with other service professionals, and business partners. Staff also effectively utilized the expertise of Social Workers, Orientation and Mobility Instructors, Eye Care Physicians, Assistive Technology Staff, and other Rehabilitation Specialists to provide a variety of services that enabled individuals to reach their independent living goals. We received seven hundred referrals, worked with over five hundred individuals, and successfully closed nearly four hundred cases.

Once again, the Older Blind Program collaborated with the National Federation of the Blind to provide Senior Camp sessions. This service provides at least fifty individuals (two camps), from various areas of the state, with the opportunity to receive further adjustment to blindness skills training individually and as a group, peer counseling, health awareness, and enjoy recreational activities. The camp is held in the Upstate of South Carolina during the Spring and Fall seasons.

Due to the increasing number of seniors with vision loss, our current Older Blind Program's workforce is routinely challenged with serving a significant number of consumers. Additionally, the necessary adaptive equipment, which includes digital low vision devices and aids for daily living, has become costlier than in previous years. The Program also addresses costs related to computer software training, contractual Orientation and Mobility training, and associated supplies.

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Active caseloads often routinely average about seventy consumers or more, with a growing number of referrals. There have been periods of time when a few of our OB Counselors worked with caseloads of over one hundred individuals.

To further improve the timeliness of service delivery (training and assessments, coordinating resources and services, follow up reinforcement visits, etc.), it has been determined, through OIB studies, a manageable caseload size is approximately forty-five to fifty consumers. In 2005, prior to the economic recession, our Older Blind Program staff was comprised of 8 Counselors. Since 2011, five Counselors have worked across the state to address the needs of a growing senior population.

CHILDREN'S SERVICES

Children's Services assisted nearly one hundred thirty consumers between the ages of 3 and thirteen and referred eleven individuals to our Vocational Rehabilitation's Transition Program. The Staff also played a vital role in the annual Braille Challenge, which is one of the events our agency hosts in partnership with the SC School for the Deaf and Blind. This year's event provided for nearly fifty youth to demonstrate their Braille skills on the state level. An informational tour of our Rehab facility, as well as an update and networking session were provided for parents and teachers.

While adjustment to vison loss equipment (ex. laptop computers, Braillers, CCTV) needs steadily increase, we continue to work with a modest case service budget. In this program, we may assist some consumers over the course of ten years. Staff is currently working with a caseload of nearly one hundred forty individuals and we are also in the process of gaining referrals to the program. Our focus and challenge is to ensure the adjustment to vision loss needs of each consumer are thoroughly and appropriately addressed. In doing so, it is necessary to provide them with the proper tools to complete required school assignments and ultimately assist them with achieving educational and independent living goals.

LOW VISION CLINICS

The Low Vision Clinic service continued to be the most frequently requested and much needed service among most consumers, especially the senior population. There were nearly four hundred low vision exams completed during this past fiscal year. We also continued providing assessments for homebound consumers. The Low Vision Clinic Coordinator was further involved in agency-sponsored events, and highlighted the benefits of low vision services when assisting some of the Older Blind Program Counselors with awareness presentations.

PREVENTION OF BLINDNESS

The Prevention of Blindness Program had an opportunity to serve eighty-five consumers through sponsoring sight restoring procedures and/or prescription eye glasses. The single counselor for this program has diligently worked to provide education across the state on common causes of Blindness and how they can be prevented. Staff has attended many public events to share information about the program and provided brochures to ophthalmologists in all corners of the state. This program continues to grow as

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a greater number of citizens face conditions such as cataracts and retinal detachment, both major causes of vision loss, both correctable if diagnosed in time, yet not all citizens have insurance or financial means to address their condition. The Prevention program can assist and has enabled consumers of this program to regain visual acuity and remain employed and/or independent.

BUSINESS ENTERPRISE PROGRAM

The BEP program continues to grow and prosper across the state. Working with the VR counselors, recruiting for new vendors is very active. We currently have over 100 vending locations in county, city, state, and federal buildings. This also includes welcome centers and rest areas along the state's highways. The BEP program operates under the regulations of the Randolph Sheppard Act. Under this Act the agency provides training, guidance, a location, equipment, and startup costs for a legally blind individual to become self-employed. They learn to operate vending machines, cafeterias, and snack bars to provide self-sufficiency.

