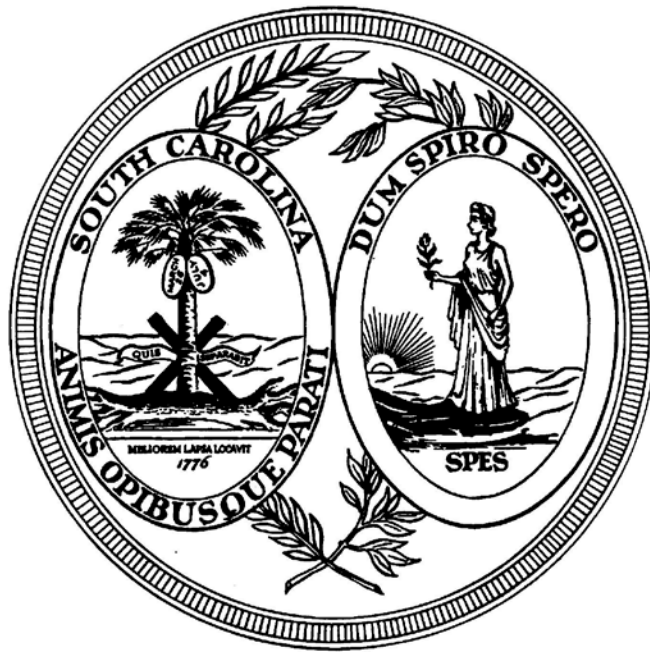


State of South Carolina

Governor's Office of Executive Policy and Programs



Agency Accountability Report

Fiscal Year 1999-2000

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October 20, 2000

Mr. Les Boles, Director
Office of State Budget
State Budget and Control Board
1122 Lady Street, 12th floor
Columbia, SC 29201

Dear Mr. Boles:

Enclosed please find three hard copies and one electronic copy of the 1999-2000 Annual Accountability Report for the Governor's Office of Executive Policy and Programs. The process used to determine the mission of the Office of Executive Policy and Programs (OEPP) included examining the enabling legislation and incorporating the missions of each division within the agency. Because of the variety of offices and programs within OEPP, each program has developed and adjusted its own objectives and performance measures after implementing the programs on a yearly basis. The objectives were formed in accordance with the individual division's enabling legislation and input from staff and the respective advisory boards and commissions where appropriate.

Our customers are the citizens of South Carolina who are in need of a variety of services ranging from foster care to representation as a minority business to veterans affairs. We are committed to providing quality, efficient, and pro-active services and are consistently making improvements in each of our program areas. Should you have any questions regarding this report, please feel free to contact me at 734-6457.

Respectfully submitted,



Michael Grant LeFever
Deputy Chief of Staff

Executive Summary

Agency Budget FY99-00 Governor's Office of Executive Policy and Programs

| Total | State | Earmarked | Restricted | Federal |
|--------------|--------------|------------------|-------------------|----------------|
| \$52,650,993 | \$12,190,484 | \$13,484,174 | \$3,581,504 | \$23,394,831 |

The Governor’s Office of Executive Policy and Programs serves the citizens of South Carolina in a variety of ways. Whether it is assisting victims of crime, reviewing cases of children in foster care, helping to establish a minority-owned business, or answering the needs of those citizens who have exhausted every other avenue through the Ombudsman’s Office, OEPP strives to provide South Carolinians with the most efficient, effective service possible. Fiscal Year 1999-2000 was marked with further alignment and consolidation of OEPP programs to provide seamless services and communication across office program lines. Uniting the administration of the Governor’s Mansion, the Office of Executive Policy and Programs, and the Executive Control of State served to synchronize the management of these different areas.

Through statutory mandate, Section 1-30-110 provides that the Office of the Governor should administer the following programs: Continuum of Care for Emotionally Disturbed Children, Guardian Ad Litem Program, Office of Victim’s Assistance, Office of Veterans Affairs, Commission on Women, and the Foster Care Review Board. Rooted in the fact that various social and human service needs drive our programs, many cases and contacts are urgent in nature and must be responded to in a timely manner. Children’s services comprise one half of OEPP’s programs; constituent services comprise of the other half. Our responsibility to the citizens of the state in both of these areas is our number one priority, and through collaboration with other agencies, we are able to carry out our mission. The precedents set by our office are only with the commitment of other cabinet agencies, boards and commissions with similar missions to those of OEPP’s. In the area of children’s services, a sampling of partnerships follow:

- 1) Caring for Tomorrow’s Children collaborates with the *Department of Health and Environmental Control* to reduce South Carolina’s infant mortality rate
- 2) Foster Care Review Board staff meets quarterly with *Department of Social Services* administrative staff to discuss trends and areas of concern identified by local review boards statewide. Also, Review Board staff participates on a multi-agency conference committee for the annual conference sponsored by *Prevent Child Abuse South Carolina*.
- 3) To improve service delivery to abused and neglected children, Guardian ad Litem works with the following committees: *South Carolina Justice Act Task Force, Children's Committee of the South Carolina Bar, SCVAN Children's Legislative Committee, Prevent Child Abuse*, and many others.
- 4) The Office of Children’s Affairs examines allegations of abuse and neglect of children under the age of 18 who reside in Residential Treatment Facilities licensed by the South Carolina *Department of Health and Environmental Control* or operated by the South Carolina *Department of Mental Health*, in an effort to determine whether an allegation of abuse or neglect is substantiated.
- 5) The Director of the Children’s Division chairs the monthly meetings of the Health and Human Services Coordinating Council.

In the Division of Constituent Services, cooperative efforts can be demonstrated through a number of the following areas:

- 1) Victim's Assistance contributes to seminars conducted by the *Solicitors Victim Advocate Forum* and the *SC Professional Colloquium on Child Abuse*, state-of-the-art address mapping analysis through the *Budget and Control Board* and the establishment of long-term standardized training through the *University of South Carolina* (USC) College of Social Work, *SCVAN*, a state level advisory group representative of agencies and groups involved in victim assistance and domestic violence, the *Guardian Ad Litem Program*, and the *USC Internet Victim Information System Project*, which improves both electronic criminal justice records and victim notification processes in partnership with the *Department of Public Safety*.
- 2) The Office of Veterans Affairs collaborates with the *Employment Security Commission* for job placement and training of veterans. Another area of cooperation is with the *Department of Mental Health* for the screening of veteran applicants for admission into State Veterans' Homes and participation as an ex-officio member of the *DMH* executive committee for healthcare of veterans in State Veterans' Homes. The Office of Veterans Affairs also coordinates program services with *American Legion, Veterans of Foreign Wars, Disabled American Veterans*, and various other service organizations.
- 3) The South Carolina Developmental Disabilities Council believes in, advocates and funds grants that promote independence, productivity and inclusion for all persons with developmental disabilities. The council collaborates with multiple state and federal agencies and private non-profit organizations such as the *Protection and Advocacy for People with Disabilities, Inc.* to empower, protect and advocate for persons with disabilities.
- 4) The Office of Small and Minority Businesses works with the *Small Business Administration* to refer small businesses needing assistance with loans and technical assistance for business start-up and planning to the SBA.
- 5) The Office of Economic Opportunity (OEO) sends its state plan to *DSS, DMH, DDSN, and DHHS* to make them aware of programs running each year. The Office of Economic Opportunity additionally works with county *DSS* offices and the county *Councils on Aging* to provide them with information to advise the elderly and homebound on programs such as energy assistance. OEO also cooperates with *DSS* to share information on the individuals who have applied for energy programs to match the needs of low-income households.

The customer focus for the Office of Executive Policy and Programs is to each of those citizens of the state who is in need. A wide range of citizens makes up the actual consumers of the programs OEPP provides. Citizens such as children, the elderly, their family members, other state agencies with mutual clients, state and federal officials and the South Carolina citizenry at large benefits from programs in place. OEPP provides service and aid whether for assistance with heating bills or providing a continuum of care for emotionally disturbed children. Many of OEPP's programs are community-focused, and our customers receive our policy of inclusion on both a statewide and local basis. The Governor's business plan focuses on supporting communities in South Carolina, and OEPP's mission supports the Governor's vision for a state that provides superior education, economic prosperity, accessible and affordable healthcare, safe communities and a healthy environment.

