

**SOUTH CAROLINA EMPLOYMENT SECURITY
COMMISSION
ANNUAL ACCOUNTABILITY REPORT FOR FISCAL
YEAR 1999-2000**

EXECUTIVE SUMMARY

Created by Section 41-20-10 of the South Carolina Employment Security Law, the Employment Security Commission is responsible for administering South Carolina's Employment Security Law. The Agency operates in the Workforce Development policy arena and has a threefold mission thrust:

- Workforce Preparation – including job training services provided through the Job Training Partnership Act and in cooperation with 12 local Service Delivery Areas; a comprehensive system of Labor Market Information for job search, career planning, and state and local planning and economic development activities; School-to-Work services cooperatively provided with State and local education agencies; and Welfare-to-Work activities provided in cooperation with the Department of Social Services and local Service Delivery Areas.
- Workforce Exchange – including services provided through a network of 38 local Employment Service offices that assist employers and workers seeking employment services.
- Workforce Insurance – including services provided through an Unemployment Insurance Program that provides benefit payments to qualified individuals unemployed through no fault of their own and which is financed through employer-based insurance premiums collected by the Agency.

The Employment Security Commission is unique in its role as the designated agency for most Federal-State cooperative programs originating in the U. S. Department of Labor. As such, the majority of funding for the administration of Agency programs is federal in origin and provides for a state delivery system of basic workforce services as part of a larger nationwide system.

Federal legislation enabling basic employment and training services as well as specific federal mandates which are passed down to the states carry with the funding a well-developed system of performance criteria and measurements. These are constantly evaluated for improvements to insure the continued receipt of federal dollars to provide a comprehensive array of services to our customers. Since these programs collectively represent various components of a comprehensive workforce delivery system and rely almost exclusively upon federal dollars, we have not attempted to rank them by importance. Also, it should be noted that cost figures are specified to match the state fiscal year of July 1, 1999 – June 30, 2000. However, performance measures based upon a federal fiscal year of October 1, 1999 – September 30, 2000, reflect the applicable performance standards.

Leadership. The Agency's leadership can best be described as facilitative and collaborative in nature. To insure a core of trained managers, the agency has participated in the Budget & Control Board's Executive Institute since its inception. With the completion of executive management levels, we are currently expanding our participation to include middle managers. In addition, the agency has instituted an internal Leadership Training Initiative to prepare tomorrow's ESC Management Staff.

In an effort to further human resource development, the Agency operates its own Employment Merit System. The system has review processes and procedures designed to match the employee's skills, education, and talents with the needs of the Agency.

Customer Service. A primary function of SCESC's leadership is to facilitate continuous improvement throughout the organization. This process encompasses both internal and external customers and provides for input from both customer bases. The steps involved in the process include: 1) assessment of customer needs and organizational capacity; 2) preparation or modification of a plan of service; 3) implementation of the plan of service and 4) evaluation of performance outcomes. This process is applied to all programs administered and is an ongoing process.

The agency defines internal customers in terms of divisions, departments, cost centers, and individual staff. Frontline personnel are the primary source of customer input into the organization. Technology training, leadership training, and a variety of staff development/professional development initiatives over the past year have been driven by the needs of internal users.

The collaborative nature of workforce development, education reform, and welfare reform has resulted in a broadening of the external customer base for SCESC. Agency initiatives such as the One Stop, School-to-Work, and Welfare Reform have created a diverse group of external customers which includes:

- The South Carolina workforce (potential and actual)
- South Carolina employers
- Our cooperative workforce development partners

The greatest initiative to improve service to external customers has been the development and implementation of a statewide system of technology-based self-service resource centers at the local level. These centers offer a wide range of employment and training information in various formats and are designed to provide maximum service and customer control while minimizing or eliminating "waiting" time in ESC offices. In the past year, much emphasis has been placed on improving the user-friendly nature of the agency's web site, which makes information available without the necessity for an office visit.

Additional improvement to customer service and another method for expanding the agency's external customers has been the Jobs on TV project, which was implemented in August of 1999. Through a cooperative arrangement with the SCETV network, area-specific job listings are updated on a daily basis and shown each weekday morning on ETV's 11 stations. This allows easy access to information and services to customers using equipment commonly found in the majority of the homes in the state.

Future Directions. The development of key performance measures over the next 2 to 5 years will be impacted by new federal and state legislation. The Workforce Investment Act of 1998 was passed by Congress and signed into law in August of 1998. This comprehensive legislation will be the driving force behind Wagner-Peyser funded activities and will center around the One Stop

delivery system. Our agency has been involved in assisting local Service Delivery Areas (SDA's) in planning for implementation of the requirements of the act which must be met on July 1, 2000. A major emphasis will be on full access to all citizens for services available under the system.

The state's current One Stop initiative is based upon an expanded, enhanced, and more user-friendly technology-based information system. This increased use of latest technology will enable greater customer access, use, and control and will play an integral part in a redesign of the workforce development delivery system. The impact of the Workforce Investment Act has been to further expand these resource centers to include the co-location of partner agencies to provide a full range of employment and training services in a One Stop environment.

Activities under the federal and state School-to-Work laws are ongoing, and federal implementation is continuing. This is the second full year of the Employment & Training component of Welfare Reform.

These three initiatives are still in the implementation stage, and systemic evaluation methods and models are still being tested. Collaboration among stakeholders involving both leadership and frontline management is ongoing. Customer satisfaction will continue to be the primary focus of performance measurement and evaluation for all program initiatives, both federal and state.

MISSION STATEMENT

The Employment Security Commission's mission encompasses the primary responsibility for coordination and delivery of a statewide workforce development system through the following:

- Comprehensive workforce preparation activities through job training services, a comprehensive labor market information system, and collaborative efforts with partners in the workforce development effort, to include JTPA Service Delivery Areas, State and local education agencies, the Department of Social Services, the Vocational Rehabilitation Department, and community-based organizations;
- Workforce exchange services which are accessible to a diverse customer base throughout the state through a system of offices, and the expansion of other technologically-enhanced approaches to benefit both job seekers and employers;
- Administration of a workforce insurance program which provides benefit payments to qualified individuals who are unemployed through no fault of their own and which is financed through employer-based premiums collected by the Agency.

DESCRIPTION OF PROGRAM: Employment Service – Workforce Preparation

PROGRAM NAME: Job Training Partnership Act (JTPA)
Title II – Training Services for the Disadvantaged
II-A and II-C Adult and Youth Training Programs
II-B Summer Youth Employment and Training Program

PROGRAM COST: Titles II-A and II-C

Total federal Funds Available	\$23,872,559
Total Expenditures	\$15,385,415
Expenditure Rate	64% (Unexpended funds are carried forward into the next program year)

Title II-B

Total Federal Funds Available	\$11,421,082
Total Expenditures	\$ 9,682,513
Expenditure Rate	85% (Unexpended funds are carried forward into the next program year)

PROGRAM GOAL: The purpose of Title II is to establish programs to prepare youth and adults facing serious barriers to employment for participation in the labor force. This is accomplished by providing job training and other services that will result in increased employment and earnings, increased educational and occupational skills, and decreased welfare dependency.