INFORMATION TECHNOLOGY

While it hasn't been fully implemented, the IT Department in collaboration with QA, SCEIS, DTO, and Alliance have made significant progress towards our Financial Interface in the past year. The necessary software development is complete and all that is left is to integrate the product with our business processes. Coordinating the new deployment of mobile devices for our staff at the request of Commissioner appointed committee on improving communication was successful. Employees who travel frequently now have access to modern smartphone devices to improve communication and safety.

Our limited staff is always a challenge and restriction on our development. While there are many possible improvement projects and areas in which our support service could be improved, finding the time to implement these can be difficult leading some projects to be put on hold while others are being worked on. Managing equipment is a challenge within our department. SCEIS acts as our official Fixed Asset management system, but it lacks many capabilities of more IT specific Fixed Asset Management systems. Additionally, dealing with unused equipment is one of the tasks that often gets lower priority over dealing with current support requests or implementing new projects.

QUALITY ASSURANCE

Despite the limitation in staff resources, Quality Assurance completed more than 1100 data validation case reviews in SFY 2019. The expected outcome of the data validation case review results is improvement of data integrity and accuracy of federal reporting. This program has also faced many challenges in meeting the WIOA performance measures as there have been multiple updates to the case management software.

HUMAN RESOURCES

A new Branding Guide was created and the new brochure and logo are in use. The bold colors create new energy and spark conversations which potentially lead to improved community relations. These brochures are available at all of our offices and draw attention to the SCCB table at statewide events.

Since the return rate on our Exit Interviews was low, we have implemented 30, 60, 90 Day Reviews on new hires.

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This has been successful as we have been able to correct some misunderstanding avoiding negative morale and/or isolation. We continue to increase our recruiting and retention efforts.

FINANCE AND ADMINISTRATION

Finance was another department that saw major transition as this fiscal year drew to a close. The long time finance director retired in the spring and then his replacement chose to leave the agency in July. Department of Administration has stepped in with consolidated services to assist SCCB in processing and meeting all of our financial program needs. As we are restructuring the department, the current staff has received a great deal of training to update their skills, learn new skills, and even a promotional opportunity for one.

The agency has seen several transitions in the Administration area as well. Mr. James Kirby, Commissioner of SCCB for over 14 years, has retired. This has been a challenge as the Board began a search for a new Commissioner. The VR Consumer Services Director left the agency in the early spring and a new director was selected recently. With these major personnel changes, along with the loss of two finance directors, this agency has overcome many challenges in the past year. We look forward to rebuilding a strong team as we enter this new year and lead the agency to meeting our mission and vision.

RISK ASSESSMENT AND MITIGATION STRATEGIES

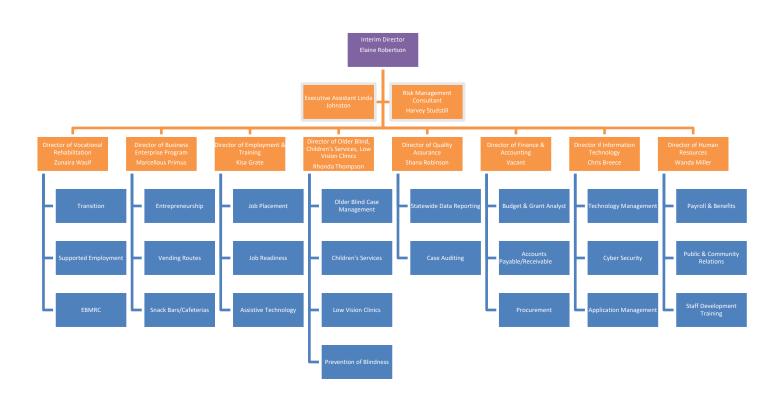
SCCB continues to grow, even more now that we are operating under WIOA. In past years a counselor was required to assist consumers with obtaining employment, it didn't matter where, and then close the case as soon as the consumer had been employed for 90 days. Under WIOA counselors must assist consumers in achieving measurable skill gains, certifications, diplomas, etc. The focus must now be on a career path to encourage long-term employment and career growth for consumers. Closures now take longer because we need to ensure that the consumer has no further needs related to his/her disability and that he/she is capable of maintaining the employment for at least a year. This has created very large caseloads for some counselors as referrals and applications continue to come in but consumers remain on a caseload longer than ever before.