OEPP continually strives for excellence in the area of customer service. Through needs assessments and surveys, the Governor's Office determines what services it should provide to better serve the citizens of this state. Each division has designed a system to set priorities, track and evaluate the progress of individual programs. The Office of Executive Policy and Programs is organized to allow for input at all levels. The staff members who directly serve customers are afforded the opportunity to assist in creating systems that will better serve the public which results in more efficient, effective, and customer friendly service. OEPP consistently looks for ways to improve responsiveness to the citizens who use the services, and through expanding customer satisfaction measurements, OEPP will be able to more accurately and efficiently serve those in need of services.

Mission Statement

The Office of Executive Policy and Programs mission is:

- To serve the people of South Carolina through the delivery of a variety of critical social, health care, human services and educational programs in support of *EnVision South Carolina*, Governor Jim Hodges' business plan.

Leadership System

The Office of Executive Policy and Programs is directed by the Deputy Chief of Staff for Executive Programs and Cabinet Affairs who reports to the Governor through the Chief of Staff. The integration of the Governor's policies and visions are carried out by the Deputy Chief of Staff who directs the divisions of OEPP and coordinates cabinet policy. For the first time in any Governor's term in office, Governor Hodges developed a state business plan and a vision for the State of South Carolina. The Governor was personally involved in the creation of the business plan, and through soliciting feedback from employees and stakeholders, the Governor articulated his goals and operating philosophy to be shared by state agencies. The Governor's plan, *EnVision South Carolina*, clarifies the direction of the Governor's Office and cabinet agencies. The strategic plan is composed of five main areas: 1) education 2) economic opportunity 3) safe and healthy communities 4) the environment and 5) results oriented government. OEPP's mission will be linked to these strategic areas and with the implementation of Malcolm Baldrige criteria, each program area will become more results oriented and aligned with the Governor's goals.

The Governor and senior staff meets regularly to assess progress towards achieving the mission. Developing and maintaining an effective performance-oriented leadership system within OEPP is carried out by the Deputy Chief of Staff who meets with division directors on a weekly basis to discuss current issues affecting the fifteen programs that make up OEPP. By meeting regularly, adhering to the mission of the agency and encouraging training and development, the staff of each program area is more cognizant of the developments in the entire agency.

Each division director meets frequently with management staff and utilizes a bottom-up information flow. This allows offices to communicate with one another and be aware of what other programs are doing. Not only is there internal development of staff through open lines of communication, but external development also is promoted. Because some programs are federally funded, training from the federal level of government occurs to ensure consistency of service in many of OEPP's programs. Also, basic computer training is provided internally to ensure staff is technologically proficient. Utilizing an internal staff for computer training, it ensures that the entire agency is productive.

Management and supervisory training is encouraged throughout the agency. New supervisors must attend a Supervisory Skills class offered by the Budget and Control Board's Human Resources Development Services (HRDS) program. Qualified staff is encouraged to attend the Associate Public Manager/Certified Public Manager training conducted by HRDS, as well as the Budget and Control Board's Executive Institute. For mid-level managers, the Governor's Office EXCEL (Exemplifying Character and Excellence through Leadership) Institute is offered to OEPP staff, cabinet agencies and Budget and Control Board participants who met the program criteria. Each year, approximately thirty mid-level managers in the EXCEL program attend sessions such as ethics, negotiation and budgeting. This training is developing the next generation of leaders in OEPP, the Board and in cabinet agencies. Through staff development and training, OEPP is more able to efficiently and effectively provide quality, value-added services to the citizens of South Carolina.

Customer Focus and Satisfaction

The Governor focuses on results oriented government in his strategic plan. His priorities include aligning and focusing resources on strategic goals, rewarding employees for achievement, providing them with necessary resources and quality customer-focused training, and promoting the use of technology in government to achieve greater efficiency, effectiveness and accessibility. The Office of Executive Policy and Programs has customer service as a top priority. Each division has designed a system to set priorities, track and evaluate the progress of the individual programs. The Office of Executive Policy and Programs is organizationally designed to allow for input at all levels. The staff members who directly serve customers are afforded the opportunity to assist in creating systems that will better serve the public which results in more efficient, effective, and customer friendly service.

In the Office of Economic Opportunity, for example, federal guidelines require that each consumer of be surveyed. At the Continuum of Care, staff meets with parents on a regular basis for feedback and input on ways to improve the program. Many offices provide newsletters to their constituents to communicate with them regularly and solicit feedback. All offices are responsive to their customers through answering e-mails, voice-mails, and standard mail with a quick turn-around time. The Foster Care Review board volunteers are surveyed biennially to evaluate their satisfaction with the ways in which required information is gathered, the quality of the training they receive, their satisfaction with professional staff and the overall quality of the services to children in foster care offered by the Department of Social Services. Finally, in the Guardian Ad Litem program, surveys are given to volunteer workers to find out the needs and views of the children and parents.

OEPP consistently looks for ways to improve responsiveness to the clients. Through expanding customer satisfaction measurements, OEPP will be able to more accurately and efficiently serve those who need our programs. By focusing on achieving results through customer service, citizens have a voice in their governance and are trustees of its future.

Performance Excellence Criteria

The Office of Executive Policy and Programs has embarked on implementing the Baldrige criteria to fine-tune the way we do business throughout the agency. Many of the programs already use some aspects of Baldrige already in place. However, in the overall implementation, OEPP is in its infancy in the completing the Malcolm Baldrige National Quality Award criteria. One step OEPP has taken to implement the Baldrige criteria is that all office and division directors received a full day training on the Malcolm Baldrige concept. Both the administration and program areas were included in this first step in implementing the criteria, since Malcolm Baldrige includes human resources and information technology as two of the seven areas of results-oriented service delivery. Also, two of OEPP's offices have undergone a self-assessment using the Baldrige self-assessment surveys.

Another step OEPP took to apply Baldrige was to develop and fund a position - Director of Performance Improvement and Accountability-, which will focus on implementing the Baldrige criteria in OEPP and the cabinet agencies. Once this position is hired, OEPP will have the expertise available to make the agency a Baldrige agency. Ultimately, this position will work with the offices and divisions to do self-assessments, analyze what areas need to be improved and provide them an improvement plan and support in the form of consulting and training services.

In addition, OEPP is moving toward utilizing the Governor's business plan as an overarching guide to align all of OEPP. After analyzing the Governor's business plan, the divisions and offices can use both Baldrige and the strategic plan to coordinate each program's goals and mission.

OEPP is dedicated to performance improvement. With the leadership of the Governor, OEPP is committed to using Baldrige to set directions, create a customer-focused workforce, utilize resources for continuous improvement and to ensure organizational effectiveness. OEPP is becoming more results oriented daily, and through the cultivation of OEPP employees, processes and service delivery will be benchmarked. OEPP is focused on providing world-class service to all of its customers, and the Malcolm Baldrige National Quality Award criteria is the tool the offices are using to achieve that level of service.

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: Foster Care Review

PROGRAM COST: Funds expended in FY'99-00 for Division of Children's Services – Foster Care Review was \$1,065,892. This funding consisted of the following sources of funds: State - \$779,271, Title IV E - \$179,607, and Medicaid - \$107,014.

PROGRAM GOAL: To provide an external system of accountability and advocacy for children and families involved with the foster care system by utilizing panels of community volunteers to promote safe, permanent homes for children in foster care in a timely manner and to increase public awareness regarding the impact of child abuse and neglect.

PROGRAM OBJECTIVES: To ensure children in the foster care system are placed in safe, permanent homes in a timely manner as mandated by state and federal laws, the program objectives are as follows: **1)** review the case of each child in foster care after four months in care and every six months thereafter; **2)** determine the need for and appropriateness of foster care placements; **3)** determine the extent of compliance with the stated case plan and the court ordered treatment plan; **4)** determine the extent of progress made toward alleviating or eliminating the factors necessitating placement in foster care; **5)** advise foster parents who come before the Review Board of their right to petition the Family Court for termination of parental rights and adoption; **6)** report monthly, quarterly, and annually to the South Carolina Department of Social Services and other adoptive or foster care agencies any deficiencies in the agencies' efforts to secure permanent homes for children; **7)** report to the Family Court on the status of court ordered treatment plans subsequent to each child's review; **8)** make recommendations in an annual report to the Governor and the General Assembly with regard to foster care policies, procedures, and practices of public and private agencies which arrange foster care of children; **9)** maintain a separate quality assurance review process for foster children in therapeutic placements funded by Medicaid, as per contract with the Department of Health and Human Services to ensure that placements of emotionally disturbed Medicaid eligible individuals under the age of twenty-one (21) in residential treatment are appropriate.

