Agency Code:	L2-	Jection.	39						Strategic Planning	and Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Goal Strat Measur egy e	Description	Base	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 results for visually impaired South Carolina residents.							
	S	1.1	Make employment the first priority and preferred outcome for consumers.							
	М	1.1.1	Increase partnerships and community engagement.	80	120	147	7 07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	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.	10	15	20	07/01/2019 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 employment for all consumers.							
	М	1.2.1	Increase sucessful course completion at the Ellen Beach Mack Rehabiliation Center for Employment	18	30	56	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 Living Programs.							
	S	2.1	Provide services to increase self-sufficiency for Blind and Visually Impaired citizens who are not looking for employment or education.							
	M	2.1.1	Increase options for home management, technology, and mobility training for Older Blind consumers.	12	18	27	7 07/01/2019 to 7 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	3	Align financial and human resources to utilize all available positions in the most effective way to assist in meeting the agency vision and mission.							
	S	3.1	Review current programs and positions to determine need for additional staff.							

Agency Code:	L24	40 Section:	39						Strategic Planning	and Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Goal Strat Measur egy e	Description	Base	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 results for visually impaired South Carolina residents.							
	s	1.1	Make employment the first priority and preferred outcome for consumers.							
	М	1.1.1	Increase partnerships and community engagement.	80	120		7 07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	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.	10	15	20	07/01/2019 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
	M	3.1.1	Increase efficiency and productivity in all programs by aligning FTE's with program need. Current FTE's alloted to SCCB/currently filled positions	116.8/102 <sup>1:</sup>	16.8/116 1	16.8/95	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.
	M	3.1.2	Reduce turnover by improving retention	11%	8%	20.21%	07/01/2019 to 6 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 necessary for new RSA performance indicators.							
	M	4.1.1	Track services provided to businesses as required by RSA.	0	12	10	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.
	М	4.1.1	Create a plan for tracking financial requirements for Pre-ETS funding.	0	100%	100%	6 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							
	М	4.2.1	Implement and track Career Boost certificates issues to transition youth	500	1000	1,87	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.

	Item #			2019-20				Strategic Planning	and Performance Measurement Templa
Туре		Description	Base	Target	Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
G	1	Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.							
S	1.1	Make employment the first priority and preferred outcome for consumers.							
М	1.1.1	Increase partnerships and community engagement.	80	120	147	, 07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	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.	10	15	26	07/01/2019 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
М	4.2.2	Design and deliver improved services to employers to promote sensitivity & awareness.	12	24	10	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.
	s M	Goal egy e  G 1  S 1.1  M 1.1.1	Type Goal Strat Measur e Description  G 1 Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  S 1.1 Make employment the first priority and preferred outcome for consumers.  M 1.1.1 Increase partnerships and community engagement.  M 1.1.2 Increase training, mentoring, and on the job training opportunities for consumer.  Design and deliver improved services to	Type Goal Strat Measur e Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  S 1.1 Make employment the first priority and preferred outcome for consumers.  M 1.1.1 Increase partnerships and community engagement.  80  M 2.1.2 Increase training, mentoring, and on the job training opportunities for consumer.  Design and deliver improved services to	Type Goal Strat Measur egy Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  S 1.1 Make employment the first priority and preferred outcome for consumers.  M 1.1.1 Increase partnerships and community engagement.  80 120  M 1.1.2 Increase training, mentoring, and on the job training opportunties for consumer.  Design and deliver improved services to	Type Goal Strat Measur egy Description Base Target Actual  Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  Make employment the first priority and preferred outcome for consumers.  M 1.1.1 Increase partnerships and community engagement. 80 120 147  M 1.1.2 Increase training, mentoring, and on the job training opportunities for consumer.  Design and deliver improved services to 12 24 16	Type Goal Strat Measur e Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  S 1.1 Make employment the first priority and preferred outcome for consumers.  M 1.1.1 Increase partnerships and community engagement.  80 120 147 07/01/2019 to 06/30/2020  M 1.1.2 Increase training, mentoring, and on the job training opportunities for consumer.  Design and deliver improved services to 12 24 10 07/01/2019 to 0	Type Goal Strat egy Possible Pate Strat egy Possible Pate Source and Availability  Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Note the program documentation & T & E program & Documentation &	Type Goal Start Measur egy Description Base Target Actual Time Applicable Data Source and Availability Calculation Method  Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferred outcome for consumers.  Make employment the first priority and preferr