Outside assistance to mitigate this negative impact would be help from other social service agencies to provide the necessary services to SCCB consumers. Agencies such as SC Vocational Rehabilitation Department, SC Department of Disabilities & Special Needs, and SC Department of Mental Health would have staff with qualifications and experience to meet the needs that are not related to visual impairments. SCCB would call upon the National Federation for the Blind and the Association for the Blind to help as well.

Three ways that the General Assembly could help resolve the issue before it became crisis would be:

- 1. Provide financial resources to hire necessary staff, recognizing that as the consumer base grows, so does the need for additional staff to ensure consumer needs are being met.
- 2. Consider legislature in South Carolina that encourages businesses across the state to hire persons with Blindness and visual disabilities by offering incentives and potential tax breaks.
- 3. Consider utilizing SCCB case review data in legislative communications to promote public confidence in the effectiveness and understanding of our programs.

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Agency Name: COMMISSION FOR THE BLIND

Agency Code: L240 Section: 39

Strategic Planning and Performance Measurement Template

								Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	<u>Item#</u> Goal Strategy Measure	Description	Base	2018-19 Target	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Public Infrastructure and Economic Development	G	1	Build external collaborative relationships which enhance employment						
•	S	1.1	Make employment the first priority and preferred outcome for						
	М	1.1.1	Increase partnerships and community engagement.			07/01/2017 to 06/30/2018	VR program documentation & T & documentation	E Database program records	Improves services to consumers by providing more options
	М	1.1.2	Increase training, mentoring, and on the job training opportunties for consumer.			07/01/2017 to 06/30/2018	T & E program documentation	Database program records	Consumers strengthen employment skills
	S	1.2	Increase successful placements and closures in competitive, integrated			00/00/2010	doddiiiciitatioii		Simo
	М	1.2.1	Increase sucessful course completion at the Ellen Beach Mack Rehabiliation Center for Employment	4	10	15 07/01/2017 to 06/30/2018	Course records at the EBMRCE	Monthly reports from EBMRCE	Consumers are able to maintain self suffiency and pursue employment.
Healthy and Safe Families	G	2	Expand opportunities for consumers in the Older Blind and Independent						
	S	2.1	Provide services to increase self-sufficiency for Blind and Visually						
	М	2.1.1	Increase options for home management, technology, and mobility training for Older Blind consumers.	12	18	18 07/01/2017 to 06/30/2018	Documentation maintained in Older Blind Program	MOU copies maintained in finance	Visually impaired citizens over age 55 can remain in their homes and not depend on public support.
Government and Citizens	G	3	Align financial and human resources to utilize all available positions in the						
	S	3.1	Review current programs and positions to determine need for additional						
	М	3.1.1	Increase efficiency and productivity in all programs by aligning FTE's with program need.	116.82	116.82	07/01/2017 to 06/30/2018	HR records	Monthly program reports given during Senior Leadership Meeting	Programs are better equipped to meet their objectives and serve consumers efficiently.
	М	3.1.2	Reduce turnover by improving retention	11%	8%	18% 07/01/2017 to 06/30/2018	HR records	Monthly reports from HR at Leadership Meeting	Higher morale and greater consistency in service provision.
Government and Citizens	G	4	Align programs and policies with new WIOA regulations.						
	S	4.1	Implement information tracking processes to collect information						
	М	4.1.1	Track services provided to businesses as required by RSA.	0	100%	65% 07/01/2017 to 06/30/2018	T & E records	Reported monthly at Leadership Meeting	Federal funding remains secure and services comply with RSA mandates.
	М	4.1.1	Create a plan for tracking financial requirements for Pre-ETS funding.	0	100%	85% 07/01/2017 to 06/30/2018	Finance records	Reported monthly at Leadership Meeting	Agency ensures that 15% of the federal monies received are utilized in providing pre-employment transition services as required by the RSA.
	S	4.2	Evaluate programs affected by new WIOA regulations						
	М	4.2.1	Implement and track Career Boost certificates issues to transition youth	500	1000	256 07/01/2017 to 06/30/2018	AWARE case management system	Reported monthly at Leadership Meeting	Transition age consumers are better prepared for employment and/or post-secondary education.
	М	4.2.2	Design and deliver improved services to employers to promote sensitivity & awareness.	12	24	24 07/01/2017 to 06/30/2018	T & E program documentation	reported monthly at Leadership Meeting	Employers are prepared to bring consumers with disabilities into their workforce.
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Strategic Planning and Performance Measurement Template

								Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	<u>Item#</u> Goal Strategy Measure	Description		2019-20 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Public Infrastructure and Economic Development	G	1	Build external collaborative relationships which enhance employment						
·	S	1.1	Make employment the first priority and preferred outcome for						
	М	1.1.1	Increase partnerships and community engagement.			07/01/2019 to 06/30/2020	VR program documentation & T & documentation	E Database program records	Improves services to consumers by providing more options
	М	1.1.2	Increase training, mentoring, and on the job training opportunties for consumer.			07/01/2017 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
	S	1.2	Increase successful placements and closures in competitive, integrated						
	М	1.2.1	Increase sucessful course completion at the Ellen Beach Mack Rehabiliation Center for Employment	4	10	07/01/2019 to 06/30/2020	Course records at the EBMRCE	Monthly reports from EBMRCE	Consumers are able to maintain self suffiency and pursue employment.
Healthy and Safe Families	G	2	Expand opportunities for consumers in the Older Blind and Independent						
	S	2.1	Provide services to increase self-sufficiency for Blind and Visually						
	M	2.1.1	Increase options for home management, technology, and mobility training for Older Blind consumers.	12	18	07/01/2019 to 06/30/2020	Documentation maintained in Older Blind Program	MOU copies maintained in finance	Visually impaired citizens over age 55 can remain in their homes and not depend on public support.
Government and Citizens	G	2.1.2	Align financial and human resources to utilize all available positions in the						
	S	3 3.1	Review current programs and positions to determine need for additional						
	М	3.1.1	Increase efficiency and productivity in all programs by aligning FTE's with program need. $ \\$	116.82	116.82	07/01/2019 to 06/30/2020	HR records	Monthly program reports given during Senior Leadership Meeting	Programs are better equipped to meet their objectives and serve consumers efficiently.
	М	3.1.2	Reduce turnover by improving retention	11%	8%	07/01/2019 to 06/30/2020	HR records	Monthly reports from HR at Leadership Meeting	Higher morale and greater consistency in service provision.
Government and Citizens	G	4	Align programs and policies with new WIOA regulations.						
	S	4.1	Implement information tracking processes to collect information						
	М	4.1.1	Track services provided to businesses as required by RSA.	0	100%	07/01/2019 to 06/30/2020	T & E records	Reported monthly at Leadership Meeting	Federal funding remains secure and services comply with RSA mandates.
	M	4.1.1	Create a plan for tracking financial requirements for Pre-ETS funding.	0	100%	07/01/2019 to 06/30/2020	Finance records	Reported monthly at Leadership Meeting	Agency ensures that 15% of the federal monies received are utilized in providing pre-employment transition services as required by the RSA.
	S	4.2	Evaluate programs affected by new WIOA regulations						
	M	4.2.1	Implement and track Career Boost certificates issues to transition youth	500	1000	07/01/2019 to 06/30/2020	AWARE case management system	Reported monthly at Leadership Meeting	Transition age consumers are better prepared for employment and/or post-secondary education.
	М	4.2.2	Design and deliver improved services to employers to promote sensitivity $\&$ awareness.	12	24	07/01/2019 to 06/30/2020	T & E program documentation	reported monthly at Leadership Meeting	Employers are prepared to bring consumers with disabilities into their workforce.
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Program Template