PROGRAM OBJECTIVES: The Employment Security Commission is the designated administrative entity for JTPA in South Carolina. The State Job Training Coordinating Council provides policy guidance and oversight of JTPA programs within the state.

22% of the II-A/II-C funds is retained at the state level to provide administrative oversight, technical assistance and capacity building, performance incentives, and monitoring. Twelve contracts were negotiated across the state to provide training and services for older individuals (age 55 and up). In addition, 13 contracts provided literacy and lifelong learning opportunities, non-traditional training for women, and school-to-work transition services for youth.

78% of the II-A/II-C funds is allocated to the 12 service delivery areas (SDAs) in the state. Through their local private industry councils (PICs), each SDA plans and implements training and services which will meet individual and labor market needs. Adults and youth are provided the educational, occupational, and employability skills necessary to encourage school completion and impact their long-term employment and earnings potential.

100% of the II-B Summer Youth Employment and Training Program funds is allocated directly to the 12 SDAs. Youth are provided basic educational skills, career exposure and practical work experience at public and private work sites.

PERFORMANCE MEASURES: Through the SDAs, 89 Title II-B contracts provided training and services to 5,943 youth during the summer.

Title II-A and II-C performance measures are established by the US Department of Labor (USDOL). Adult measures evaluate the employment status and earnings of participants 13 weeks after exiting the program. Youth performance is measured at the point of program exit and evaluates employment status, school completions, and the educational, occupational and work maturity skill attainments as a result of program participation. Plan versus actual performance for PY'99 is as follows:

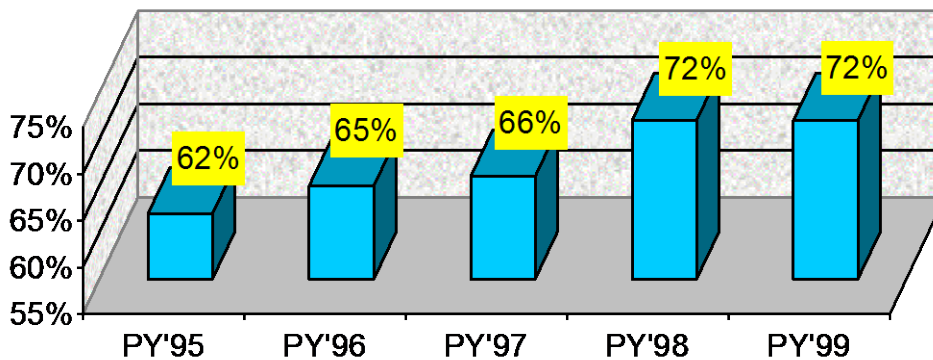
<u>II-A</u>	<u>Standard</u>	<u>Actual</u>
Adult Employment Rate at Follow-Up	62%	72%
Adult Average Weekly Earnings at Follow-Up	\$279	\$346
Adult Welfare Employment Rate at Follow-Up	54%	65%
Adult Welfare Average Weekly Earnings at Follow-Up	\$246	\$331

II-C

Youth Entered Employment Rate	45%	59%
Youth Employability Enhancement Rate	37%	41%

Continuous improvement initiatives in JTPA are driven by federal performance goals and customer satisfaction. Programs are designed, training curriculums developed, and outcomes measured through employer participation on state and local councils. Customer focus is exhibited through a formalized grievance and complaint procedure and surveys of customers during and after program participation. Feedback is incorporated in program planning and evaluation.

Title II Adult Employment Rate at Follow-Up



DESCRIPTION OF PROGRAM: Employment Service – Workforce Preparation

PROGRAM NAME: Job Training Partnership Act (JTPA)
Title III – Employment and Training Assistance for Dislocated Workers

PROGRAM COST:

Total federal funds available	\$15,096,359
Total expenditures	\$11,582,269
Expenditure rate	77% (Unexpended funds are carried forward into the next program year)

PROGRAM GOAL: The Dislocated Worker Program bases its service strategy on two principles: 1) facilitating rapid readjustment and retraining for dislocated workers, and 2) easing the personal and financial difficulties of those workers.

PROGRAM OBJECTIVES: The Employment Security Commission is the designated administrative entity for JTPA in South Carolina. The State Job Training Coordinating Council provides policy guidance and oversight of JTPA programs within the state.

40% of the Title III funds is retained at the state level to provide administrative oversight, rapid response services to employers and affected employees, eligibility services, monitoring, technical assistance, and statewide re-employment services geared to transitioning dislocated workers back into the labor market. Through a contract with the Department of Commerce, 630 employers were contacted for the purpose of gathering information on business conditions to identify possible problems and avert layoffs/closures or link employers who had labor shortages with available dislocated workers. The State Dislocated Worker Unit within the agency held 72 rapid response meetings with employers experiencing mass layoffs or closures and conducted 183 group orientation sessions to explain available services to 10,498 affected employees. Applications were processed and program eligibility determined on 5,770 individuals in PY'99.

60% of the Title III funds is allocated to the 12 service delivery areas (SDAs) in the state. Through their local private industry councils (PICs), each SDA plans and implements retraining services which will meet individual and labor market needs. 32 contracts were negotiated in PY'99 to provide local retraining services.

PERFORMANCE MEASURES: The Dislocated Worker Program provided retraining services to 3,091 participants in Program Year 1999. 1,096 participants continued their training into the next program year. Of those participants leaving the program in PY'99, the following performance outcomes were produced:

- 1) entered employment rate at program exit – 71% (USDOL standard – 71%)
- 2) wage replacement rate at program exit – 101% (USDOL standard – 88%)
- 3) follow-up employment rate (3 months after program exit) – 80% (USDOL standard – 72%)

Continuous improvement initiatives in JTPA are driven by federal performance goals and customer satisfaction. Programs are designed, training curriculums developed, and outcomes measured through employer participation on state and local councils. Customer focus is exhibited through a formalized grievance and complaint procedure and surveys of customers during and after program participation. Feedback is incorporated in program planning and evaluation.

DESCRIPTION OF PROGRAMS: Employment Service-Workforce Preparation

PROGRAM NAME: Welfare-to-Work

PROGRAM COST:

FY 98 Funds Allocated-\$18,009,648 (\$12,006,432 federal and \$6,003,216 match)

Total FY 98 Expenditures-\$12,502,901

FY 99 Funds Available-\$16,661,047 (\$11,107,365 federal and \$5,553,682 match)

Total FY 99 Expenditures-\$4,441,013

The law required that 85% of the funds be allocated to the 12 Service Delivery Areas in the state. The remaining 15% of the funds were retained at the state level to fund special projects.