Agency Code:	$L_{\mathcal{L}}$	240 Se	ction:	39					Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Goal Str	Item # rategy Measure	Description	Base	2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1		Increase Agency effectiveness and efficiency in providing consumer services.						
	S		1.1	Develop solutions to address reasons for delays in service provision						
	М		1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision
	М		1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S		1.2	Create and utilize an assessment process to assist consumers in identifying viable goals and ensuring needs are individualized.						
	М		1.2.1	Train all program counselors on a variety of assessment methods to be utilized when developing a plan for services to ensure consumer needs and goals are achieved.		100%	07/01/2020 to 06/30/2023	AWARE Case documentation	Utilizing targeted case reviews in AWARE	Services will become more efficient and effective when appropriate assessments are completed prior to service provision.
	М		1.2.2	Provide comprehensive services to consumers that result in the attainment of industry recognized credentials required for competitive, integrated employment.	0	20	07/01/2020 to 06/30/2023	AWARE Case documentation	Quarterly AWARE reports showing number of credentials attained	Consumers obtain high quality careers integrated competitive settings.
Government and Citizens	G	2		Strengthen services within the Older Blind Program, Children's Services, Prevention, and Low Vision Clinic						
	S		2.1	Create additional opportunities for consumers and families to assist through the adjustment process.						

Agency Code:	L240	Section:	39					Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Type G	oal Strategy Measure	Description	Base	2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1	Increase Agency effectiveness and efficiency in providing consumer services.						
	S	1.1	Develop solutions to address reasons for delays in service provision						
	М	1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	: AWARE documentation	Decrease delays in service provision
	M	1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	М	2.1.1	In addition to regular Older Blind Services, staff will create additional opportunities for consumers and their families to educate, provide resources, and create support systems to assist with adjustment to vision loss and overcome the challenges to remain independent.	0	8	07/01/2020 to 06/30/2023	Documentation maintained in Older Blind Program	Number of opportunities provided will be reported at the Monthly Senior Management Meeting.	Educating families and consumers, providing resources and support will lead to greater independence for seniors.
	М	2.1.2	In addition to regular Children's Services, staff will create opportunities to assist families in supporting their child, advocating to ensure their child's needs are met, and to educate families on the importance of encouraging independence.	0	12	07/01/2020 to 06/30/2023	Documentation maintained in Children's Program	Number of opportunities provided will be reported at the Monthly Senior Management Meeting	Educating tamilies, providing support and resources will lead to children developing independent living skills at a much younger age, strengthening their ability to become
		2.1.3	Develop a plan to increase technical adaptive software training for senior consumers.	0	15	07/01/2020 to 06/30/2023	Documentation maintained in Older Blind Program	Number of seniors in training will be reported monthly at the Senior Management Meeting.	Technology training will increase the ability of seniors to remain independent.
	S	2.2	Increase Community Inclusion and collaborations to expand the Prevention Program and Low Vision Clinic						

Agency Code:	L24	40 Section	on:	39					Stuatogia Dlanning and	Parformance Massurement Toronlate
Statewide Enterprise Strategic Objective	Туре	Ii Goal Strate	tem # egy Measure	Description	Base	2020-21 Target	Time Applicable	Data Source and Availability	Calculation Method	Performance Measurement Template Meaningful Use of Measure
Government and Citizens	G	1		Increase Agency effectiveness and efficiency in providing consumer services.						
	s		1.1	Develop solutions to address reasons for delays in service provision						
	М		1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision
	М		1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	М		2.2.1	Participate in statewide and/or community events to educate citizens on common causes of vision loss and ways to prevent potential vision loss. Utilize these opportunities to stress the importance of vision exams.	0	6	07/01/2020 to 06/30/2023	Prevention Program documentation	Number of events staffed by Prevention employees, reported at monthly Senior Management meeting	Educating the community on how to prevent vision loss and the importance of eye exams to reduce the risk of significant vision loss across the state.
	М		2.2.2	Include Low Vision technology demonstrations when attending statewide and/or community events and assisted living homes to educate citizens on the availability of resources to assist in maintaining independence if a person's sight diminishes significantly.	0	6	07/01/2020 to 06/30/2023	Low Vision Clinic Documentation	Number of demonstrations conducted reported monthly at Senior Management meeting	Educate citizens on the availability of technology to maintain or improve ability to remain independent.
Statewide Enterprise Strategic Objective	G	3		Improve workplace culture making SCCB a preferred place of employment.						
	s		3.1	Create talent acquisition processes which increases agency awareness.						