PERFORMANCE MEASURES:

| INPUTS: | FY 1998-1999 | FY1999-2000 |
|---|---------------------|--------------------|
| Number of Volunteers | 156 | 163 |
| Number of Volunteer Hours | 9,707 | 9,918 |
| Number of Review Board Coordinators | 9 | 7 |
| Number of Review Boards | 36 | 36 |
| Number of Reviews Scheduled | 8,040 | 8,147 |
| Number of Incoming Constituent-Related Communication | -- | 76 |
| Number of Children in Foster Care more than Four Months, Having at least One Review | 4,664 | 4,677 |
| Number of Completed Customer Satisfaction Questionnaires Received from Stakeholders | -- | 489 |

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| <u>OUTPUTS:</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|---|----------------------------|---------------------------|
| Number of Review Board Meetings | 414 | 410 |
| Number of Reviews Conducted | 7,798 | 7,849 |
| Number of Children Reviewed | 4,664 | 4,677 |
| Number of Recommendations Issued | 7,798 | 7,849 |
| Number of Areas of Concern Cited | 10,135 | 10,494 |
| Number of Constituent-Related Communication Initiated | -- | 75 |
| Number of Advocacy Referrals Initiated | 1,929 | 1,390 |
| Number of Customer Satisfaction Questionnaires Mailed to Stakeholders | -- | 948 |

| <u>EFFICIENCY MEASURES:</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|--|----------------------------|---------------------------|
| Number of Volunteer Hours per Child Reviewed | 2.08 | 2.12 |
| Number of Reviews Conducted per Coordinator | 866 | 1,121 |
| Number of Reviews Continued/Rescheduled | 242 | 298 |
| Number of Reviews Not Held Timely | 101 | 159 |
| Number of Advocacy Referrals Initiated per Child | .4 | .3 |
| Number of Areas of Concern Cited per Child | 2.1 | 2.2 |
| Number of Children Reviewed per Meeting | 11 | 11 |
| Number of Constituent-Related Communications Pending | -- | 1 |
| Number of Surveys Returned Compared to Number Sent | -- | 52% |

| <u>OUTCOMES</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|--|----------------------------|---------------------------|
| Average Length of Time in Care (years) for Children Leaving Foster Care System | 2.9 | 2.9 |
| Average Number of Placements Experienced by Children Leaving Care | 3.72 | 3.26 |
| Percentage of Children Re-entering Care | 20% | 18% |
| Percentage of Children Placed in a Permanent Home After Leaving Foster Care System | 69% | 66% |

| <u>QUALITY</u> | | |
|---|----|-----|
| Average Overall "Grade" as rated by Stakeholders Responding to Survey | -- | A |
| Average Percentage Stakeholders in Agreement FCRB: | | |
| Provides Quality Tangible Services | -- | 88% |
| Is Empathic | -- | 79% |
| Is Reliable | -- | 77% |
| Offers Assurance | -- | 70% |
| Is Responsive | -- | 65% |
| Is Effective in Monitoring DSS | -- | 60% |

PROGRAM NAME: Foster Care Review (continued)

MEDICAID QUALITY ASSURANCE REVIEW PROCESS

OBJECTIVES: To ensure that placements of emotionally disturbed Medicaid eligible individuals under the age of twenty-one (21) in residential treatment are appropriate, the Quality Assurance Review process' objectives are: **1)** facilitate the process within the current structure of the Review Board and through the Interagency System for Caring for Emotionally Disturbed Children (ISCEDC); **2)** monitor every six (6) months all children in public foster care residing in therapeutic placements to track the progress made toward achievement of case management goals and a permanent plan for each child; **3)** conduct quality assurance reviews on a sample of Medicaid eligible children determined by referrals and random selection in order to assess the continuing appropriateness of treatment, the level of communication between entities involved in service provision for the child, and the need for continued services; **4)** submit monthly summary reports and one annual report utilizing statistical and programmatic information to the Department of Health and Human Services.

| <u>INPUTS:</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|--|----------------------------|---------------------------|
| Number of Medicaid Review Specialists | 1 | 1 |
| Number of Medicaid Reviews Scheduled | 2,073 | 2,126 |
| Number of Children in Therapeutic Placements | 1,221 | 1,232 |
| Number of Advocacy Referrals for Case Follow-up Received | 101 | 65 |

| <u>OUTPUTS:</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|---|----------------------------|---------------------------|
| Number of Medicaid Reviews Conducted | 2,013 | 2,078 |
| Number of Children Reviewed | 1,198 | 1,202 |
| Number of Children Assessed in Individual Staffings | 66 | 48 |
| Number of Areas of Concern Cited | 2,688 | 2,704 |
| Number of Medicaid Areas of Concern Cited | 66 | 49 |
| Number of Advocacy Referrals for Case Follow-up Initiated | 101 | 64 |
| Number of Therapeutic Facilities Visited | 18 | 24 |

| <u>EFFICIENCY MEASURES:</u> | <u>FY 1998-1999</u> | <u>FY1999-2000</u> |
|---|----------------------------|---------------------------|
| Number of Reviews Continued/Rescheduled | 60 | 48 |
| Number of Children in Medicaid Therapeutic Placements Not Reported or Reviewed Timely | 23 | 30 |
| Number of Children Assessed Compared to Number in Medicaid Therapeutic Placements | 5% | 4% |
| Number of Advocacy Referrals for Case Follow-up Pending | 0 | 1 |

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| OUTCOMES: | FY 1998-1999 | FY1999-2000 |
|--|---------------------|--------------------|
| Percentage of Children with Inadequate Level of Communication Among Treatment Team | 18% | 15% |
| Percentage of Children Placed at an Appropriate Level of Care | 80% | 73% |
| Percentage of Children Whose Placement Meets Needs | 71% | 52% |
| Percentage of Children Assessed Requiring Residential Treatment | 94% | 92% |
| Average Length of Time in Care (years) for Children Leaving Foster Care System | 4.1 | 4.2 |
| Average Number of Placements Experienced by Children Leaving Care | 6.9 | 6.8 |
| Percentage of Children Re-entering Care | 23% | 23% |
| Percentage of Children Placed in a Permanent Home After Leaving Foster Care System | 43% | 41% |

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: Office of Children's Affairs

PROGRAM COST: Operating Budget: \$153,024.00, 100% State; Special Items: \$172,181.00, 100% State (CCRS -*Proviso 6DD.5)

PROGRAM GOALS: To advocate for improved services for children by resolving and addressing concerns, issues and problems between constituents and state agencies and among state agencies. To facilitate, promote and improve communication and coordination of services between constituents and state agencies and among state agencies.

The Office of Children's Affairs provides professional assistance to constituents and state agencies in an effort to resolve concerns, issues and problems. Inquiries into ways to resolve issues, facilitating improved communication, empowering agency workers and individuals, providing information, referral and advocacy, conducting desk top reviews of cases and attending staffings and meetings on the local and state levels are a few examples of the professional assistance we provide.

