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SOUTH CAROLINA DEPARTMENT OF LABOR, LICENSING AND REGULATION

David M. Beasley
Governor
Lewis F. Gossett
Director

Koger Office Park, Kingstree Building
110 Centerview Drive
Post Office Box 11329
Columbia, SC 29211-1329
(803) 896-4300
FAX: (803) 896-4393

October 10, 1997

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Don B. Hottel, Jr.
Governor's Office
Wade Hampton Building
Columbia, South Carolina 29201

Dear Don:

Enclosed you will find the Department of Labor, Licensing and Regulation's FY1996-1997 Accountability Report. Several methods were used to develop the Agency Mission Statement, objectives and performance measures.

The Agency's Mission Statement was developed at a Manager's Retreat in the fall of 1995. Gary Monjo of the State Quality Network and Probation, Parole and Pardon Services facilitated an afternoon session with me and my Deputy Directors. In this session, several total quality management tools, including brainstorming and consensus decision making, were used to develop the mission statement.

The objectives and performance measures were developed over a number of years. Some, especially those involving the Labor Division, were developed before the agency was restructured. These have been reviewed annually by the Deputy Director of Labor and Labor's Program Managers and have been updated to reflect changes in program priorities and/or new initiatives. The POL Division performance measures and objectives were developed by the Deputy Director of Professional and Occupational Licensing and her Assistant Deputy Directors in a planning session held this past summer. Several factors were looked at including; customer satisfaction, board member input, and compliance with state-established requirements for licensing and practicing. The State Fire Academy's and State Fire Marshal's were developed in a similar manner with assistance from various advisory boards and committees.

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If you have any questions about this report, please call George Ropp of my staff at 896-4312.

Sincerely,

George Ropp for LG

Lewis F. Gossett
Director

Executive Summary

Criteria in Ranking Programs

The agency used several factors, including business friendly initiatives, safety of employees and the general public, regulatory requirements, and funding, in order to priority rank our programs.

Major Program Goals

- Run the Palmetto Star Program which recognizes manufacturing facilities that have exemplary safety and health records and have reduced injury and illness rates.
- Provide a safe and healthy work environment for all employees through enforcement of Safety and Health Standards.
- Train career, volunteer, and industrial fire service personnel in a standardized firefighter training curriculum.
- Create and maintain a fire safe environment for SC citizens.
- Ensure compliance with the SC Elevator and SC Amusement Ride Safety Codes.
- Protect the health, safety and well-being of the general public by licensing qualified individuals and businesses.

Major Program Outcomes

• Palmetto Star Sites Recognized	9
• SC Injury and Illness Rate	6.9/1,000
• Firefighters trained	17,300
• Students receiving Freddie-in-Schools fire prevention curriculum	60,000
• Elevator/Amusement Ride Fatalities	0
• Licenses Revoked or Suspended	519

Cooperative Efforts

- Secured computers and software for fire departments to use for the SC Fire Incident Reporting System.
- Worked with DHEC, DSS and DDSN to distribute 90,000 smoke detectors.
- Worked with ETV to develop an industrial training video for the State Fire Academy.
- Worked with ETV to develop training video for growers and migrant workers.
- Worked with ETV on a Child Labor Laws presentation.
- Provided DSS with list of licensees in compliance with "Deadbeat Dad" legislation.

MISSION STATEMENT
of the
SOUTH CAROLINA DEPARTMENT OF LABOR, LICENSING AND REGULATION

The mission of the SC Department of Labor, Licensing and Regulation is to protect the safety, health, and well being of the citizens of South Carolina by the appropriate regulation and education of employers and employees, licensed professionals and occupational practitioners, and property owners and property users.

We will accomplish our mission by:

- promoting a regulatory climate where businesses and individuals can create jobs and wealth which will in turn benefit our citizens;
- conducting appropriate inspection and complaint investigation programs and, when necessary, pursuing enforcement options as provided by law;
- administering licensing, permitting and certification programs, as provided by law;
- serving as the state's fire safety focal point by providing code enforcement, fire safety education and prevention programs, and training to volunteer, paid, and industrial firefighters; and
- responsibly using resources available to us to serve the public in an impartial, consistent, timely, and courteous manner that promotes trust, confidence, and accountability between us and those we serve.

PRIORITY RANKING: 1

PROGRAM NAME: OSHA Voluntary Programs

PROGRAM COST:

State Funds:	$210,962
Federal Funds	$617,030

PROGRAM GOAL: Provide safety and health consultations, training and technical assistance to aid businesses in voluntarily complying with all areas of the Occupational Safety and Health Act. Run the VPP Palmetto Star Site program which recognizes manufacturing facilities that have exemplary safety and health records and have reduced injury and illness rates.