															Program Temp
Program/Title	Purpose		FY 2018-19 Expenditures (Actual) FY 2019-20 Expenditures (Projected					s (Projected)		Associated Measure(s)				
riogiani/ fide	ruipose		General	Otl	her	Federal		TOTAL	General	Other		ederal		TOTAL	Associated Measure
I. ADMINISTRATION	Mission focused leadership and sound fiscal stewardship ensure that the agency meets its legal purpose.	\$	1,040,024	\$	895		\$	1,040,919	\$ 998,496				\$	998,496	3.1.1;3.1.2;4.1.1;4.1.2; ²
II. REHABILITIATION SERVICES	Provides quality, individualized services to enable visually impaired citizens to obtain and/or maintain employment.	\$	1,452,371 \$	\$	41,952 \$	6,926,743	\$	8,421,066	\$ 1,374,706	\$ 84,480	\$	7,060,939	\$	X.570.175	1.1.1;1.1.2;1.1.3;3.1.1; ² 1;4.2.2
III. PREVENTION OF BLINDNESS	Provides quality, individualized services to enable visually impaired citizens age 55 and older to maintain independence and self-sufficiency. Prevention assists visually impaired of all ages in preventing blindness.	\$	255,464 \$	\$	11,003 \$	390,733	\$	657,201	\$ 259,896		\$	448,459	\$	708,355	2.1.1;3.1.1
IV. COMMUNITY SERVICE	Provides services and coordination with other agencies to assist children ages 3-13 with visual impairments to achieve his or her full potential.	\$	177,961				\$	177,961	\$ 199,479				\$	199,479	3.1.1
V. EMPLOYEE BENEFITS	"Benefits provided to staff to meet legal requirements and encourage retention.	\$	493,107	\$	8,663 \$	1,076,453	\$	1,578,222	\$ 446,600	\$ 13,400	\$	1,155,700	\$	1,615,700	
OTHER	SCEIS / AWARE Integration	\$	- 5	\$	90,916		\$	90,916		\$ 9,084			\$	9,084	
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Legal Standards Template

								Legai Standards Template
Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product , please specify what service or product.
1	43-25-10	State	Statute	Establishes creation of the Commission for the Blind; membership; qualifications	No	No - Does not relate directly		
				and terms of members; meetings; officers; compensation.		to any agency deliverables		
2	43-25-20	State	Statute		Yes	No - Does not relate directly		
3	43-25-30	State	Statuto	for services for persons who qualify.	No	to any agency deliverables No - Does not relate directly		
3	43-25-30	State	Statute	Establishes the powers and duties of commission.	NO	to any agency deliverables		
4	43-25-40	State	Statute	Establishes application procedure; register of ophthalmologists; commission shall pay examination costs.	No	Yes	Other service or product our agency must/may provide	Vision exams
5	43-25-50	State	Statute	Establishes authorized procedures such as eye examinations and medical and surgical treatment for visually handicapped persons; reports of results.	Yes	Yes	Other service or product our agency must/may provide	Eye surgery
6	43-25-60	State	Statute	Establishes that the commission may employ qualified counselors to assist teachers in public or private schools who are responsible for the teaching of visually handicapped students	Yes	Yes	Other service or product our agency must/may provide	Vocational Rehabiliation Counseling services in a school setting.
7	43-25-70	State	Statute	Establishes that the commission is empowered to operate concession stands in any State, county or municipal building and in any State park and shall negotiate with the proper agency or governing body regarding the establishment of a concession on such property	No	No - But relates to manner in which one or more agency deliverables is provided		
8	43-25-80	State	Statute		Yes	Yes	Other service or product our agency must/may provide	Treatment of visual conditions and/or training to assist consumers in reaching self-sufficiency.
9	43-25-90	State	Statute	Establishes that a person aggrieved by an action of the commission must be granted, upon request, a hearing before a hearing officer assigned by the commission.	No	No - Does not relate directly to any agency deliverables		
10	43-25-100	State	Statute		No	No - Does not relate directly to any agency deliverables		
11	361.13 (a) Title I, Part B	Federal	Regulation	Establishes that federal grants provided to the Commission are designed to assess, plan, develop, and provide vocational rehabilitation services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Yes	Yes	Other service or product our agency must/may provide	All services necessary to assist a consumer in obtaining and maintaing employment.
12	34 CFR Part 367	Federal	Regulation	Establishes that the Older Blind program supports projects that (a) Provide any of the independent living (IL) services to older individuals who are blind or severely visually impaired; (b) Conduct activities that will improve or expand services for these individuals; and (c) Conduct activities to help improve public understanding of the problems of these individuals.		Yes	Other service or product our agency must/may provide	All services necessary to assist a consumer, age 55 and older, in remaining independent in their homes.
13	Chapter 6.1, Section 71-296 1966)	Federal	Regulation	Establishes the Children's Services Program to assist legally blind children and their families with adjustment to blindness, achievement of educational goals and the development of their maximum personal growth.	Yes	Yes	Other service or product our agency must/may provide	All services necessary to assist visually impaired children in becoming successful in school and gain skills necessary for independence.