Agency Code:	L24	0 Section:	39					Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Item # Goal Strategy Measure	Description		2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1	Increase Agency effectiveness and efficiency in providing consumer services.						
	S	1.1	Develop solutions to address reasons for delays in service provision						
	M	1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision
	M	1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	М	3.1.1	Use revised "Brand" items to assist in attracting qualified talent.	0	30%	07/01/2020 to 06/30/2023	NeoGov, EEO Documents, SCCB Communications Department, job fairs	Availability Calculations, social Media "Hits", Submitted applications, number of job fairs attended	Increase agency awareness in different markets creating interest in being a part of the agency
	М	3.1.2	Ensure qualified individuals are hired for the right positions	0	40%	07/01/2020 to 06/30/2023	Updated accurate position descriptions, and application.	Utilize rating and polling system for interview panel.	Improve the quality and timely hiring of individuals.
	S	3.2	Retain exceptional talent						
	M	3.2.1	Develop/revise employee surveys to gauge satisfaction and commitment	0	60%	07/01/2020 to 6/30/2023	Survey Monkey, 30- 60-90 Day Review, Stay and Exit Interviews	Categorize and evaluate answers and then prioritize needed actions	Use the results to assess and improve workforce culture and performance so that employees feel competent that they have provided the best services possible.

Agency Code:	L240	Section:	39					Strategic Planning and	<b>Performance Measurement Template</b>
Statewide Enterprise Strategic Objective	Type G	Item # oal Strategy Measure	Description	Base	2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1	Increase Agency effectiveness and efficiency in providing consumer services.						
	s	1.1	Develop solutions to address reasons for delays in service provision						
	М	1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	: AWARE documentation	Decrease delays in service provision
	М	1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	М	3.2.2	Decrease turnover rate by Improving morale and show appreciation of exceptional performance through increased recognition programs and other available opportunities	0	10%	07/01/2020 to 6/30/2023	HR Diversity Reports, Program Directors, SCCB Foundation Awards, retention rate, turnover rate, absenteeism rate	Decrease turnover rate	Improve morale and show appreciation for exceptional performance.
	М	3.2.3	Encourage a diverse workforce, including individuals with disabilities, to ensure a variety of perspectives.	0	70%	07/01/2020 to 06/30/2023	EEOC Report, HR Reports, NeoGov	Availability report	A diverse workforce promotes inclusion, innovation, effectiveness and efficiency, increased productivity and creativity.
	s	3.3	To ensure employees have the training and skills necessary to effectively perform their duties.						
	М	3.3.1	Identify gaps in knowledge, skills, and abilities (KSA) relative to each position in order to determine where training initiatives could improve job performance	0	20%	07/01/2020 to 06/30/2023	Planning document, EPMS and skills assessments	Supervisors use EPMS, Planning document and skills assessment to determine gaps in KSAs and document a decrease in knowledge gaps.	To determine training and professional development needs for employees.