PROGRAM OBJECTIVE: Conduct 100% of the training requests.

Conduct 100% of all consultation requests from small employers within high hazard industries with less than 100 employees.

Review, process and schedule VPP Palmetto Star Site Document Submission.

Provide training to businesses cited for non-compliance as part of settlement agreement.

Promote availability of services to new industry in South Carolina.

PERFORMANCE MEASURES:

Workload:	
No. of Trainees	13,990
No. of training programs	507
Businesses requesting consultations	292
No. of Consultation Visits	303
VPP Palmetto Star Sites Pending	10

Outcomes:	
Serious Violations Corrected	2,841
Total Hazards Corrected	4,845
VPP Palmetto Star Sites Recognized	9
No. of workplaces achieving compliance	299

PRIORITY RANKING: 2

PROGRAM NAME: Occupational Safety and Health

PROGRAM COST:

State Funds:	$1,050,351
Federal Funds:	$1,098,026

PROGRAM GOAL: Provide safe and healthy work environment for all employees through the adoption, interpretation and enforcement of Safety and Health Standards in order to assure the health and safety of all employees in both the public and private sectors.

PROGRAM OBJECTIVE: Inspect both the private and public sectors for compliance with safety and health standards and initiate enforcement procedures in cases of noncompliance.

Survey approximately 7,000 businesses for injury and illness data.

Provide interpretation of OSH Standards to 100% of all requests.

Provide administrative review of all protested cases of noncompliance.

PERFORMANCE MEASURES:

Workload:

No. of Inspections	1,375
No. of Fatality Investigations	57
Employees covered	120,094

Outcomes:

Businesses in compliance	481
Percent of business in compliance	35.0%
Total Hazards Identified	2,745
SC Injury and Illness Rate	6.9

PRIORITY RANKING: 3

PROGRAM NAME: SC Fire Academy

PROGRAM COST:

State Funds:	$1,565,044
Other Funds:	$1,252,552
Non-recurring:	$ 250,000

PROGRAM GOAL: Provide an instructional delivery system through which a standardized statewide firefighter training curriculum is developed and implemented to train a maximum number of career, volunteer, and industrial fire service personnel.

PROGRAM OBJECTIVE: Operate six Regional Offices throughout the state to coordinate and deliver public fire service training courses to the Public fire service.

Develop curriculum to support on-going course delivery efforts and provide on-going instructor training and certification services to the state's approximate 600 part-time instructional faculty.

Develop an industrial fire and emergency services program on-site and off-site to industry located throughout the southeast and beyond. Fees charged for this program are allocated to off-set the operating costs of the Academy and reduce fees to the state's Public Fire Service.

Develop a public fire service resident program which focuses on high quality, and prop specific courses which can not be delivered at the local level.

PERFORMANCE MEASURES:

Workload:

No. of training programs	1,400
No. of Firefighters trained	17,300
No. of Public Fire Service Students Trained	13,800
Students attending Direct Delivery Course through Regional Office	11,600
Students attending Train-the Trainer Course through Regional Office	8,200
Industrial Fire Service Students Trained	3,550
Public Fire Service Students attending Resident course	2,180

Outcome:

Firefighters completing Certification Programs	203

PRIORITY RANKING: 4

PROGRAM NAME: State Fire Marshal's Office

PROGRAM COST:

State Funds:	$1,009,787
Other Funds:	$ 316,285

PROGRAM GOAL: Help create and maintain a more fire safe environment for the citizens of South Carolina.

PROGRAM OBJECTIVE: Through inspection, code consultation and plan review ensure compliance with national and state-adopted fire safety codes and standards promulgated by the agency and the Liquefied Petroleum Gas Board.

Provide Public Fire Safety Education for local schools, community groups and in radio and television fire safety messages.

PERFORMANCE MEASURES:

Workload:

No. of Students receiving Freddie-in-Schools fire prevention curriculum	60,000
Compliance inspections performed	12,449
Plans reviewed	451
LP gas companies licensed	798
Fire equipment dealers licensed	137
Blasters licensed	139

Outcomes:

Smoke detectors provided to "at-risk" citizens	90,000

PRIORITY RANKING: 5

PROGRAM NAME: Elevator and Amusement Rides

PROGRAM COST: State Funds: $675,415

PROGRAM GOAL: Administer and ensure compliance with the SC Elevator Code and SC Amusement Ride Safety Code. Provide, as requested, technical assistance and training to owners.

PROGRAM OBJECTIVE: Register and inspect elevators and amusement rides to ensure the highest level of safety.