PROGRAM OBJECTIVES:

In an effort to carry out these goals, the following objectives are in place:

- 1) Provide appropriate referrals and information for services to constituents in a timely manner
- 2) Educate constituents on available public and community services and resources
- 3) Provide constituents and agencies an avenue of appeal, mediation, and/or arbitration through the Children's Case Resolution System (CCRS)
- 4) Inform state agencies of identified concerns, issues or problems
- 5) Request response and action to identified concerns, issues or problems
- 6) Investigate allegations of abuse and neglect of children under the age of 18 who reside in Residential Treatment Facilities licensed by DHEC or operated by SCDMH

PERFORMANCE MEASURES:

| INPUTS: | FY 98-99 | FY 99-00 |
|--|-----------------|-----------------|
| Number of Initial Constituent/Other Calls (*not including follow-up calls or repeat calls) | -- | 690* |
| Number of Written Correspondence Received | 130 | 340 |
| Number of CCRS Referrals | 15 | 12 |
| Number of Abuse and Neglect Investigations | 44 | 50 |

| OUTPUTS: | FY 98-99 | FY 99-00 |
|--|-----------------|-----------------|
| Number of Program Coordinators | 3 | 3 |
| Number of Administrative Support Staff | 1 | 1 |

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| OUTCOMES: | FY 98-99 | FY 99-00 |
|--|-----------------|-----------------|
| Correspondence Answered within 5 Days | -- | 329 |
| Number of Appropriate Referrals to State Agencies on Behalf of Constituents | -- | 666 |
| Number of Other Referrals | -- | 24 |
| Number of CCRS Referrals Reviewed and Staffed | 15 | 12 |
| Number of Child Abuse and Neglect Investigations Indicated/Substantiated for Child Abuse and Neglect | 4 | 1 |

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: Guardian ad Litem Program

PROGRAM COST: State - \$1,222,684; Other – \$1,869,028 Total - \$3,091,712

PROGRAM GOALS:

- 1:** To insure the rights of abused and neglected children
- 2:** To measure the quality of volunteer GAL service to children, ensure that minimal Program requirements are maintained and to improve areas of weakness
- 3:** To raise the minimal Program requirements to the standards adopted by the National Court Appointed Special Advocates/GAL Organization
- 4:** To interact with child advocacy personnel on a state and national level to increase public awareness of program activities and issues of child abuse and neglect
- 5:** To interact with law enforcement and solicitors' offices to increase awareness of the need to arrest and prosecute more people who victimize children

PROGRAM OBJECTIVES:

Objective for Goal 1:

- Maintain fundamental program operations and activities
- Determine if legal rights of children in the child welfare system, law enforcement system and judicial system are being protected

Objectives for Goal 2:

- To identify the strengths and weaknesses of the Program and volunteer service through an evaluation process
- To determine cost effectiveness of the volunteer GAL program
- To measure volunteer effectiveness

Objectives for Goal 3:

- To increase training hours for volunteers
- To improve training and supervision of volunteers
- To improve advocacy for and representation of maltreated children
- To improve ratios for staff to volunteers to caseload

Objectives for Goal 4:

- To provide an increased awareness of the nature and extent of child abuse and neglect on a local and state level
- To actively solicit community involvement in child abuse and neglect judicial proceedings
- To assist in the improving the quality of service to children

Objective for Goal 5:

- To provide increased awareness of the nature and extent of child abuse as a criminal offense

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PERFORMANCE MEASURES:

| OUTPUTS: | FY 98-99 | FY 99-00 |
|------------------------------------|-----------------|-----------------|
| Total number of children served | 4,232 | 4,415 |
| Total number of open cases | 2,544 | 2,412 |
| Total number of children rejected | -- | 1,112 |
| Total number of volunteers | 1,036 | 1,011 |
| Total number of volunteers trained | 405 | 380 |
| Total number of cases rejected | -- | 556 |

| INPUTS: | FY 98-99 | FY 99-00 |
|---|-----------------|-----------------|
| Public Relations activities: | | |
| TV appearances | -- | 4 |
| Radio on-air guest | -- | 9 |
| Meetings with newspaper editors/reporters | -- | 12 |
| Newspaper articles published | -- | 109 |
| County candlelight vigils | -- | 27 |
| Churches contacted | -- | 200 |
| Total number of pre-service training sessions | 65 | 87 |
| Total number of in-service training | 74 | 129 |

EFFICIENCY MEASURES

In 1998 the median cost per child for CASA/GAL programs across the country was \$562 and the median cost per volunteer was \$1,947.00. The volunteer guardians in fiscal year 1999-2000 contributed approximately 60,000 volunteer hours.

| OUTCOMES: | FY 99-00 |
|------------------------------|-----------------|
| Total number of new cases | 1,644 |
| Total number of closed cases | 1,399 |

FOOTNOTE:

The Guardian ad Litem Program began to maintain a more accurate statistical reporting system in Fiscal Year 1999-2000. The change in reporting of data has resulted in what may at first glance appear to be a reduction in the number of volunteers. The Program, prior to Fiscal Year 1999-2000, had a different definition that caused a significant number of volunteers to be deleted from the active list. A change in the method for calculating case rejection rates has also made it appear that the rejection rate increased for Fiscal Year 1999-2000; however, the determination of case rejection has changed to more accurately reflect the rate.

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: Caring for Tomorrow's Children

PROGRAM COST: \$94,043.48 State Funds (non book printing year)

PROGRAM GOAL: To reduce infant mortality, reduce low birth weight and to increase immunization.

PROGRAM OBJECTIVES: To educate families about the importance of early and continuous prenatal care, well-baby care and immunizations through public awareness, education and an incentive campaign.

PERFORMANCE MEASURES

| <u>INPUTS</u> | <u>FY 98-99</u> | <u>FY 99-00</u> |
|--------------------------------------|------------------------|------------------------|
| Number of requests for books | -- | 19,110 |
| Number of participating counties | -- | 46 |
| Number of participating doctors | -- | 1286 |
| Number of coupons in book | -- | 239 |
| Number of coupon donors | -- | 24 |
| Number of program sponsors | -- | 12 |
| Number of requests that are Medicaid | -- | 10,778 |
| Number of new doctors participating | -- | 13 |

| <u>OUTPUTS</u> | <u>FY 98-99</u> | <u>FY 99-00</u> |
|---|------------------------|------------------------|
| Number of brochures mailed | 17,060 | 15,395 |
| Number of books mailed | 20,787 | 14,183* |
| Number of presentations made | -- | 9 |
| Average number of times/month PSA aired | -- | 30 |

*The Caring for Tomorrow's Children Coupon Book was merged with the Department of Health and Environmental Control's My Baby Keepsake Book. The difference between the number of books requested and the number mailed occurred during the time the book was being printed.

| <u>OUTCOMES:</u> | <u>FY 99-00</u> |
|---|------------------------|
| Infant mortality rate for calendar year 1998 was 9.5 deaths per 1,000 lives births, which is identical to calendar year 1997. | |
| Low birth weight babies for calendar year 1998 was 9.6%, which is an increase over 1997 which was 8.6%. | |

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: Continuum of Care for Emotionally Disturbed Children

- 1) Client Services
- 2) Program Oversight

PROGRAM COST: Funds expended in FY 2000 for Client Services included \$8.4 million. This funding consisted of the following sources: State General Funds--\$1.9 million, State Education Improvement Act Funds--\$3.4 million, Department of Mental Health patient fee funds--\$.1 million, and Other (Medicaid) funds--\$2.0 million.

PROGRAM GOAL: The Continuum of Care seeks to ensure continuing delivery of appropriate services to those children with severe emotional disturbance in South Carolina whose needs are not being adequately met by existing services and programs.

PROGRAM OBJECTIVES: The Continuum of Care seeks to meet its goal are through the following efforts: 1) Increase the ability of families to meet the needs of their children. 2) Enhance clients' ability to function within their own homes, schools, and communities. 3) Increase access to Continuum services for children with emotional disturbances. 4) Enhance Continuum staff's ability to meet the needs of clients and families. 5) Improve the efficiency and effectiveness of Continuum operations while maximizing services.

PERFORMANCE MEASURES:

1) PROGRAM AREA: Client Services

| INPUTS | FY '98 - '99 | FY '99 - '00 |
|---------------------------------|---------------------|---------------------|
| Clients selected | 105 | 99 |
| \$ Contracted | \$4,424,608 | \$4,321,950 |
| Case management hours provided | 18,213 | 17,793 |
| Staff providing case management | 56 | 71 |

| OUTPUTS | | |
|---------------------------------|--------------|--------|
| Clinical review meetings | Not measured | 2,000+ |
| Contracts and requisitions made | 1,621 | 1,723 |
| Applicant assessments made | 196 | 143 |
| Clients served—total | 326 | 354 |
| Clients served—FTE | 242.43 | 261.06 |

| EFFICIENCY MEASURES | | |
|--|----------|----------|
| Case mgmt hours / case manager / month | 46.0 | 44.27 |
| Case mgmt hours / client / month | 5.3 | 4.9 |
| \$ spent per client on case services | \$13,163 | \$12,785 |

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| OUTCOMES | | |
|--|---------|---------|
| Improved client behavior at school | 48% | 57% |
| Improved client behavior at home | 63% | 64% |
| Improved school performance | 55% | 54% |
| Decreased level of care | 131/100 | 125/100 |
| Parental involvement with child's care | 98% | 96% |
| Client out of home (end of FY) | 42% | 40% |
| Client out of catchment area (end of FY) | 18% | 17% |

| QUALITY | | |
|---|-----|-----|
| % of families giving COC an A or B rating | 87% | 88% |
| % of families who say they will refer other families to COC | 88% | 85% |

2) PROGRAM AREA: Program Oversight

PROGRAM COST: Funds expended in FY 2000 for Program Oversight included \$ 917,768. This funding consisted of the following sources: State General Funds--\$82,197, State Education Improvement Act Funds--\$126,854, Department of Mental Health Patient Fees--\$249,833, and Medicaid Funds--\$458,884.