Agency Code:	L240 Signion			39		2020.21			Strategic Planning and Performance Measurement Template		
Statewide Enterprise Strategic Objective	Type	Goal Strat	tegy Measure	Description		2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure	
Government and Citizens	G	1		Increase Agency effectiveness and efficiency in providing consumer services.							
	S		1.1	Develop solutions to address reasons for delays in service provision							
	М		1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision	
	М		1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations	
	М		3.3.2	To develop and deliver training focusing on gaps in KSAs.	0	100%	07/01/2020 to 06/30/2023	SCIES training modules and HR training modules	Supervisors will use list of completed courses, grades, certificates, and other completed assignments from SCIES and HR training. Consumer Satisfaction Survey, Audit Reports, EPMS to demonstrate completion of required courses by all staff.	Improve employees capacity to provide high quality services to internal and external stakeholders.	
Statewide Enterprise Strategic Objective	G	4		Improve internal processes and procedures to ensure security of information, timely reporting, financial accuracy, and maintenance/repairs of facility, fleet, and I.T. software/hardware.							
	S		4.1	Update/revise policies and procedures for each program to reflect current Federal and State regulations.							
	M		4.1.1	Utilize a team approach within each program to update, write, and revise policy and procedure to align with current regulations and best practices.	0	50%	07/01/2020 to 06/30/2023	Senior Consultant documentation	Percentage of programs with completed, updated policies and procedures.	Creates consistency in training, service delivery and training processes.	

Agency Code:	L2	240 Sect	ion:	39					Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Goal Strat	tegy Measure	Description	Base	2020-21 Target Actual	Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1		Increase Agency effectiveness and efficiency in providing consumer services.						
	S		1.1	Develop solutions to address reasons for delays in service provision						
	М		1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	: AWARE documentation	Decrease delays in service provision
	М		1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S		4.2	Update/modify internal software programs to streamline reporting processes and improve security for sensitive information. Also to develop/promote paperless process tools and document management systems.						
	М		4.2.1	Develop an I.T. tracking system to ensure timely repairs/replacement of in house technology across all offices. (i.e.: printers, postal meters, laptops, etc.)	0	100%	07/01/2020 to 06/30/2023	I.T. Documentation	Number of repairs/replacements completed within the timeframe set as timely listed as a percentage of 100%.	Increases efficiency of processes and systems to make repairs/replacements more timely.
	М		4.2.2	Update BEP software to improve timeliness and accuracy of reporting and tracking of sales and expenses.	0	100%	07/01/2020 to 06/30/2023	BEP reports	Number would be percentage of on time reports.	Increases accuracy of BEP Vendor Sales and Expense reports which will lead to greater accuracy in federal reporting.
Government and Citizens	G	5		Foster and grow relationships with community partners, businesses, and other state agencies						
	s		5.1	Educate community partners/businesses on SCCB programs and how we can strengthen services to SC citizens through partnerships and resource sharing.						

Agency Code:	L24	0 Section:	39					Cr. r. N.	Accountability Report
Statewide Enterprise Strategic Objective	Type	Item # Goal Strategy M	easure Description	Base	2020-21 Target Actual	Time Applicable	Data Source and Availability	Strategic Planning and Calculation Method	Performance Measurement Template Meaningful Use of Measure
Government and Citizens	G	1	Increase Agency effectiveness and efficiency in providing consumer services.						
	S	1.1	Develop solutions to address reasons for delays in service provision						
	М	1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	s 0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision
	М	1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	М	5.1.1	Provide "lunch and learn" style events on a variety of topics such as consumer technology, job related issues, new development in VR, Older Blind, Children's Services, Prevention, and Low Vision.	0	4	07/01/2020 to 06/30/2023	Senior Managers documentation	Number of events held reported monthly at Leadership Meeting	Educate community partners on services available at the Agency.
	М	5.1.2	Tour other organizations and request staff training to strengthen partnerships.	0	4	07/01/2020 to 06/30/2023	VR documentation	Total tours and/or trainings provided. Reported monthly at Leadership Meeting	Improve resources and options for consumers.
	S	5.2	Build training opportunities with business partners that focus on specific skill sets for employment.						
	М	5.2.1	Attend/Conduct quarterly focus groups in different areas of the state to identify skill sets that employers are seeking.	0	4	07/01/2020 to 06/30/2023	T & E documentation	Number of focus groups attended/conducted reported monthly at SMT meeting.	Increase positive relationships with community businesses and partners through active listening to the needs of the community.
	М	5.2.2	Utilizing information from focus groups, form partnerships with businesses and develop training programs to provide the necessary skills. This can be done through partnerships, OJT's, or internships.	0	8	07/01/2020 to 06/30/2023	T & E documentation	Total new partnerships where training programs were developed. Reported monthly at SMT meeting.	Increase skill training for consumers to lead to increased successful employment outcomes.