Agency Name:	СОМІ	MISSION FOR THE BLIND
ancy Code and Section:	1240	20

Service/Product Provided to Customers	Customer Segments	Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.	Divisions or Major Programs	Description
Assistance in overcoming barriers due to visual disability to achieve success in employment and/or education/training.	General Public	Any citizen of South Carolina with a visual impairment that meets eligibility requirements of SCCB.	Vocational Rehabilitation	Provides quality, individualized vocational rehabilitation services based on individual needs that will assist Blind and visually impaired individuals in obtaining or maintaining competitive employment.
Provision of skill training, technology, and low vision devices for independence.	General Public	Any citizen of South Carolina, age 55 and older, with a severe visual impairment that meets eligiblity requirements.	n Older Blind Program	Provides quality, individualized services to enable visually impaired persons aged 55 and older with no goal of employment, to remain as self-sufficient and independent as possible.
Service coordination with other agencies and provision of services related to visual impairment to ensure success from an early age.	General Public	Any child, age 3 to 13, who resides in South Carolina and has a severe visual impairment that meets eligibility requirements.	a Children's Services	Provides services and coordination with other agencies to assist children ages 3 to 13 with visual impairments to achieve his or her full potential.
Eye exams, surgeries, and other treatments to prevent vision loss.	General Public	Any citizen in South Carolina with an eye condition that can be corrected and vision loss prevented but they have no other means of obtaining the treatment.		Provides prevention services to assist South Carolina residents maintain their vision and provides educational material on eye health across the state.
Training and financial assistance to become an independent Entrepreneur under the Randolph Sheppard Act.	General Public	Any citizen of South Carolina who is 18 years or older, legally blind, and meets eligibility requirement.		Provides necessary training, guidance, and financial support for a person who is legally blind to become a licensed vendor and independently operate a vending facility in a local, state, or federal government facility.

gency Name:	COMMISSION FOR THE BLIND

Agency Code and Section: L240 039

Accountability Report

Fiscal Year 2018-2019

			 Partner Template
Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
South Carolina Vocational Rehabilitation Department	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.1.2; 4.2.1
Department of Employment and Workforce	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.2.1
Department of Education	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.2.1
National Federation of the Blind	Non-Governmental Organization	Promotes SCCB to their members. Provides training assistance	1.1.1; 1.1.2; 2.1.1
South Carolina School for the Deaf & Blind	State Government	Provides office space for 1 VR counselor and promotes SCCB to their consumers and partners. Participates in SCCB activities with consumers.	1.1.1
Goodwill Industries	Non-Governmental Organization	Provides training assistance	1.1.1; 1.1.2
AERBVI of SC	Non-Governmental Organization	Provides updates on assistive technology for visually impaired	1.1.1
SC State University Orientation & Mobility Program	Higher Education Institute	Provides updates on assistive technology for visually impaired	1.1.1; 1.2.1
Medical University of SC, Storm Eye Clinic	Higher Education Institute	Provides updates on assistive technology for visually impaired	1.1.1; 2.1.1
SC Governor's Committee	State Government	Job placement assistance	1.1.1
Department of Archives & History, Disability Coordinator	State Government	Includes SCCB information at job fairs.	1.1.1
ABLE SC	Non-Governmental Organization	Provides training assistance	1.1.1; 1.1.2
Office of Federal Contract Compliance Programs	Federal Government	Provides information and contacts for federal job placement opportunities	1.1.1
SC Liaison Industrial Group	Non-Governmental Organization	Job placement assistance	1.1.1; 1.1.2
Social Security Administration	Federal Government	Ticket to Work reimbursements, work incentives	1.1.1
Blue Cross Blue Shield	Private Business Organization	Provides job placement and sensitivity training	1.1.1; 1.1.2
Verizon Wireless	Private Business Organization	Provides job placement and sensitivity training	1.1.1; 1.1.2
SC Lt. Governor's Office on Aging	State Government	Provides referrals and resources for Older Blind	1.1.1; 2.1.1
Statewide Senior Assisted Living and Senior Daycare Facilities	Private Business Organization	Provides referrals and resources for Older Blind	1.1.1; 2.1.1
Lions Club	Non-Governmental Organization	Provides resources for consumers and staff	1.1.1; 2.1.1