PROGRAM GOAL: Ensure high quality residential and wrap (ancillary) private services are available to public child serving agencies by expanding the resources available to children with emotional disturbances and improving the efficiency and effectiveness of the state's oversight of private providers.

PROGRAM OBJECTIVES: The Continuum meets this goal by: 1) Conducting ongoing monitoring of and assistance to providers to ensure they provide high quality services. 2) Reviewing providers to certify their appropriateness to receive Medicaid funds. 3) Developing and managing the request for proposal process to allow private providers to contract with the state. 4) Providing supplemental training to provider staff. 5) Assess the need for residential services.

PERFORMANCE MEASURES: Program Oversight

| INPUTS | FY '98 – '99 | FY '99 – '00 |
|-------------------------------|---------------------|---------------------|
| Residential service contracts | 93 | 114 |
| Wrap service contracts | 8 | 8 |

| OUTPUTS | | |
|---|-----|-----|
| Residential service contracts established | 23 | 22 |
| Medicaid certification of providers | 16 | 10 |
| Monitoring and technical assistance | 290 | 246 |
| Unannounced visits | 54 | 54 |
| Provider training | 4 | 10 |

EFFICIENCY MEASURES—Measures being developed.

- Data collection is underway using a new monitoring instrument to measure compliance with standards.
- Developing a new monitoring schedule (for routine and unannounced visits) to assess provider compliance. New schedule will result in fewer but more comprehensive monitoring.
- Developing a database to track corrective actions.

OUTCOMES—Measures being developed.

- Working with inter-agency group to develop performance measures.

QUALITY--Measures being developed.

- Adding satisfaction measures in provider performance standards.
- Modifying all requests for proposals to include quality and outcome measures.

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: State Council on Maternal, Infant and Child Health (MICH Council)

PROGRAM COST: \$92,123 State Funds

PROGRAM GOAL: The Council was established by legislation to improve the health status of pregnant women, infant and children through coordination in planning and service delivery with the integration of preventive concepts in health care among public and private providers of health care and related support services to pregnant women, infants and children.

PROGRAM OBJECTIVES:

- 1) to coordinate the health care needs for pregnant women, infants and children;
- 2) to develop and implement a three year service plan which address the State's maternal and child health issues;
- 3) to identify and create community awareness of maternal, infant and child health;
- 4) to identify and recommend state policies and goals on maternal, infant and child health to be used for plan and program development

PERFORMANCE MEASURES

OUTCOMES

- 1) Increased communication and coordination among agencies for health care services

| 1) Quarterly Meetings | FY '98 – '99 | FY '99 – '00 |
|--|--|--|
| -- | -- | 7/99: 10 of 18 agencies were represented |
| Increased representation by 4 agencies | 10/98: 6 of 18 agencies were represented | 10/99: 10 of 18 agencies were represented |
| Increased representation by 3 agencies | 1/99: 8 of 16 agencies were represented | 1/2000: 11 of 18 agencies were represented |
| Agency representation remained the same. | 4/99: 10 of 16 agencies were represented | 4/2000: 10 of 16 agencies were represented |

| |
|--|
| 2) Revised MICH Service Plan 1998-2000 on March 22, 2000. Progress reports for the 2000 Action Plan were presented at each quarterly meeting. (See meeting dates noted above) |
|--|

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2) Identify and create community awareness:

| Community Awareness | FY '98 – '99 | FY '99 – '00 |
|---|---------------------|--|
| Increased requests for MICH Newsletter, information about the program, and resource & referrals | -- | 13 requests added to MICH News mailing list; |
| | | 100 additional copies requested for each issue for distributions at presentations and meetings; |
| | | DHHS mailing list currently 365+ |
| Development of web site and links to other sites | -- | Tracking of the number of hits on the web site are not cumulative at this point and reports are generating monthly. For the past 30 days, the site has had 49 hits. The Information Technology staff plan to devise program for cumulative tracking to establish a baseline. |

3) Identify and recommend state policies and goals:

| | | |
|---|----|---|
| Funding increased; establishment of screening requirement | -- | 1)Increased in funding for pediatric sub-specialty care (\$1.6 Million); 2) Establishment of the Universal Newborn Hearing Screenings for all babies born in SC; statewide implementation plan (\$1.3 Million) |
|---|----|---|

**Governor's Office of Executive Policy and Programs
Division of Children's Services**

PROGRAM NAME: - State Interagency Coordinating Council for BabyNet
(Part C of the Individuals with Disabilities Education Act – IDEA)

PROGRAM COST: Total - \$95,549.00 – Federal Funds

PROGRAM GOAL:

Through public/private collaboration, enhance the development of infants and toddlers with developmental disabilities and/or delays in South Carolina.

PROGRAM OBJECTIVES:

- Maintain a family-centered, community based system of early intervention for infants and toddlers with developmental disabilities and their families in South Carolina.
- Increase BabyNet public awareness activities and identify eligible families through support of the Child Find Task Force and the local Children's Councils.
- Through multidisciplinary and interagency training efforts, enhance personnel development of individuals serving infants and toddlers with developmental disabilities and their families.

PERFORMANCE MEASURES:

| OUTPUTS | FY '98 - '99 | FY '99 – '00 |
|---|---------------------|---------------------|
| Distribution of BabyNet Information | 13 Districts | 13 Districts |
| Distribution of Training Schedules – Training Committee | 13 Districts | 13 Districts |
| Services provided to children and their families with Individualized Family Service Plans | 3243 Children | 2404 Children |
| New referrals | 2961 Children | 2696 Children |
| Professionals awarded Early Intervention Credentials | -- | 298 Persons |
| Clinical Seminars | -- | 3 |
| Early Intervention Orientations | -- | 4 |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: State Office of Victim Assistance (SOVA)

PROGRAM COST: \$11,319,538.00

Funds expended in Fiscal Year 1999-2000 for the Victim Compensation and Victim Witness Programs are: State - \$604,749; Federal - \$1,941,000; Other (Victim Compensation Fund) \$8,773,789

PROGRAM GOALS: The Agency's goals are:

- 1) To provide compensation to victims of crime who are eligible.
- 2) To meet the educational, training and professional needs of victim advocates through statewide Victim/Witness Assistance Programs.
- 3) To provide standard consistent and accessible services statewide.
- 4) To assist in the coordination of resources at the state and local levels.
- 5) To promote a victim-centered criminal justice system.

PROGRAM OBJECTIVES:

In the interest of justice to all victims of crime whose injuries, pain, suffering and loss warrant our intervention and support, the State Office of Victim Assistance seeks to:

- 1) Collaborate and promote collaboration at all levels to restore justice to eligible crime victims who are in need of advocacy and financial assistance.

- 2) Work closely with victim service agencies and providers across the state, to render advocacy, support, programs, services information, referrals, training and technical assistance - - thereby ensuring that relevant disciplines are equipped to meet the needs of South Carolina's crime victims.

- 3) Practice a statewide coordinated community and victim centered approach to proactively ending violent crimes and assist individuals who are in need, as a result of their victimization.