PERFORMANCE MEASURES:

Workload:	
Elevators inspected	5,235
Elevator permits issued	5,690*
Amusement Rides Inspected	755
Operating permits issued for amusement rides	583

Outcomes:	
Elevator Fatalities	0
Amusement Ride Fatalities	0

*Program also issues permits to elevators inspected by private inspectors.

PRIORITY RANKING: 6

PROGRAM NAME: Division of Professional and Occupational Licensing

PROGRAM COST: Other Funds: $9,462,632

PROGRAM GOAL: Administer the programs of member boards as they protect the health, safety and well-being of the general public by licensing qualified individuals and businesses in professional and occupational fields and to monitor technical competence and investigate complaints against licensees.

PROGRAM OBJECTIVE: Process applications so that only practitioners meeting State-established requirements are licensed and practicing. Competency and ethical standards are promoted through the establishment of rules and requirements for specified professions and occupations.

Conduct appropriate routine inspections of programs, facilities, structures and events to assure adherence to established requirements for the particular profession/occupation. Conduct impartial investigations of complaints against licensed practitioners with appropriate disciplinary action.

Maintain current register of all license certificate, registration or permit holders.

Facilitate communication and cooperation among boards, professional/trade associations and other entities involved in the regulatory process.

Recommend legislative changes to licensing laws based on information and experience gained through research, the licensing process and continuous contact with practitioners, consumers and other interested entities.

PERFORMANCE MEASURES:

Workload:

No. of new License applications processed	21,855
No. of renewal license applications processed	194,675
No. of complaints received and processed	4,824
No. of investigations/inspections completed	9,028
No. of examinations given	12,696

Outcomes:

No. of licenses revoked/suspended	519

PRIORITY RANKING: 7

PROGRAM NAME: Labor Services Office

PROGRAM COST: State Funds: $619,152

PROGRAM GOAL: Ensure compliance with the Payment of Wages and Child Labor Acts.

PROGRAM OBJECTIVE: Educate public through mail outs, ETV presentations, Video Tapes and consultations.

Resolve 100% of claims received.

Ensure wages owed employees are paid by employers.

Ensure taxes are deducted from wages collected and are sent to appropriate agency.

PERFORMANCE MEASURES:

Workload:	
Complaints received- Payment of Wages	1,875
Child Labor investigations	80

Outcomes:	
Violations Cited-Wage Related	5,616
Violations Cited-Child Labor	94
Complaints investigated	100%

PRIORITY RANKING: 8

PROGRAM NAME: Mediation for Organized Labor

PROGRAM COST: State Funds: $141,169

PROGRAM GOAL: Assists in the settlement of labor disputes.
Administers the SC Right to Work Law.

PROGRAM OBJECTIVE: Investigates industrial disputes, strikes, lockouts and their causes and tries to help the sides reach an agreement.

Investigate right to work complaints.

Try to eliminate the causes of misunderstanding and differences between unionized labor and management.

PERFORMANCE MEASURES:

Workload:	
Union workers involved in negotiations	17,431
Right to work cases	33
Contracts negotiated	208

Outcomes:	
Reported strikes	1
Workers involved in strikes	11
Work hours lost due to strike	8,976

PRIORITY RANKING:	9
PROGRAM NAME:	SC Migrant and Seasonal Farm Workers Commission
PROGRAM COST:	State Funds: $26,734
PROGRAM GOAL:	Actively participate in addressing problems and issues that affect migrant and seasonal farm workers.
PROGRAM OBJECTIVE:	Cooperate with federal and state agencies and local organizations to examine migrant programs. Maintain a continuing consultative examination and supervision of migrant labor problems.
PERFORMANCE MEASURES:	

Workload:

Migrant and seasonal farm workers	1,600

Outcomes:

Respond to calls on toll free line	100%

PRIORITY RANKING: 10

PROGRAM NAME: Building Codes

PROGRAM COST:

State Funds:	$574,163
Other Funds:	$122,451

PROGRAM GOAL:

Interpret, assist and resolve complaints involving the Americans with Disabilities Act.

Assure statewide consistency in the adoption of nationally recognized building codes as identified by statute.

Regulate the modular building construction industry.

Regulate the manufactured housing industry through licensing and compliance monitoring.

PROGRAM OBJECTIVE:

Process, investigate and resolve all consumer complaints regarding manufactured housing within sixty days of receipt.

Respond to 100% of the requests for technical assistance with the ADA Act.

License qualified individuals and businesses. Investigate and take proper action regarding complaints against licensees.

PERFORMANCE MEASURES:

Workload:

Barrier Free Design inspections	225
Barrier Free Design complaints investigated	101
Manufactured Housing Investigations	1,240
Manufactured Housing licenses issued	3,426

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