Helen Keller National Center	Private Business Organization	Provides free consultations	1.1.1
BabyNet	Non-Governmental Organization	Coordinates with SCCB to provide free services to children with visual impairments	1.1.1
PRO-Parents of SC	Non-Governmental Organization	Coordinates with SCCB to provide free services to children with visual impairments	1.1.1
National Employment Team-Southeast Region	Federal Government	Job placement assistance	1.1.1; 1.1.2
SC State Museum	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1
Columbia College	Higher Education Institute	Provides sensitivity training	1.1.1; 1.1.2
McKissick Museum/Library	State Government	Provides soft skills training, job placement assistance	1.1.1; 1.1.2
SC Assistive Technology Program-USC School of Medicine	Higher Education Institute	Provides internships	1.1.1; 1.1.2; 1.2.1
USC-Thomas Cooper Library	State Government	Provides soft skills training, job placement assistance	1.1.1; 1.1.2;
Anderson Mayors Committee	Local Government	Job placement assistance	1.1.1; 1.1.2
Richland-Columbia Mayor's Committee on Employment of People with Disabilities	Local Government	Job placement assistance	1.1.1; 1.1.2
Spartanburg Mayor Committee	Local Government	Job placement assistance	1.1.1; 1.1.2
Summerville Mayor's Committee	Local Government	Job placement assistance	1.1.1; 1.1.2
American Red Cross	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1
United Way 211	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1
VA Hospital	Federal Government	Job placement assistance	1.1.1; 1.1.2
Harvest Hope Food Bank	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1
Richland County Library	Local Government	Provides soft skills training	1.1.1; 1.1.2
SC StateLibrary-Talking Book Services	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1
Greater Charleston Call Center Alliance	Non-Governmental Organization	Job placement assistance	1.1.1; 1.1.2
Hadley School for the Blind	Private Business Organization	Staff participates in free online courses	1.2.1; 3.1.2
Freedom Scientific	Private Business Organization	Free online JAWS training	1.2.1
SC Division of Technology Operations	State Government	In process of migrating; DTO will manage the I.T. infrastructure for SCCB	3.1.1; 4.1.1
Microsoft	Private Business Organization	Training for I.T. Staff on their website.	1.2.1; 3.1.2
State Ethics Commission	State Government	Provides ethical guidance through yearly activity reporting	
Department of Homeland Security	Federal Government	Provides verification of eligibility and identity of hired individuals	244 242
SC Human Affairs	State Government	Provides consultative services on HR matters	3.1.1; 3.1.2

SC Budget and Control Board	State Government	Provides consultative services and serves as a collecting house for workforce utilization data	4.1.2
Insurance Reserve Fund	State Government	Provides staff training at no cost	1.2.1;3.1.2
Labor Licensing & Regulation	State Government	Provides staff training at no cost	1.2.1; 3.1.2
Foundation for the Commission for the Blind	Non-Governmental Organization	Assists with a variety of services. Presents recognition awards to SCCB staff.	1.2.1; 3.1.2
SC Division of State Human Resources	State Government	Provides support to SCCB Human Resource Department	3.1.1; 3.1.2
South Carolina Law Enforcement Division	State Government	Provides background reports	3.1.1
Midlands Technical College	Higher Education Institute	Provides training assistance	3.1.1
Department of Social Services	State Government	Provides background reports	3.1.1

Fiscal Year 2018-2019 **Accountability Report**

Agency Name:	COMMISSION FOR THE BLIND		
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Agency Code:	L240	Section:	039