PERFORMANCE MEASURES:

1. **VICTIM WITNESS** (Direct Services component to this program is new*)

| <u>INPUTS:</u> | <u>FY 98-99</u> | <u>FY 99-00</u> |
|--|------------------------|------------------------|
| Number of SOVA sponsored training events for advocates and service providers statewide | 9 | 11 |
| Number of training events SOVA staff has attended | 8 | 14 |
| Number of clients/agencies requesting applications | 205 | 350 |
| Number of victims/claimants receiving support and advocacy during appeals* | -0- | 95 |
| Number of students enrolled in Victim Assistance Institute | 88 | 330 |

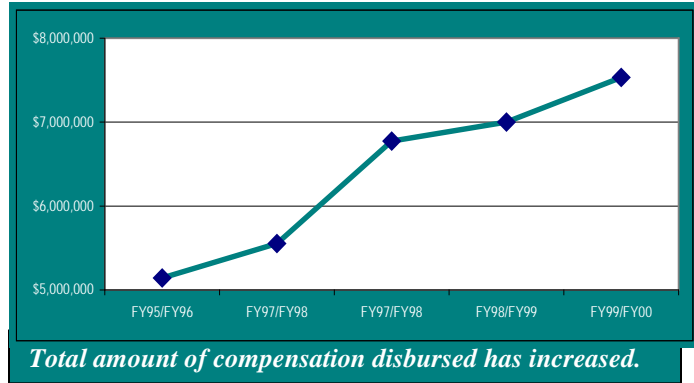
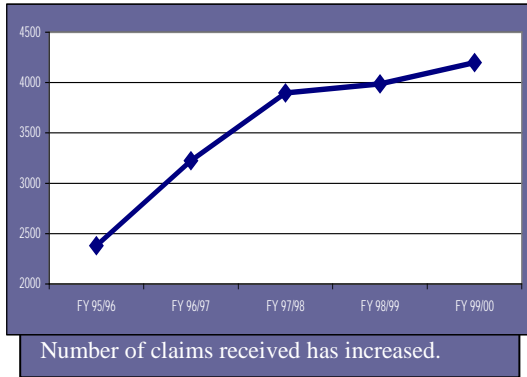
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| OUTPUTS: | FY 98-99 | FY 99-00 |
|---|-----------------|-----------------|
| Number of staff members trained | -- | 30 |
| Number of advocates and service providers trained | 575 | 500 |
| Number of crime victims' applications mailed out | 1,200 | 2,000 |
| Number of students completed Victim Assistance Institute | 88 | 150 |
| Number of individuals trained by Victim Assistance Institute Grads. | 500 | 3,000 |

2. CRIME VICTIM COMPENSATION

| INPUTS: | FY 98-99 | FY 99-00 |
|---|-----------------|-----------------|
| Number of Child Abuse Protocol claims received | 70 | 166 |
| Number of Sexual Assault Protocol claims received | 1,727 | 1,501 |
| Number of crime victim compensation applications received | 3,987 | 4,197 |
| Case management(to include new, supplemental and closed) | 8,092 | 11,556 |

| OUTPUTS: | FY 98-99 | FY 99-00 |
|---|-----------------|-----------------|
| Number of Child Abuse Protocol claims paid | 70 | 166 |
| Number of claims paid | 2,656 | 2,802 |
| Number of Notice Of Award letters sent | 8,092 | 11,556 |
| Funds received from restitution/subrogation | \$359,435 | \$384,191 |



| ACCOMPLISHMENTS: FY 99-00 |
|--|
| <ul style="list-style-type: none"> • Despite a historically high number of claims received this fiscal year, claims were processed to completion within a 90-day period. |
| <ul style="list-style-type: none"> • \$1.9 million grant received from federal (Victims of Crime Act) funds due to amount of crime victim claims paid in FY97-98. |
| <ul style="list-style-type: none"> • \$7,533,950- was paid on crime victim compensation claims in FY99-00. The amount of compensation claims paid has increased almost \$2.5 million over a 5 year period. |
| <ul style="list-style-type: none"> • Three thousand additional individuals trained by Victim Assistance Institute Graduates. |
| <ul style="list-style-type: none"> • Since the development and implementation of the Victim/Witness Assistance Services Department, all walk-in victims are assisted promptly with filing victim compensation claims and appeals. |
| <ul style="list-style-type: none"> • By providing education and training on compensation procedures and other victim related |

issues, the State Office of Victim Assistance is able to bridge the gap between advocates across the state, while meeting the needs of victims and service providers.

- As a result of its new Victim Witness Assistance Services Department (FY99-00) and Victim Advocate (FY99-00), SOVA is now able to provide direct (victim) services, advocacy, training and outreach to accommodate the increasing number of claims and benefit inquiries.
- A Restitution Analyst position was created to help to increase recoupment efforts of the crime victim compensation fund and has been instrumental in recouping more restitution/subrogation for the SOVA.

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Crime Victims' Ombudsman

PROGRAM COST: \$125,000, "other" funds, not federally or state supported, which are derived from fines and fees levied against offenders.

PROGRAM GOAL: The Crime Victims' Ombudsman provides three main services:

1. Refer crime victims to appropriate agencies.
2. Provide liaison services.
3. Review and attempt to resolve complaints against elements of the criminal and juvenile justice systems of victim assistance programs.

The overall goal of the Crime Victims' Ombudsman is to ensure that all crime victims are served justly, equitably and fairly by South Carolina's criminal justice organizations.

PROGRAM OBJECTIVES:

- 1) To efficiently resolve complaints made by crime victims by:
 - a) Forwarding an official complaint packet to the agency against whom the complaint is made in three or fewer business days for response.
 - b) Making first contact with the agency against which the complaint is made no later than two weeks after the complaint packet received by the agency.
 - c) Completing case inquiry in fewer than six weeks
- 2) To act as a resource to criminal justice organizations, crime victims, and the public to prevent future complaints by:
 - a) Making a recommendation in every case which will assist all parties in not only settling the complaint at hand but also which will also affect systemic change.
 - b) Updating our provider database as necessary to insure up-to-date referral information.
 - c) Monitoring compliance of Act 141 by each agency mandated to provide victim service through surveys and official inquiries.
- 3) To ensure ethical performance and accountability of victim service providers through thorough inquiries, case recommendations, and the potential of additional remedies pursued through the Attorney General's Office and the SC Supreme Court (writ of mandamus).
- 4) To increase public awareness of services offered by the Crime Victims' Ombudsman.

PERFORMANCE MEASURES:

| <u>INPUTS:</u> | <u>FY 98-99</u> | <u>FY 99- 00</u> |
|-------------------------|------------------------|-------------------------|
| Phone calls received | -- | 1413 |
| Correspondence received | -- | 64 |
| <u>OUTPUTS:</u> | <u>FY 99-00</u> | <u>FY 99-00</u> |
| Cases/Complaints | 114 | 60 |
| Assists | -- | 39 |
| Referrals | -- | 222 |
| Correspondence answered | -- | 64 |
| Phone calls answered | -- | 1413 |
| Outreach/Training | -- | 2 training sessions |

| <u>OUTCOMES:</u> | <u>FY 98-99</u> | <u>FY 99 - 00</u> |
|--|------------------------|--------------------------|
| Cases/Complaints Resolved | -- | 100% |
| Closed cases within 6 weeks (Please note that in the cases not closed within 6 weeks, the victim may have opted to keep the case open pending a disposition in court.) | 83% | 73% |
| Official Complaint Packet forwarded within 3 days of complaint filed | 97% | 92% |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Office of Ombudsman

PROGRAM COST: Funding for the Office of Ombudsman is derived from two sources: **I.** The 'general' Ombudsman Office is funded by the State--\$338,388. **II.** The Client Assistance Program (CAP) is a purely federally funded program--\$125,715. Total expenditures--\$464,103 for the Office of Ombudsman for FY '99-'00.

PROGRAM GOAL: The goal of the Office of the Ombudsman is to satisfactorily resolve or appropriately refer virtually any conceivable question, concern or request a citizen might have; to serve as an advocate for constituents; to identify and eliminate service deficiencies; and to continuously seek to improve the delivery of State services to the citizens of South Carolina.

PROGRAM OBJECTIVES: To appropriately provide a timely response to the concerns, requests and service deficiencies of the citizens of South Carolina, the program objectives are as follows: **1)** provide responses to written inquires within 5 days, **2)** provide responses to telephone inquires within 24 hours, **3)** to meet with twenty (20) community service related organizations and (10) community forums to explain the function and programs of the Office of Ombudsman, **4)** plan a 'seamless' constituent response network across the Cabinet level State agencies, **5)** inform, advise and advocate for individuals needing services through Commission for the Blind, Vocational Rehabilitation and/or the Independent Living Program.