Agency Code:	L24	0 Section:	39					Strategic Planning and	Performance Measurement Template
Statewide Enterprise Strategic Objective	Туре	Item # Goal Strategy Meas	ure Description	Base	2020-21 Target Actu	Time al Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
Government and Citizens	G	1	Increase Agency effectiveness and efficiency in providing consumer services.						
	s	1.1	Develop solutions to address reasons for delays in service provision						
	M	1.1.1	Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external service in all programs. Provision tracking done through AWARE case reviews.	s 0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation	Decrease delays in service provision
	М	1.1.2	Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice	Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S	5.3	Increase referrals to programs through increased partnership interactions and communication.	1					
	M	5.3.1	Children's Services staff will increase communication with service providers and educators to identify children across the state with significant visual impairments who could benefit from SCCB services.		48	07/01/2020 to 06/30/2023	Children's services documentation on new referrals	Number of new referrals reported monthly at SMT meeting	Build stronger relationships in the local communities and schools as well as provide a greater number of children with needed services.
	M	5.3.2	Incorporate the BEP referral process into VR policy and procedure to ensure that BEP is introduced to consumers as a possible choice when setting an employment goal.		12	07/01/2020 to 06/30/2023	BEP Trainer maintains records on new referrals	Number of new referrals reported monthly at SMT meeting	Increase the number of Blind Licensed Vendors in the state and ensure there are enough vendors to cover all locations.
	M	5.3.3	Promote the Prevention program at all events attended by or hosted by any SCCB staff. Extend distribution of marketing materials to include businesses, medical centers, schools, and all community partners who have space for promotional flyers.	y 0	40	07/01/2020 to 06/30/2023	Prevention counselor maintains number of referrals	Number of new referrals reported monthly at SMT meeting	Increase the number of referrals to the Prevention program which will help reduce the incident of preventable vision loss.

																Program Template
Program/Title	Purpose		FY	2019-20 Expe	ndit					<u>F)</u>	⁄ 2021 Expendi	ture				Associated Measure(s)
		General		Other		Federal		TOTAL	General		Other		Federal		TOTAL	
I. ADMINISTRATION	Mission focused leadership and sound fiscal stewardship ensure that the agency meets its legal purpose.	\$ 1,133,056	\$	-	\$	1,301	\$	1,134,357	\$ 1,165,200	\$	10,000	\$	9,851	\$	1,185,051	
II. REHABILITIATION SERVICES	Provides quality, individualized services to enable visually impaired citizens to obtain and/or maintain employment.	\$ 1,752,397	\$	150,706	\$	6,028,477	\$	7,931,580	\$ 1,551,828	\$	327,680	\$	8,146,618	\$	10,026,126	
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.	\$ 438,429	\$	-	\$	217,543	\$	655,972	\$ 531,300	\$	50,000	\$	419,746	\$	1,001,046	
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.	\$ 157,156	\$	-			\$	157,156	\$ 171,832	\$	-	\$	-	\$	171,832	
V. EMPLOYEE BENEFITS	"Benefits provided to staff to meet legal requirements and encourage retention.	\$ 496,361	\$	13,200	\$	1,172,337	\$	1,681,898	\$ 590,880	\$	15,320	\$	988,603	\$	1,594,803	
OTHER		\$ -	\$	9,084			\$	9,084	\$ 30,000					\$	30,000	
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	Agency Name:	COMMISSION FOR THE BLIND								
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	Agency Code:	L240	Section:	039						