PROGRAM GOALS: The goal of the Welfare-to-Work program is to move the hardest-to-employ recipients of Temporary Assistance for Needy Families (TANF) from dependency toward self-sufficiency through program activities based on a “work-first” philosophy.

PROGRAM OBJECTIVES:

To provide program activities including job readiness, community service, work experience, and on-the-job training to move participants from dependency toward self-sufficiency.

To assist participants in securing subsidized employment as a step toward unsubsidized employment.

To provide job counseling and job placement services.

To provide supportive services to remove barriers to employment and to help participants remain on jobs.

To maximize job retention and increase in earnings by providing post-employment services such as mentoring, counseling, and skills upgrading.

PERFORMANCE MEASURES:

	Goal	Act. Performance through 6/99	Act. Performance through 6/00
Entered Unsubsidized Employment:	50%	53%	63%
Entered Unsubsidized Employment: (30 or more hours per week)	75%	82%	88%
Retained in Unsubsidized Employment 6 months:	50%	59%	67%
Average increase in earnings:	10%	90%	63%

State and federal performance standards as well as customer satisfaction drive continuous improvement initiatives in the Welfare-to-Work Program.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: Job Corps

PROGRAM COST: USDOL federal funds \$567,778

PROGRAM GOAL: Job Corps is a national training program for young disadvantaged adults, aged 16-24, and its mission is to teach them the skills they need to become employable and independent, placing them in meaningful jobs or further education after residential training.

PROGRAM OBJECTIVES: Job Corps program design integrates the teaching of academic, vocational and social competencies through classroom practical and work-based learning experiences. SCESC identifies, recruits and screens for eligibility under contract with USDOL. The applicants are referred to centers for assignment and training.

PERFORMANCE MEASURES:

During FY00 the following work was provided in South Carolina.

	<u>Quota</u>	<u>Referred</u>	<u>Enrolled</u>	<u>% of Goal</u>
Male	584	870	532	91%
Female	241	370	258	107%

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: BUREAU OF LABOR STATISTICS (BLS) FEDERAL-STATE COOPERATIVE PROGRAMS

PROGRAM COST: Total Expenditure: \$862,922 (Federal funds)
Employment and Training Administration: \$221,908

Administrative costs were derived from contracts with the U.S. Department of Labor to provide statistics for South Carolina as input to national databases. All funding sources were federal with no state monies involved.

PROGRAM GOAL: To provide statistics on the labor force, employment, and unemployment to meet legislative requirements and to provide timely labor market statistics to federal, state, and local governments, public and private educational institutions, businesses and other users for program planning and evaluation and for economic analysis; to provide labor market statistics on areas of high unemployment for allocating federal job training funds under the Job Training and Partnership Act (JTPA)/Workforce Investment Act (WIA) and to determine preference in awarding federal contracts under the Labor Surplus Area program.

PROGAM OBJECTIVES: According to deliverables specified by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), to maintain a comprehensive database of information (name, address, industry code, employment, and wages) on employers covered under South Carolina Employment Security Law; to develop and maintain current estimates of the civilian labor force, total civilian employment, and unemployment for state and substate areas; to develop and maintain current estimates of nonagricultural employment by industry for the state and metropolitan areas; to develop and maintain current estimates of employment and wage data by occupation for the state and substate areas; to collect and maintain information on mass layoffs in South Carolina.

PERFORMANCE MEASURES: A report on employment and wages covered under the South Carolina Employment Security Law was developed each quarter according to BLS technical guidelines; industry classification coding was reviewed for accuracy by BLS; quality and quantity standards were set by BLS in contracts.

Estimates of labor force, employment, and unemployment were developed for the state, metropolitan areas, counties, and cities of 25,000 or more population on a monthly basis following BLS technical guidelines and meeting BLS standards of statistical accuracy; quality and quantity standards were set by BLS in contracts.

Estimates of nonagricultural industry employment, average weekly hours worked and weekly wages paid in manufacturing were developed for the state and metropolitan areas following BLS technical guidelines and BLS standards of statistical accuracy; quality and quality standards were set by BLS in contracts.

Estimates of occupational employment and wage data were developed for state and substate areas following BLS technical guidelines and BLS standards of accuracy; quality and quantity standards were set by BLS in contracts.

A report on mass layoff activity was developed each quarter following BLS technical guidelines; quality and quantity standards were set by BLS in contracts.

Areas of Substantial Unemployment (ASUs) were determined following BLS technical guidelines. These data were used to allocate \$34,631,917 in federal Job Training Partnership Act (JTPA) funds for training 18,868 participants.

Assigning employers industry codes based on the new North American Industrial Classification System (NAICS) was begun. Industry codes based on the Standard Industrial Classification (SIC) were also maintained and updated as necessary.

All program deliverables are established by BLS and are provided to states on an annual basis. Future BLS initiatives and directions include further requirements for data analysis, further incorporation of the new North American Industry Classification System (NAICS), and expansion of survey operations in order to provide localized data to meet the requirements of WIA.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: AMERICA'S LABOR MARKET INFORMATION SYSTEM (ALMIS)
LABOR MARKET INFORMATION TRAINING INSTITUTE

PROGRAM COST: Total Expenditure: \$377,787

All funding is from federal sources under contract with no state funds used.

PROGRAM GOAL: The Labor Market Information (LMI) Training Institute will provide a national infrastructure to advance the art and science of labor market information among all LMI professionals and the LMI customer community.

PROGRAM OBJECTIVES: As stated in the contract with the U.S. Department of Labor, the Labor Market Information Training Institute provides training to LMI professionals and users across the United States, and fosters communication within the LMI field. South Carolina serves as the lead agency in a consortium of states that manages and directs institute operations.

The primary customers are professionals within the Employment Security system who develop or use labor market information. Additionally, training is targeted to special user groups, such as professionals in the Job Corps program and in one-stop resource centers. A formal evaluation process is incorporated into all training sessions, and results are used to improve training on a continuous basis. Additional feedback is solicited from managers of training program attendees, as well as managers throughout the Labor Market Information system nationwide. As part of the development of a business plan for the Institute, various stakeholders were surveyed or gathered into focus groups to obtain additional input for improvement of training and other services.

PROGRAM MEASURES:

- * Thirteen training events were conducted in several sites around the United States with attendance of 660, representing 105% of capacity.
- * The quarterly "Institute News" newsletter for LMI professionals was distributed to a mailing list of over 1,100 individuals.
- * The LMINet website is maintained on a regular basis, providing relevant information to LMI professionals and customers. LMINet receives around 3,000 "hits" (accesses) a month.