PERFORMANCE MEASURES:

| INPUTS: | FY 98 – 99 | FY 99 – 00 |
|--------------------------------------|-------------------|-------------------|
| I. General Ombudsman | | |
| Number of telephone inquires | -- | 12,528 |
| Correspondence (all types) received | -- | 5,184 |
| Staff training hours | -- | 385 |
| Community organizations/forums | -- | 8/9 |
| II. Client Assistance Program | | |
| Number of telephone inquires | -- | 3,278 |
| Correspondence | -- | 523 |
| Staff training hours | -- | 218 |
| Community organizations/forums | -- | 31/14 |
| TOTAL INPUTS | | |
| Number of telephone inquires | -- | 15,806 |
| Correspondence | -- | 5,707 |
| Staff training hours | -- | 603 |
| Community organization/forums | -- | 39/23 |

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| OUTPUTS: | FY 98 – 99 | FY 99 – 00 |
|---|-------------------|-------------------|
| I. General Ombudsman | | |
| Responses to telephone inquires | -- | 12,528 |
| Correspondence generated | -- | 4,147 |
| Community organizations/forum presentations | -- | 8/8 |
| II. Client Assistance Program | | |
| Responses to telephone inquires | -- | 3,278 |
| Correspondence | -- | 523 |
| Community organizations/forum presentations | -- | 31/11 |
| Cases successfully closed | -- | 152 |
| TOTAL OUTPUTS | | |
| Responses to telephone inquires | -- | 15,806 |
| Correspondence generated | -- | 4,664 |
| Presentations organizations/forums | -- | 39/19 |
| Cases successfully closed | -- | 149 |

| ACCOMPLISHMENTS: FY 99 – 00 |
|---|
| <ul style="list-style-type: none"> • 96% of correspondence responded to in 5 days or less. • 100% of telephone inquires responded to in 24 hours. • Presented information regarding the function and services of the Ombudsman Office to over one thousand citizens utilizing 31 organizations and 19 community forums. • Worked with Cabinet agencies towards a seamless constituent network by simplifying and increasing the lines of communication. • Generated 149 successfully closed cases through the Client Assistance Program. |

**Governor’s Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Governor’s Commission on Women

PROGRAM COST: State \$104,451

PROGRAM GOAL: The Governor’s Commission on Women was established in 1971 to enhance the quality of life for all South Carolinians by promoting equality of opportunity for South Carolina women and their families. The commission is committed to improving the status of all women and to encouraging them to develop their full potential. The Commission on Women advises the Governor on matters related to the needs of women in South Carolina, and has the responsibility to identify problems, define issues and recommend policies and procedures to change practices which prevent full participation of women in society.

PROGRAM OBJECTIVES:

- To serve in an advisory capacity to agencies and organizations on issues affecting women
- To serve as a “clearinghouse” of information/referrals for constituents, agencies and community organizations
- To publicly recognize exceptional women in South Carolina who have made remarkable contributions to our state
- To increase grassroots awareness and education regarding domestic violence and health concerns which uniquely or disproportionately affect women
- To promote volunteerism through community service initiatives
- To monitor legislation regarding women and family issues

PERFORMANCE MEASURES:

| OUTPUTS | FY 99-00 |
|---|-----------------|
| <ul style="list-style-type: none"> • Advised the Governor regarding the prevalence of domestic violence in South Carolina. Convened committee to recommend members for the Task Force on Domestic Violence. Serve on the Task Force and organize activities as needed | |
| <ul style="list-style-type: none"> • Provided information and/or referrals to over 100 constituents, agencies and organizations | |
| <ul style="list-style-type: none"> • Hosted annual awards ceremony for six women selected as “Women of Achievement”. Solicited 36 nominees from over 100 organizations | |
| <ul style="list-style-type: none"> • Convened two of four regional “Healthy Women Today” Forums to provide an opportunity for women to voice their healthcare concerns to a listening panel hosted by the Governor | |
| <ul style="list-style-type: none"> • Distributed bi-monthly health tips to all Governor’s Office staff | |
| <ul style="list-style-type: none"> • Served on steering committee for the Women Build 2000 project with Habitat for Humanity. Facilitated extensive media participation encouraging over 200 women volunteers to construct an affordable home for a single mother and her family | |

ACCOMPLISHMENTS: FY 99 – 00

| |
|--|
| <ul style="list-style-type: none"> • Developed relationship as lead collaborative partner with Perfect Fit for Success, a non-profit corporation formed to assist low-income women who are actively pursuing employment |
| <ul style="list-style-type: none"> • Actively supported pay equity legislation and monitored bills relating to women and families |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Office of Veterans Affairs

PROGRAM COST: \$1,610,603 State Funding

PROGRAM GOAL: To thoroughly and expeditiously provide individual client assistance to all veterans, their dependents or survivors, in filing, developing, presenting and prosecuting to final determination all claims for benefits under terms of federal and state legislation. According to U. S. Department of Veterans Affairs statistics from July 1999, South Carolina has 366,600 living veterans.

PROGRAM AREA: Veterans Service

Program Cost: State Office cost - FY 98-99 \$812,237; FY 99-00 \$839,672

Program Objective: Provide rapid response to requests for assistance as outlined in the Program Goal.

PERFORMANCE MEASURES:

| INPUTS: | <u>FY 98/99</u> | <u>FY 99/00</u> |
|---|------------------------|------------------------|
| Total number of Veterans | 380,000 | 366,600 |
| Number of FTE | 20 | 21 |
| Number of Field Offices | 4 | 4 |
| Number of County Veteran Affairs Officers | 46 | 46 |

| OUTPUTS: | | |
|-----------------------------|-------|-------|
| Number of New Claims | 6,008 | 5,906 |
| Total number of claims | 7,264 | 8,042 |
| Number of Hearing conducted | 498 | 478 |

| OUTCOMES: | | |
|---|--------|--------|
| VA Compensation/Pension Benefits (new) | \$27M | \$21M |
| Portion directly attributable to our office (new) | \$8.2M | \$9.1M |
| Favorable rating decisions | -- | 1788 |

PROGRAM AREA: Aid to Subdivisions

Program Cost: 100% State Funding; FY98/99: \$552,132; FY99/00: \$570,931

Program Goal: Provide monetary support for the operation of the 46 County Veterans Affairs Officers.

Program Objective: Ensure that all 46 counties receive the Aid to Subdivision monies and that all monies are used for veterans' purposes in the Counties.

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PERFORMANCE MEASURES:

| INPUTS: | FY 98/99 | FY 99/00 |
|--------------------------|-----------------|-----------------|
| Total number of Veterans | 380,000 | 366,600 |

| OUTPUTS: | | |
|-----------------------------|--------|--------|
| Number of New Claims | 13,684 | 12,683 |
| Total number of claims | 21,017 | 20,131 |
| Number of Hearing conducted | 226 | 134 |

PROGRAM AREA: Free Tuition

Program Cost: 100% State Funded (Through each public college and university.) FY 98-99: \$1,008,711; FY \$820,307

Program Objectives: To provide free tuition to in-state public colleges and universities for children of certain eligible veterans.

PERFORMANCE MEASURES:

| INPUTS: | FY 98/99 | FY99/00 |
|-----------------------------|-----------------|----------------|
| Number of Students applying | 358 | 344 |

| OUTPUT: | | |
|-----------------------------|-----|-----|
| Number of Students approved | 250 | 253 |

| OUTCOMES: | | |
|-----------------------------|-----|-----|
| Number of Students enrolled | 709 | 614 |

PROGRAM AREA: Veteran's Roster

Program Cost: 100% State funded. FY 98/99: \$32,838; FY 99/00: 20,853

Program Goal: Compliance with State law in the publication and distribution of an official Roster of South Carolina veterans.

Program Objective: Compile, publish and distribute within the shortest time possible, an official roster of South Carolina veterans who served in the armed forces during the period of the Korean Conflict, the Vietnam Conflict, and Operation Desert Storm.

PERFORMANCE MEASURES:

| INPUTS: | FY 98/99 | FY 99/00 |
|--|-----------------|-----------------|
| Research Names of South Carolina Veterans: | | |
| Defense Management Data Center | -- | 225,000 |
| State Archives | -- | 96,000 |
| County Veterans Affairs Officers | -- | 150,000 |

| OUTPUT: | FY 98/99 | FY 99/00 |
|------------------------------|-----------------|-----------------|
| Names entered into data base | 33,500 | 43,165 |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Office of Economic Opportunity

PROGRAM COST: Federal \$24,392,238; Other \$369,436*; Total \$24,761,674

*Other – Project Share contributions are from Carolina Power and Light (CP&L), Duke Power and South Carolina Electric and Gas (SCE&G).

PROGRAM GOAL: To provide funding, administrative and technical assistance to agencies that provide services to the socially and/or economically disadvantaged population in the State of South Carolina.