<i>3</i> /								Legal 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 produc or service your agency must o may provide?	I <u>f yes,</u> 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 and terms of members; meetings; officers; compensation.	No	No - Does not relate directly to any agency deliverables		
2	43-25-20	State	Statute	Establishes "Blindness" and "severe visual disability" as criteria for acceptance for services for persons who qualify.	Yes	No - Does not relate directly to any agency deliverables		
3	43-25-30	State	Statute	Establishes the powers and duties of commission.	No	No - Does not relate directly 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 - But relates to manner in which one or more agency deliverables is provided		
8	43-25-80	State	Statute	Establishes that any sums appropriated by the General Assembly for treatment and training of the visually handicapped shall be kept by the State Treasurer in a fund for the treatment and training of the visually handicapped and shall be used to carry out the particular purpose assigned to it.	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 <b>No</b> of the commission must be granted, upon request, a hearing before a hearing officer assigned by the commission.	No - Does not relate directl any agency deliverables	y to	
10	43-25-100	State	Statute	Establishes the transfer of certain powers and duties of Division for the Blind to Commission.	No - Does not relate directl any agency deliverables	y to	
11	34 CFR 361	Federal	Regulation	Under the State Vocational Rehabilitation Yes Services Program, the Secretary provides grants to assist States in operating statewide comprehensive, coordinated, effective, efficient, and accountable vocational rehabilitation programs.	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 363	Federal	Regulation	Under the State supported employment services program, the Secretary provides grants to assist States in developing and implementing collaborative programs with appropriate entities to provide programs of supported employment services for individuals with the most significant disabilities, including youth with the most significant disabilities, to enable them to achieve an employment outcome of supported employment in competitive integrated employment.	Yes	Other service or product our agency must/may provide	All services necessary to provide employment services to consumers with the most significant disabilities to obtain and maintain competitive, integrated employment.
13	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.
14	Randolph Sheppard Act; U.S. Code 107	Federal ; 20	Type of Law	Randolph Sheppard Act requiring agency to provide training and support to Blind entrepreneurs in operating vending facilities in federal buildings within the state.	Yes	Other service or product our agency must/may provide	Training, support, and provision of initial inventory and equipment to operate a vending facility.
15	Title 1, Chapter 18, SC C State Regulations	State ode of	Regulation	Randolph Sheppard Act requiring agency to Yes provide training and support to Blind entrepreneurs in operating vending facilities in local, county, and state buildings within the state.	Yes	Other service or product our agency must/may provide	Training, support, and provision of initial inventory and equipment to operate a vending facility.

Agency Name:		COMMISSION FOR THE BLIND		Fiscal Year 2019-2020
Agency Code and Section:	L240	39	1	Accountability Report
Azency code and section.	1240	37		Customer Template
Service/Product Provided to Customers	Customer Segments	<u>Specify only for the following Segments:</u> (1) <u>Industry:</u> Name; (2) <u>Professional Organization:</u> Name; (3) <u>Public:</u> 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.	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
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 12, who resides in South Carolina and has a severe visual impairment that meets eligibility requirements.	Children's Services	Provides services and coordination with other agencies to assist children ages 3 to 12 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.	Prevention of Blindness	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.	Divisions or Major Programs	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.

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

Partner Template

			Partner Ten	nplate
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	1.1.1; 1.1.2; 4.1.1; 4.1.2; 4.2.1	
		services for consumers.		_
Department of Employment and Workforce	State Government	A partner in the Unified State Plan and in the RSA	1.1.1; 1.1.2; 4.1.1; 4.2.1	
		common performance measures tracking. Coordinate		
5		services for consumers.		_
Department of Education	State Government	A partner in the Unified State Plan and in the RSA	1.1.1; 1.1.2; 4.1.1; 4.2.1	
		common performance measures tracking. Coordinate services for consumers.		
National Federation of the Blind	Non-Governmental Organization	Promotes SCCB to their members. Provides training	1.1.1; 1.1.2; 2.1.1	_
National Federation of the Billia	Non Governmental Organization	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	1.1.1	
		SCCB to their consumers and partners. Participates in		
		SCCB activities with consumers.		
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	1.1.1	
		impaired		
SC State University Orientation & Mobility Program	Higher Education Institute	Provides updates on assistive technology for visually	1.1.1; 1.2.1	
		impaired		_
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	1.1.1	
		placement opportunities		
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	Private Business Organization	Provides referrals and resources for Older Blind	1.1.1; 2.1.1	
Facilities 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	1.1.1	_
		children with visual impairments		
PRO-Parents of SC	Non-Governmental Organization	Coordinates with SCCB to provide free services to	1.1.1	_
		children with visual impairments		
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	Higher Education Institute	Provides internships	1.1.1; 1.1.2; 1.2.1	_
Medicine				_
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	_
Amacison mayors committee	Local Government	300 piacement assistance	,	