L240	Section:	039					Panart and External Paviau Tom
s this a Report, Review, or both	? Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Report and External Review Tem Method to Access the Report or Information from the Review
External Review and Report	Legislative Oversight Report	House Legislative Oversight Committee	State	Annually	October 31, 2019	Progress on recommendations from full study in 2016.	http://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversigh mittee/AgencyPHPFiles/CommissionFortheBlind.php
External Review and Report	Accountability Report	Executive Budget Office	State	Annually	September 15, 2019	To provide information on how money was spent, services provided, and agency activities during the previous year.	http://www.scstatehouse.gov/reports/aar2015/l24.pdf
External Review and Report	RSA-113 Quarterly Cumulative Caseload Report	Rehabilitation Services Administration	Federal	Quarterly	October 31, 2019	To identify the data trends of persons served by the agency.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	RSA-911 Case Services Report	Rehabilitation Services Administration	Federal	Quarterly	August 15, 2019	To provide data on the RSA core performance measures.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	RSA-2 Annual Vocational Rehabilitation Program/Cost Report	Rehabilitation Services Administration	Federal	Annually	December 31, 2019	To identify administrative and program expenditures for VR and SE.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	RSA-722 Resolution of Applicant/Client Appeals Report	Rehabilitation Services Administration	Federal	Annually	December 31, 2019	To report adverse actions against SCCB.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	RSA-704 Part II	Rehabilitation Services Administration	Federal	Annually	December 31, 2019	To provide detailed information on expenditures for the independent Living Program.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	OIB RSA-7-OB Independent Living Services for Older Individuals who are Blind	Rehabilitation Services Administration	Federal	Annually	December 31, 2019	To provide detailed information on expenditures for the Older Blind Program.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	RSA-15 Report of Vending Facility Program (Randolph Sheppard)	Rehabilitation Services Administration	Federal	Annually	December 31, 2019	To provide detailed information on the Business Enterprise Program income and expenditures as well as vendor locations in each state.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	SF-425 Federal Financial Report for the State Supported Employment Serives program	Rehabilitation Services Administration	Federal	Bi-annually	March 30, 2019	To provide detailed information on expenditures for the Vocational Rehabilitation Program and ensure compliance.	https://rsa.ed.gov/choose.cfm?menu=mb_view
External Review and Report	Report to the General Assembly	South Carolina Human Affairs Commission	State	Annually	February 1, 2019	To provide demographic information regarding employee for use in maintaining a diverse workgroup.	http://www.schac.sc.gov/aboutus/Pages/TechnicalServicesDepartmen
	External Review and Report External Review and Report	External Review and Report CIB RSA-7-08 Independent Living Services for Older Individuals who are Blind External Review and Report External Review and Report External Review and Report External Review and Report SF-425 Federal Financial Report for the State Supported Employment Serives program	External Review and Report RSA-15 Report of Vending Facility Program (Randolph Sheppard) SF-425 Federal Financial Report for the State Supported Employment Services Administration Rehabilitation Services Administration External Review and Report External Re	External Review and Report Ex	External Review and Report Report or Review Name Report or Conducting Review Report or Conducting Review Report or Conducting Review House Legislative Oversight Committee State Annually External Review and Report External Review and Report RSA-113 Quarterly Cumulative Caseload Report Report Report RSA-113 Quarterly Cumulative Caseload Report Report RSA-113 Quarterly Cumulative Caseload Report Report Rehabilitation Services Administration Federal Quarterly External Review and Report External Review and Report RSA-2 Annual Vocational Rehabilitation Program/Cost Report External Review and Report RSA-722 Resolution of Applicant/Client Appeals Report External Review and Report RSA-704 Part II Rehabilitation Services Administration Rehabilitation Services Administration Federal Annually External Review and Report Colle RSA-7-0B Independent Living Services for Older Individuals who are Blind External Review and Report RSA-15 Report of Vending Facility Program (Randolph Sheppard) External Review and Report RSA-15 Report of Vending Facility Program (Randolph Sheppard) External Review and Report RSA-15 Report to the General Assembly South Carolina Human Affairs State Annually State Annually State Annually State Annually State Annually State Annually Federal Annually	External Review and Report External Review and Report RSA-11 Case Services Report External Review and Report External Review and Report External Review and Report External Review and Report RSA-12 Resolution of Applicant/Client Appeals Report External Review and Report OIB RSA-7-OB Independent Living Services Administration External Review and Report External Review and Report Federal Annually December 31, 2019 External Review and Report External Review and Report Federal Annually December 31, 2019 External Review and Report External Review and Report Federal Annually December 31, 2019 December 31, 2019 External Review and Report External Review and Report External Review and Report Federal Annually December 31, 2019 December 31, 2019 External Review and Report External	Sthis a Report, Review, or both? Report or Review Name Report or Conducting Review Review and Report External Review and Report External Review and Report External Review and Report RSA-113 Quarterly Cumulative Caseload Report RSA-113 Quarterly Cumulative Caseload Report RSA-113 Quarterly Cumulative Caseload Report RSA-114 Review and Report RSA-21 In Case Services Report RSA-115 Quarterly Cumulative Caseload Report RSA-115 Quarterly Cumulative Caseload Report RSA-116 Review and Report RSA-116 Review and Report RSA-117 Quarterly Cumulative Caseload Report RSA-118 Review and Report RSA-118 Review