Development was started on one new course. Based on the decision of the consortium, as well as the business plan, the LMI Training Institute will continue to expand course offerings and marketing efforts to reach new customers and customer groups. Examples of potential customer groups are economic development groups, community colleges, public data users, statistical associations, bankers associations, employer groups, and workforce development professionals.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: STATE AND LOCAL PLANNING INFORMATION

PROGRAM COST: Total Expenditure: \$399,670

Basic funding is from federal sources. Other minor administrative costs are collected directly from agencies or institutions that contract for the data.

PROGRAM GOALS:

To maintain a comprehensive LMI program to facilitate the preparation and dissemination of state and local planning and related information; to provide planning data for designing training/curricula, as well as follow-up information on training/program completers.

To make Labor Market Information (LMI) readily available to all possible users for obtaining employment, career development, economic development, economic research, or any other potential application.

PROGRAM OBJECTIVES: As stated in the contract with U.S. Department of Labor, major program objectives are as follows: to provide labor force, occupational, placement assistance, and program administration information; to populate and maintain the America's Labor Market Information System (ALMIS) Database; to disseminate LMI data through electronic and non-electronic mediums; to produce labor supply and demand data; and to participate in capacity building for LMI staff and users of LMI data. Additionally, educational planning and follow-up data are provided via the Employment Tracking and Occupational Data (ETROD) System.

The primary customers are public officials, economic developers, program planners, employers, educators, counselors, and job seekers. Data and statistical analysis are provided in printed form, as well as electronically, in user-friendly formats or special formats designed to meet customer requirements. Training and technical assistance in the use of data are provided to all customers, as needed. Customer satisfaction is monitored through an advisory group, tracking requests for data and services, additions to mailing lists, number of mail and phone requests for information, customer feedback, and periodic customer satisfaction surveys. All customer feedback is incorporated into ongoing plans for continuous improvement of products and services.

PERFORMANCE MEASURES: All program objectives and deliverables are monitored by the U.S. Department of Labor's Employment and Training Administration (ETA) to ensure adequate response to user needs, according to contract deliverables. All deliverables were stated in the contract measuring quantity, quality and timeliness.

For products and services provided through the Employment Tracking and Occupational Data (ETROD) System, partner agencies and educational/training institutions provide funds under individual agreements with the Agency. Payment is contingent upon all deliverables being met on a timely basis.

State and Local Planning Performance Measures:

State and local planning information was prepared and disseminated throughout the year via published reports and electronic means. LMI also conducts local area presentations as needed informing state residents on economic conditions, job growth and wage levels by industry and occupation. Availability of data and reports is announced to customers on the Agency website, as well as in the "LMI Guide" brochure and other mailings. Requests are received via telephone, mail, and the website.

- The monthly "SC Employment Trends" publication, a major vehicle for dissemination of state and local data, was distributed to a mailing list of around 1,500 data users.
- The annual Labor Market Review publication serves as a compendium of the major data available on the state's economy and labor market. This comprehensive report was distributed to a mailing list of around 1,000 customers, as well as to several hundred additional customers by request.
- Eleven institutions/agencies received information under contract via the ETROD System. A total of 22,378 training/educational program completers were tracked through the system. The ETROD program returned a high success rate of matching program completers to the required data. ETROD averaged a 87.0% rate for the initial matches of the Employment Security Commission's Unemployment Insurance (UI) database with the contracting parties' data sets.

Work was initiated with the state Department of Social Services during the year to expand the ETROD program to track and obtain information on adults who received foster care services. Work was successfully completed with both the state Commission on Higher Education and the state Department of Education to track and obtain information on completers of state institutions of higher education and completers of Vocational Education programs, respectively. Specifically, the Employment Security Commission's ETROD system obtained data on over 15,000 Commission on Higher Education completers and 7,772 Department of Education completers.

The national Consumer Reports System and Common Follow-up System projects are being developed. The first data from these projects should be available in 2002. Other potential projects involving ETROD data will be explored and implemented as the need for additional tracking data exist. A major area of expansion of ETROD activities will be in the Workforce Investment Act (WIA) program, which will be implemented on July 1, 2000. Program requirements include customer tracking and training provider follow-up, both of which will incorporate wage records matching through ETROD. Efforts will continue toward electronic dissemination of all major reports, publications and data sets via the Agency's website.

One-Stop Performance Measures:

The initial process of populating the ALMIS Database, which is used in the Palmetto Economic Analysis & Research System (PEARS) is now more than 95% complete. The original database has been updated with the most recent data available.

- LMI data are being disseminated through the LMI homepage and PEARS on the Internet; Fax-on-Demand; and various printed LMI publications.

- Labor supply and demand data are produced and published in miscellaneous brochures, LMI publications, and on the Internet.
- LMI staff have attended training classes under the LMI Institute as well as training in the use of PC software. A series of presentations were given across the state to inform data users of the products and services available from LMI in general and particularly as related to the new Workforce Investment Act (WIA).
- All deliverables were stated in the contract measuring quantity, quality and timeliness.
- Telephone data requests from customers for information average more than 2,000 monthly. Each month over 75 requests for publications are handled in addition to regular mailings of at least 2,500.
- An advisory committee made up of members from state and local government, business, and education has been formed to review labor market information products and services. The group meets quarterly to discuss improvements and enhancements needed to make these products and services more customer-oriented.
- A customer service unit has been created and trained to handle incoming data requests.

The web version of the State and Area Research and Analysis System (SARAS) software which runs PEARS was installed in February 2000. Testing began immediately and the system was made available over the Internet to local Employment Service offices and WIA One-Stop offices in June 2000 with plans to release to the public in August 2000.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: South Carolina Occupational Information
Coordinating Committee (SCOICC)

PROGRAM COST:

Federal:	\$121,215
State:	250,554
Other (User Fees)	453,984

PROGRAM GOALS: Under the authorization of the Carl Perkins Vocational and Applied Technology Act , the SCOICC , a consortium of nine state agencies (SC Employment Security Commission acts as fiscal agent), operates a statewide computer network of over 600 computer sites in every county of South Carolina. The program goal of the SCOICC is to improve the development and use of occupational, educational and employment information for planning careers and finding jobs. The primary vehicle for delivery of services is the SCOIS statewide computer network. This SCOIS computer network serves South Carolina high schools, Job Service offices, technical colleges, four year institutions of higher education, vocational rehabilitation workshops, community-based organizations, middle schools, libraries, vocational center, DSS centers, etc.