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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.	3.1.1; 4.1.1	_
To a sum of the sum of		infrastructure for SCCB	,	
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		
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	•	
<b>G</b>		house for workforce utilization data		
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	=	1.2.1; 3.1.2	
	g .	awards to SCCB staff.	·	
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	
Waccamaw Regional Council of Governments	Local Government	Job placement assistance	1.1.1; 1.1.2	
Midlands Workforce Development Board	Non-Governmental Organization	Workforce partners work together to share resources		
Wildianus Workforce Development Board	Non-Governmental Organization	and build partnerships with businesses		
Apple StoreCharleston & Greenville	Private Business Organization	Provides internships	1.1.1; 1.1.2; 1.2.1	
Apprenticeship Carolina	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1	
US Department of Labor Office of ApprenticeshipSC	Federal Government	Provides internships	1.1.1; 1.1.2; 1.2.1	
SC Vision Institute	Private Business Organization	Provides Low Vision assistance	2.1.1	
Focus First	Non-Governmental Organization	Provides vision care to children in need	4.2.1	
	-			

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

Agency Code:	L240	Section:	039					Report and External Review Template
Item	Is this a Report, Review, or both	n? 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	Method to Access the Report or Information from the Review
1	External Review and Report	Accountability Report	Executive Budget Office	State	Annually	September 15, 2020	To provide information on how money was spent, services provided, and agency activities during the previous year.	https://www.scstatehouse.gov/reports/aar2019/L240.pdf
2	External Review and Report	RSA-113 Quarterly Cumulative Caseload Report	Rehabilitation Services Administration	Federal	Quarterly	October 31, 2020	To identify the data trends of persons served by the agency.	RSA MIS Website
3	External Review and Report	RSA-911 Case Services Report	Rehabilitation Services Administration	Federal	Quarterly	August 15, 2020	To provide data on the RSA core performance measures.	RSA MIS Website
4	External Review and Report	RSA-2 Annual Vocational Rehabilitation Program/Cost Report	Rehabilitation Services Administration	Federal	Annually	December 31, 2020	To identify administrative and program expenditures for VR and SE.	RSA MIS Website
5	External Review and Report	RSA-722 Resolution of Applicant/Client Appeals Report	Rehabilitation Services Administration	Federal	Annually	December 31, 2020	To report adverse actions against SCCB.	RSA MIS Website
6	External Review and Report	RSA-704 Part II	Rehabilitation Services Administration	Federal	Annually	December 31, 2020	To provide detailed information on expenditures for the independent Living Program.	RSA MIS Website
7	External Review and Report	RSA-7-OB Independent Living Services for Older Individuals who are Blind	Rehabilitation Services Administration	Federal	Annually	December 31, 2020	To provide detailed information on expenditures for the Older Blind Program.	RSA MIS Website
8	External Review and Report	RSA-15 Report of Vending Facility Program (Randolph Sheppard)	Rehabilitation Services Administration	Federal	Annually	December 31, 2020	To provide detailed information on the Business  Enterprise Program income and expenditures as well as  vendor locations in each state.	RSA MIS Website
9	External Review and Report	SF-425 Federal Financial Report for the State Supported Employment Serives program	Rehabilitation Services Administration	Federal	Bi-annually	April 30, 2020	To provide detailed information on expenditures for the Vocational Rehabilitation Program and ensure compliance.	RSA MIS Website
10	External Review and Report	Report to the General Assembly	South Carolina Human Affairs Commission	State	Annually	October 25, 2020	To provide demographic information regarding employee for use in maintaining a diverse workgroup.	$\underline{\text{https://www.schac.sc.gov/about-us/divisions-departments/technical-services-department}}$
11	External Review and Report	Comprehensive Statewide Needs Assessment	San Diego State University	Type of Entity	Reporting Frequency	September 30, 2019	Review federal compliance and staff, consumer, and employer satisfaction.	http://www.sccb.state.sc.us/reports.php