PROGRAM OBJECTIVES: The SCOICC will improve the way South Carolinians make career decisions and find jobs by: developing, improving and supporting comprehensive career guidance programs, especially in the area of career information delivery and use; making available to students, parents, teachers, administrators and counselors information and planning resources that relate educational preparation to career goals and expectations; improving and promoting the accessibility of information related to career options and preparation to students and parents; providing resources for implementing School-to-Work career development activities; delivering career development training to counselors, teachers and administrators; delivering by computer daily updates of job openings available throughout the State and nation.

PERFORMANCE MEASURES:

- Increase in the number of SCOIS sites: 630 to 650
- Increase in the number of clients served: 400,000 (est) to 405,000 (est)
- Expansion in target groups served: Adults. Trained 156 career development staff on the use of Real Times/Real Life (career development program for adults)
- Increase in number of career development resources distributed: 27% increase
- Expansion of services relative to constant level funding:
 - Introduced the following career development resources:
 - Real Game (trained 220 teachers and counselors in 9 workshops)
 - Career Connections (newspapers in classrooms)
 - Real Times/Real Life (trained 156 staff in 6 workshops)
 - COIN CLIMB! 1 and 2 (software for elementary students)
 - CX Online (career development program over the Internet)

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: School-to-Work (STW) Federal STW Implementation Grant

PROGRAM COST:

Administration:	\$ 9,900
Other Program Costs:	\$133,031

PROGRAMS GOALS: As a part of the School-to-Work system, the South Carolina Employment Security Commission shall work with the Department of Education, the State Board for Technical and Comprehensive Education, and the Commission on Higher Education to assist in the planning and promotion of school-to-work opportunities.

PROGRAM OBJECTIVES: The South Carolina Employment Security Commission will assist in the planning and promotion of School-to-Work by:

- Identifying potential employers to participate in the work-based learning programs;
- Serving as a contact point for employer seeking information on school-to-work activities;
- Providing labor market information relative to supply and demand, and nontraditional jobs for women; and
- Promoting increased career awareness and career counseling through the management and promotion of the South Carolina Occupational Information System (SCOIS).

PERFORMANCE MEASURES: The Governor's School-to-Work Advisory Council has established an Assessment & Evaluation Committee to examine methodologies for measuring the impact of School-to-Work on education reform efforts in South Carolina. This multi-agency effort is in the development stage. Presently, a continuous improvement evaluation model is being recommended with specific benchmark measures to be developed within the next few months.

PERFORMANCE MEASURES INCLUDE:

- Increase in the number of employers participating in STW.
- Increase in the number of work-based opportunities for students.
- Increase demand and high customer satisfaction for Labor Market Information and related services from all stakeholders.
- Increase in # of SCOIS sites and in system utilization at the secondary and post-secondary levels.
- Increase demand and high customer satisfaction for technical assistance to local school districts and consortia related to STW.

Currently, there is no benchmark for system-wide change. Benchmarking is in the developmental stage.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Job Service

PROGRAM COST: Federal funding by Wagner-Peyser totaled \$9,455,919.

PROGRAM GOAL: The Wagner-Peyser funded activity of labor exchange is the main goal of the Employment Service. This provides for the matching of qualified job seekers to employer requests for workers. A number of federal programs are funded additionally to perform specific services in the state of South Carolina. Information on these is included by program name (Veterans Employment and Training, Alien Labor Certification, Job Corps, North American Free Trade Act Agreement, Trade Adjustment Assistance, and Work Opportunity Tax Credit).

PROGRAM OBJECTIVES: At 38 locations throughout the state applicants seeking employment file applications for work, and employers seeking workers list job openings. Job seekers are tested, counseled, and assessed by staff to determine the appropriate course of action. Referrals to job openings are made based on interests, skills, education and experience as required to perform a job. An automated system provides computer matches of qualified job applicants with job openings. SCESC provides a central point where applicants can apply for job openings anywhere in the state or through America's Job Bank.

PERFORMANCE MEASURES

	Actual	Plan of Service	% of Plan
Number of Clients Served	287,506	275,000	105%
Jobs Filled	82,213	80,000	102%
Cost per Placement	\$115.02		

Yearly self-appraisal surveys are schedules by all local offices to determine service to Employers, applicants and community organizations. Of the 3,261 mailed during the last program year, 1,081 were completed and returned for a 34% return rate. Positive comments far outweighed the negative (70%), however the most frequent negative comment from employers was the quality of applicants referred.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Veteran's Employment and Training

PROGRAM COST: USDOL Federal Grant funds for Veterans' Employment and Training \$3,016,000.

PROGRAM GOAL: Staff provides employment and training services to Veterans with some special targets for Vietnam Era and Disabled Veterans.

PROGRAM OBJECTIVES: Disabled Veterans Outreach Program (42 DVOP) and Local Veterans Employment Representatives (35 LVER) staff provide services to develop jobs and job training opportunities such as on-the-job training and apprenticeships, consult and coordinate with employers, federal, state, and local agencies and organizations to maximize employment assistance, counseling and rehabilitation services.

PERFORMANCE MEASURES: Performance standards are developed by USDOL and SCESC annually. These quantitative standards compare the rates of service provided to veterans with their non-veteran counterparts. For this period, the standards are as follows:

Veterans and Other Eligible	15%
Vietnam Era Veterans	20%
Disabled Veterans	25%

The statewide performance resulted in all standards being met.

	Number
Total Applicants Available	287,506
Non-Veterans	258,728
Veterans and Eligibles	28,778
Vietnam Era Vets	8,523
Disabled Vets	3,524
Total Placement / Obtain Employment	92,733
Non-Veterans	78,288
Veterans and Eligibles	14,445
Vietnam Era Vets	4,244
Disabled Vets	1,457

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Alien Labor Certification

PROGRAM COST: Federal funds through USDOL Cost Reimbursable Grant \$114,316

PROGRAM GOAL: The alien labor certification process protects the rights of U.S. workers, including the availability of jobs, wages and working conditions by assuring that foreign workers do not take American jobs without there being a supervised recruitment period at the determined prevailing wage for qualified U.S. workers prior to issuance of permanent resident visas for aliens or temporary work visas for temporary jobs.

PROGRAM OBJECTIVE: Applications by employers for alien labor certification are filed with SCESC prior to transmittal to the Regional Certifying Officer of the U.S. Dept. of Labor and then the Immigration and Naturalization Service. SCESC determines a prevailing wage based on the job duties, education and experience requirements for the intended area of employment. Staff must review the applications to ascertain that all immigration requirements pertaining to employment are met, overseeing the recruitment of U.S workers for the specific job, communicating information in writing for all requirements, and obtaining documentation of such. The process is well defined, but requires much technical and professional judgement. Work is completed in the ALC unit of the state office.

PERFORMANCE MEASURES: Benchmarks for reporting provide evaluation of work accomplished each month, with a summary report to USDOL twice per year. Other than processing applications, the requests for prevailing wage determination on jobs in specialty occupations (college degree or higher) must be completed within two weeks of receipt. Data from the Occupational Employment Statistics Survey is used, and this data is collected by this agency. Applications are processed by priority date as they are received. Time limits for each requirement are prescribed by law, and employers must respond with documentation within 45 days. At the end of FY99 there is a four-month backlog of cases due to the high number of applications and the limited budget for this program.

Number of Cases Received	438
Number of Cases Sent to the Regional Office	255
Number of Cases Closed or Withdrawn	92
Number of Cases Pending	98
Number of Prevailing Wage Requests Received	1,035
Number of Prevailing Wage Determinations Made	1,015

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Trade Adjustment Assistance

PROGRAM COSTS: (July 1,1999 through June 30, 2000)

Administrative:	\$ 15,340
Training	\$ 482,615
Benefits	\$3,220,553

PROGRAM GOAL: Congress passed the Trade Act of 1974 to assist workers who lose their jobs due to increased imports. The goal of the program is to assist workers to return to the workforce as soon as possible.

PROGRAM OBJECTIVES: This program provides a means for workers to attend training, receive UI benefits, be eligible for job search and job relocation allowances. Federal funds are distributed for a three- year period to administer this program.

PERFORMANCE MEASURES: Petitions for TAA are filed by employers or workers in Washington, DC. When petitions are approved, SCESC is notified. We are responsible for notifying affected workers by letter as soon as possible after the certification date as to the benefits of the program. Twenty-one petitions affecting 1,780 workers have been received by this agency for the period 10/1/99 through 9/30/00.

TAA Petitions Filed FY00	21
Petitions Certified	13
Petitions Denied	3
Petitions Withdrawn	2
Petitions Pending	3
Workers Affected	1780

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: North American Free Trade Agreement--NAFTA

PROGRAM COSTS: (July 1, 1999 through June 30, 2000)

Administrative	\$ 24,154
Benefits/ Training	\$345,558

PROGRAM GOAL: On December 8, 1993, the NAFTA program was added to the Trade Act of 1974. NAFTA provides assistance to workers adversely affected because of imports from Canada or Mexico or shifts in production from the United States to those countries. The goal of the program is to assist workers to return to the workforce as soon as possible.

PROGRAM OBJECTIVES: The workers are provided a means to attend training, receive UI benefits, be eligible for job search and job relocation allowances. Federal funds are distributed for a three- year period to administer this program.

PERFORMANCE MEASURES:

NAFTA Petitions Received FY00	13
Petitions Certified	6
Petitions Denied	4
Petitions Withdrawn	1
Petitions Pending	2
Workers Affected	1,460

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Work Opportunity Tax Credit

PROGRAM COST: USDOL Federal funds - Cost Reimbursable \$223,751

PROGRAM GOAL: The Ticket to Work and the Work Incentives Improvement Act of 1999 re-authorized the Work Opportunity Tax Credit (WOTC) and the Welfare-to-Work (WTW) Tax Credit for hiring long-term welfare recipients. The WOTC and WTW programs assist individuals from certain target groups that have consistently had trouble locating work now obtain employment and provide employers with a tax credit that will pay for any extra expenses incurred in their hiring.

PROGRAM OBJECTIVES: SCESC is the designated agency to perform the work of the program. Processing determines on a timely basis the eligibility of individuals as members of targeted groups. Quality review by a second staff member must be provided within 48 hours for each determination. It also includes issuing employer certifications, denials, or notices of invalidation for tax credits. In addition the state must establish and maintain forms review, record keeping and reporting capability, establish a system for orderly management of WOTC job orders, applicant referrals and records, submit quarterly reports as stated in ETA Handbook No 408.

PERFORMANCE MEASURES:

During FY00 the following was provided:

Number of Requests Received	19,314
Number of Eligibility Determinations	17,029
Number of Denials	11,003
Number of Certifications	6,026
Timely Performance Reviews	100%

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: One Stop Grant

PROGRAM COST: Department of Labor Federal Funds - \$7,025,000.00
Expenditures as of June 30, 1999 - \$3,485,886.35
Balance remaining (carry over) - \$3,539,113.65

PROGRAM GOALS:

To develop and implement a statewide One-stop Information-based system of customer services which are widely accessible through a network of technologically enhanced Resource Centers, collaborative satellite sites, with remote employer and individual access.

PROGRAM OBJECTIVES:

All One-Stop Resource Centers will provide access to a core system of basic employment and training information and services for all Department of Labor (DOL) Employment & Training (ETA) funded activities. There will be universal access resource centers in at least one location in each of the 12 Workforce Investment areas. Note: These will likely be replaced by Workforce Investment Area in the year 2000. Resource Centers have been established in both major metropolitan areas and rural community sites. In order to serve the diverse citizens of South Carolina, steps are being taken to insure services are standardized without sacrificing flexibility to meet local needs.

PERFORMANCE MEASURES:

Through the combined efforts of the SC Employment Security Commission and the Service Delivery Area (SDA) Partnerships, there are currently 52 Resource Centers throughout the state, and at least 7 additional centers are scheduled to be implemented October – June 2001. In addition to the physical establishment of resources centers, performance measures will include expansion of the customer base and improved outcomes regarding workforce development needs. As of June 30, 2000, over 714,914 customers have been served in Resource Centers statewide.

Systems are being developed to measure the number and types of customers served, the service(s) provided, the results, and customer satisfaction. These will be better defined as the specifics of the Workforce Investment Act evolve.

DESCRIPTION OF PROGRAM: Unemployment Insurance - Workforce Insurance

PROGRAM NAME: Unemployment Insurance

PROGRAM COSTS: (July 1, 1999—June 30, 2000)

	<u>Federal</u>	<u>State</u>
Insurance Premiums Collected	N/A	\$ 237,163,440
Insurance Benefits Paid	\$ 3,918,006	\$ 191,339,172
Administrative Costs	\$ 24,493,922	N/A

PROGRAM GOALS:

- Mission:** To promote economic and employment stability and relieve the hardships of unemployment through the payment of employer financed insurance benefits to eligible unemployed individuals.
- Vision:** The Unemployment Insurance Division provides a quality service to the public through a well-trained, motivated, ethical, professional workforce; effective management of resources; a positive work environment; and commitment to a continued tradition of excellence.
- Leadership:** Attachment A provides a “leadership philosophy” that has been distributed and discussed with the senior management group within the UI Division. This philosophy statement articulates the values, direction, customer focus, and continuous improvement expectations for Division management.

PROGRAM OBJECTIVES:

- Basic:** Accurate determination of employer liability, timely collection and deposit of insurance premiums, adequate trust fund reserves, customer friendly unemployment insurance claims services, quality determinations of initial and continuing claimant eligibility, timely benefit payments on a continuing basis, an independent system for employer and claimant appeals, and quality control programs to insure efficient and effective program performance with integrity.
- Approach** All program objectives are to be managed a “business plan” approach that clearly identifies customers, defines business processes, determines cost of service, develops continuous improvement plans, take advantage of applied technologies and has accountable performance expectations.
- Initiatives:** Tax System Redesign to include employer electronic service; Remote Initial Claims System; and Legislative Tax Reform.

Unemployment Insurance (cont.)

PERFORMANCE MEASURES:

INPUTS/OUTPUTS (State Fiscal Year)

- 10,864 New employers
- 87,735 Total liable employers
- 282,844 Initial claims
- 1,194,657 Weeks claimed
- 40,374 Nonmonetary separations adjudicated
- 11,384 Non-separation issues adjudicated
- 8,347 Lower authority appeals
- 1,124 Higher authority appeals
- \$237,163,440 Premium & Interest Collections
- \$788,268,313 Trust fund balance
- \$195,257,178 Net Benefits Paid

OUTCOMES/EFFICIENCY/PROCESS/QUALITY

Most “performance measures” are established nationally through a collaborative process between the U.S. Department of Labor and state employment security agencies. A new national performance review system of Tier I and Tier II measures is in effect beginning in Federal FY 2000 which began October 1, 1999. This process is part of the overall Government Performance Review Act (GPRA) required of all Federal Agencies.

Program Performance Assessment – The Division’s management group has reviewed DOL’s published Benefits and Tax performance data for CY 98 and CY 99. Performance was assessed to have been quite strong. Results were as follows:

Benefits				Tax			
Year	Top 10 States	Top 1/3 States	Above Nat. Aver.	Year	Top 10 States	Top 1/3 States	Above Nat.Aver.
1998	43.7%	70.8%	83.3%	1998	19.0%	23.8%	81.0%
1999	62.7%	81.3%	95.3%	1999	19.0%	28.5%	80.9%

Attachment B has two sets of detailed tables comparing South Carolina and National results for CY99 on individual “Tax” and “Benefits” performance measures.

Continuous Improvement Targets – South Carolina’s UI Management group has determined that continuing improvement will focus on eleven areas during federal FY 2001. Some of these areas include: (1) increasing the number of Status Determinations made within 90 days; (2) increasing the timeliness of first payments to 95% made within fourteen days of the claim week ending date; (3) improving on the timeliness in which higher authority appealed cases are decided; and (4) securing delinquent contributory reports sooner. In general, the Division will strive for continuous improvement in national ranking among those states above the national

average and achieving the national average on the small number of measures where that was not true in CY99.

In addition, the Agency maintains a customer comment card process used to recognize positive customer service and correct deficiencies and an Internet feedback mechanism for a new web-based UI Tax, Benefits and Appeals information system for employers. A new Tax System Redesign initiative will involve greater delineation of customer expectations and satisfaction measures through input from employer focus groups representing our primary external customers.

PHILOSOPHY

The Unemployment Insurance Program is part of a “larger” Employment Security System. Therefore it should be managed as an integral part of the Employment Security “team” and not as a separate program. Every effort should be made to actively collaborate with all parts of the Employment Security “team” and with our external partners, towards a goal of fostering economic and employment stability in South Carolina. Within the legal limits of the law, the public good as a whole should always be foremost to the mission of managing the Unemployment Insurance Program within the larger Employment Security System.

The unemployment insurance claimant should be considered as a whole person in managing the Unemployment Insurance Program. Workforce development and reemployment should be as equally important as paying benefits and every effort should be made to insure that there is positive collaboration between the Unemployment Insurance Program and the other parts of the Employment Security System that focus more directly on reemployment.

The Unemployment Insurance Program should be managed in a manner that provides a balance between employer and worker interests, and which guarantees a timely and fair appeal opportunity. The highest standards of consistency and integrity should be maintained in carrying out the spirit and intent, as well as the letter of Employment Security laws. Management should endeavor to maintain and continue South Carolina’s recognition as one of the best managed Unemployment Insurance Programs in the country.

The Unemployment Insurance Program should be managed with a clear focus on providing the best customer service possible. Our customers are employers and workers in the first place, but our customer vision must also include collaborative activities within the Employment Security “team” and external relationships such as with the Executive and Legislative branches of South Carolina government, and partner public agencies.

The Unemployment Insurance Program should be managed with a vision of the future, one that is characterized by innovation and initiatives that prepare South Carolina to do business in new and different ways in response to resource limitations and technological changes. Staff should be encouraged to participate in developing and implementing creative enterprise solutions. Human resource considerations should always be a vital part of managing change.

With a vision to the future, the Unemployment Insurance Program should be managed through a process of continuous improvements and personal expectations. Expectations that communicate a philosophy that “everyone is responsible” for the success of the enterprise should be emphasized at all levels of the organization. Continuous staff development and strong leadership are the foundations for a high performance organization. Our people are our most important resource.

Attachment B

BENEFIT MEASURES	CY 99			
<u>Payment Timeliness</u>	Criterion	National Average	South Carolina	Rank
1st Pay, Intrastate UI, full weeks, % w/in 14/21 days	87	91.3%	94.0%	15 th (T)
1st Pay, Intrastate UI, full weeks, % w/in 35 days	93	97.4%	98.4%	11 th (T)
1st Pay, Interstate UI, full weeks, % w/in 14/21 days	70	77.4%	89.9%	5 th
1st Pay, Interstate UI, full weeks, % w/in 35 days	78	92.3%	96.7%	8 th
1st Pay, Intra+Inter, all pgms, all weeks, % w/in 14/21 days	90	90.3%	93.0%	13 th
1st Pay, Intra+Inter, all pgms, all weeks, % w/in 35 days	95	97.2%	98.5%	6 th (T)
1st Pay, Intra+Inter, UI, partial weeks, % w/in 14/21 days	Nat Avg	87.9%	89.4%	23 rd
1st Pay, Intra+Inter, UCFE, all weeks, % w/in 14/21 days	Nat Avg	81.1%	86.7%	16 th
1st Pay, Intra+Inter, UCX, all weeks, % w/in 14/21 days	Nat Avg	88.6%	97.2%	3 rd
Continued Weeks Paid, Intra, all pgms, % w/in 7 days	Nat Avg	N/A	91.0%	N/A
Continued Weeks Paid, Intra, all pgms, % w/in 14 days	Nat Avg	94.1%	98.2%	6 th (T)
Continued Weeks Paid, Intra, all pgms, % w/in 21 days	Nat Avg	97.3%	99.1%	4 th
Continued Weeks Paid, Intra, all pgms, % w/in 28 days	Nat Avg	98.4%	99.5%	4 th (T)
Continued Weeks Paid, Inter, all pgms, % w/in 7 days	Nat Avg	N/A	91.8%	N/A
Continued Weeks Paid, Inter, all pgms, % w/in 14 days	Nat Avg	N/A	96.9%	N/A
Continued Weeks Paid, Inter, all pgms, % w/in 21 days	Nat Avg	N/A	98.4%	N/A
Continued Weeks Paid, Inter, all pgms, % w/in 28 days	Nat Avg	N/A	99.0%	N/A
<u>Nonmonetary Determinations Timeliness</u>				
Separations, all (Detection Date), % w/in 21 days	80	71.4%	93.0%	4 th
NonSeparations, all (Detection Date), % w/in 14 days	80	68.9%	83.5%	10 th
Separations, Intrastate (Detection Date), % w/in 21 days	Nat Avg	71.4%	93.1%	4 th
Separations, Interstate (Detection Date), % w/in 21 days	Nat Avg	71.8%	90.7%	10 th
NonSeparations, Intrastate (Detection Date), % w/in 14 days	Nat Avg	68.6%	83.7%	10 th
NonSeparations, Interstate (Detection Date), % w/in 14 days	Nat Avg	67.7%	79.8%	12 th
Separations, Intrastate (1st Wk Affected, % w/in 21 days	Nat Avg	82.4%	99.0%	4 th

Separations, Interstate (1st Wk Affected), % w/in 21 days	Nat Avg	74.4%	96.5%	3 rd
NonSeparations, Intrastate (1st Wk Affected), % w/in 14 day	Nat Avg	72.8%	84.4%	17 th
NonSeparations, Interstate (1st Wk Affected), % w/in 14 days	Nat Avg	58.2%	65.9%	18 th

<u>Nonmonetary Determinations Quality</u>	Criterion	National Average	South Carolina	Rank
All dets, Inter+Intra, all pgms cases scoring >80 points	75	71.1%	92.1%	2 nd
<u>Benefit Appeals Decision Timeliness</u>				
Lower Authority Appeals, all pgms, % w/in 30 days	60	76.1%	99.9%	1 st
Lower Authority Appeals, all pgms, % w/in 45 days	80	91.2%	100%	1 st
Lower Authority Appeals, all pgms, % w/in 90 days	95	98.3%	100%	1 st (T)
<u>Age of Undecided Benefit Appeals (Case Aging)</u>				
Lower Authority all pgms, % aged ≤ 25 days	Nat Avg	72.9%	100%	1 st (T)
Lower Authority all pgms, % aged > 40 days	Nat Avg	17.3%	0.0%	1 st (T)
Lower Authority all pgms, % aged > 120 days	Nat Avg	6.7%	0.0%	1 st (T)
Lower Authority all pgms, % aged > 360 days	Nat Avg	3.7%	0.0%	1 st (T)
<u>Quality of Lower Authority Benefits Appeals</u>				
Overall, cases scoring ≥ 85% potential points %	80	94.1%	97.8%	15 th
Due Process Quality, cases passing all elements %	Nat Avg	88.9%	91.1%	25 th
<u>Backlog of Pending Appeals</u>				
Lower Authority, all programs Months' Worth	Nat Avg	1.0 mths.	0.6%	7 th
<u>Benefit Appeals Timeliness</u>				
Higher Authority, all pgms, % decision w/in 45 days	50	72.8%	64.2%	34 th
Higher Authority, all pgms, % decision w/in 75 days	80	92.1%	76.2%	50 th
Higher Authority, all pgms, % decision w/in 150 days	95	98.1%	98.3%	37 th
<u>Age of Undecided Benefit Appeals (Case Aging)</u>				
Higher Authority, all pgms, % aged % ≤ 40 days	Nat Avg	70.3%	96.0%	4 th
Higher Authority, all pgms, % aged % > 70 days	Nat Avg	14.0%	1.0%	5 th
Higher Authority, all pgms, % aged % > 120 days	Nat Avg	9.0%	0.0%	1 st (T)
Higher Authority, all pgms, % aged % > 360 days	Nat Avg	4.0%	0.0%	1 st (T)

<u>Backlog of Pending Appeals</u>				
Higher Authority, all pgms Months' Worth	Nat Avg	1.2 mths.	1.1%	24 th
<u>Combined Wage Transfer Timeliness</u>				
Transfers, all programs, % w/in 3 days	Nat Avg	72.7%	95.3%	13 th
<u>Benefit Payment Accuracy</u>				
BAM Overpayments to \$ Paid %	Nat Avg	10.0%	10.1%	31 st
TAX PERFORMANCE CY 99				
<u>Status Determinations</u>	Criterion	National Average	South Carolina	Rank
New, made within 90 days of QED %	60	78.4%	82.0%	25 th
New, made within 180 days of QED %	80	88.3%	91.7%	19 th
Successor, made within 90 days of QED %	Nat Avg	71.7%	85.5%	9 th
Successor, made within 180 days of QED %	Nat Avg	84.9%	94.8%	6 th
<u>Completeness/Timeliness</u>				
<u>Report Delinquency</u>				
Contributory, Filed Timely %	Nat Avg	89.0%	89.6%	26 th
Contributory, Secured within 90 days %	Nat Avg	95.0%	94.4%	29 th
Contributory, Resolved within 180 days %	Nat Avg	99.1%	97.8%	34 th
Reimbursing, Filed Timely %	Nat Avg	89.3%	92.7%	23 rd
Reimbursing, Secure within 90 days %	Nat Avg	95.1%	96.5%	27 th
Reimbursing, Resolved within 190 days %	Nat Avg	97.3%	97.8%	32 nd
<u>Collections</u>				
Contributory, Amount Due paid Timely %	Nat Avg	89.4%	91.5%	32 nd
Contributory, Receivables to Tax Due %	Nat Avg	2.7%	3.7%	9 th
Reimbursing, Amount Due paid Timely %	Nat Avg	82.5%	96.0%	11 th
Reimbursing, Receivables to Tax Due %	Nat Avg	4.0%	0.7%	37 th
<u>Field Audit</u>				
Change in Wages Resulting From Audit %	Nat Avg	3.2%	3.1%	18 th
Contributory Employers Audited %	Nat Avg	2.1%	2.7%	5 th
Wages Audited, Annualized %	Nat Avg	1.4%	1.1%	27 th

<u>Transfers to the Unemployment Trust Fund</u>				
Days on Deposit in Clearing Account days	≤ 2	2.3%	2.1%	35 th
Daily Loanable Balance Rel. to Daily Transfer Ratio	≤ 1.75	2.16%	2.1%	22 nd
BENEFIT PAYMENT CONTROL				
<u>Collections Relative to Establishments for Period</u>				
Fraud %	Nat Avg	60.7%	43.4%	43 rd
Non-Fraud %	Nat Avg	71.2%	77.8%	14 th