PROGRAM OBJECTIVES:

- Fund and provide technical assistance to homeless shelters in South Carolina
- Fund and provide technical assistance to weatherization concerns
- Fund and provide energy assistance during summer and winter months
- Fund and provide nutritional needs addressing hunger in South Carolina
- Fund and provide educational, employment, housing, emergency assistance, health and others

PERFORMANCE MEASURES:

COMMUNITY SERVICE BLOCK GRANT (CSBG)

| <u>INPUTS</u> | <u>FY 98</u> | <u>FY 99</u> |
|--|---------------------|---------------------|
| Number of Households Applying for Education Grants | 525 | 952 |
| Number of Households Applying for Employment Grants | 499 | 1,012 |
| Number of Households Applying for Housing Grants | 954 | 983 |
| Number of Households Applying for Health Grants | 1,261 | 234 |
| Number of Households Applying for Emergency Asst. Grants | 6,550 | 7,874 |
| Number of Households Applying for Case Management Grants | 1,949 | 3,664 |
| Number of Households Applying for CF&N Grants | 774 | 854 |
| TOTAL | 14,227 | 13,858 |

| <u>OUTPUTS</u> | <u>FY 98</u> | <u>FY 99</u> |
|--|---------------------|---------------------|
| Number of Households Served: Education | 525 | 952 |
| Number of Households Served: Employment | 499 | 1,012 |
| Number of Households Served: Housing | 954 | 962 |
| Number of Households Served: Health | 1,261 | 234 |
| Number of Households Served: Emergency Asst. | 6,550 | 7,590 |
| Number of Households Served: Case Management | 1,949 | 3,664 |
| Number of Households Served: CF&N | 774 | 854 |
| TOTAL | 14,227 | 13,553 |

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| <u>OUTCOME</u> | <u>FY 98</u> | <u>FY 99</u> |
|---|---------------------|---------------------|
| Total Funding Released to Households Under CSBG | \$7,536,518 | \$7,643,555 |

* Community Action Agencies have not been required to report number of households making applications (input). Next reporting period should show better numbers in the input area.

EMERGENCY SHELTER GRANTS PROGRAM (ESGP)

ESGP - A grant for the homeless that allows units of local government and non-profit social service agencies to provide housing and counseling assistance to the State's homeless population via community based shelters and transitional housing programs.

| <u>INPUTS</u> | <u>FY 98</u> | <u>FY 99</u> |
|--|---------------------|---------------------|
| Number of Agencies Applying for Grants | 34 | 35 |

| <u>OUTPUTS</u> | <u>FY 98</u> | <u>FY 99</u> |
|----------------------------------|---------------------|---------------------|
| Number of Agencies Awarded Grant | 26 | 25 |
| Number of Clients Served | 15,154 | 17,865 |
| Funding Disbursed | \$1,430,700 | \$1,392,000 |

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

The Weatherization Program (WAP) provides materials to make the home more efficient by way of energy assistance in the form of weatherizing the home. This process would include the replacement/repair of windows, doors and/or placing insulation, caulking and weather stripping in the home.

| <u>INPUTS</u> | <u>FY 98/99</u> | <u>FY 99/00</u> |
|--|------------------------|------------------------|
| Number of Households Applying for Grants | 1,243 | 1,047 |

| <u>OUTPUTS</u> | <u>FY 98/99</u> | <u>FY 99/00</u> |
|-----------------------|------------------------|------------------------|
| Funding Disbursed | \$939,910 | \$973,975 |

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

This program has two components: (1) Direct Assistance provides winter heating and summer cooling assistance once a year by way of issuing vouchers (certificates) to eligible households.* Emergency Cooling and Heating assistance is provided to households that face emergency crisis because of termination of service. (**See below for #2.)

| <u>OUTPUTS</u> | <u>FY 98/99</u> | <u>FY 99/00</u> |
|--|------------------------|------------------------|
| Number of Households Issued Vouchers for Direct Assistance | 52,292 | 47,322 |
| Funding Disbursed | \$4,767,434 | \$7,518,572 |

*The number of households applying for service was not captured for the reporting periods.

** (2) Emergency Crisis Intervention Program (ECIP): This program assists households that are faced with termination notices.

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| INPUTS | FY 98/99 | FY 99/00 |
|--|-----------------|-----------------|
| Number of Households Applying for Emergency Assistance (Heating) | -- | 12,652 |
| Number of Households Applying for Emergency Assistance (Cooling) | -- | 7,540 |

(--)= Number of Households applying for service was not captured.

| OUTPUTS | FY 98/99 | FY 99/00 |
|---|-----------------|-----------------|
| Number of Households Receiving Emergency Assistance (Heating) | 9,432 | 12,304 |
| Number of Households Receiving Emergency Cooling | 2,488 | 7,202 |
| Funding Disbursed - Heating | \$422,652 | \$383,359 |
| Funding Disbursed - Heating | \$422,652 | \$2,159,853 |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: The Governor's Office of Small and Minority Business Assistance

PROGRAM COST: State Funds - \$190,180

PROGRAM GOAL: The primary mission of OSMB is to promote the interest of small and minority businesses as a part of the free enterprise system; thereby, enhancing economic growth and development in South Carolina. The goals are to promote the growth and development of small and minority owned businesses in South Carolina; and to advocate that an equitable portion of State procurement contracts is awarded to small and minority owned businesses.

PROGRAM OBJECTIVES:

- To increase the number of minority and women business enterprises (MBEs/WBEs) in South Carolina by soliciting qualified businesses to apply for certification.
- To increase state agencies expenditures with minority owned businesses and publish the results in an Annual Report on Minority and Women Owned Business Utilization.
- To continue to be an advocate for the small and minority business enterprises in the public and private sectors in order to facilitate partnerships and networking.
- To provide activities that bring purchasers and suppliers together periodically for the purpose of doing business.

| INPUTS: | FY 98/99 | FY 99/00 |
|--|-----------------|----------------------------------|
| Telephone calls for assistance regarding grant information, certification application explanations, minority directory requests, loan information, and/or other avenues of assistance for the business | -- | 20 or more daily |
| Resource guides for business start-ups | -- | 5 to 7 mailed weekly |
| Grant letters requesting grant information | -- | 4 MBE and 2 WBE daily |
| Businesses referred to other agencies | -- | 2 MBE and 5 WBE businesses daily |
| Minority Business Utilization Plans - received from state agencies. | -- | 75 to 85 annually |
| Temporary certification certificates issued | -- | 15 to 20 weekly |
| Applications mailed for recertification. | -- | ~ 13 MBE and 17 WBE monthly |
| Contacts concerning bid opportunities for both public and private sector to include 22 MBEs and 18 WBEs. | -- | 30 to 40 vendors per week |
| Applications requesting certification. | -- | 7 MBE and 10 WBE weekly |
| Site visits conducted to businesses applying for certification. ~78 are MBEs and ~52 are WBEs. | -- | 120 to 130 annually |
| Certification Review Board (CRB) meetings | -- | 12 annually |

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| | | |
|--|----|-----------|
| Procurement Procedure Committee meetings | -- | 12 yearly |
|--|----|-----------|

| OUTPUTS: | FY 98/99 | FY 99/00 |
|--|-----------------|---|
| Referrals made to other agencies or private sectors for loans, business plans for start up businesses, and bid packages. | -- | 1,000 yearly |
| Progress reports submitted by state agencies. The reports are tabulated and computed for the purpose of tracking expenditures by state agencies with certified MBEs and WBEs. | -- | 300 to 340 quarterly |
| Temporary certified businesses result in permanent certification. | -- | 93 MBE and 35 WBE annually |
| Applications processed for recertification. | -- | 36 WBE and 48 MBE annually |
| Businesses certified | -- | 120 to 135 annually (84 MBEs and 51 WBEs) |
| Businesses denied by the Certification Review Board (CRB) during FY 99-00. Businesses were denied based on the Certification Rules and Regulations set forth by the General Assembly. | -- | 30 |
| Trade Expos conducted/sponsored by OSMBA, Procurement Procedures Committee and a sponsor(s) from the public and/or private sector each year to afford MBEs and WBEs an opportunity to display their products or services. | -- | 1 |
| Businesses displaying their products or services at Expo. | -- | 32 MBE and 21 WBE |
| Education and training seminars held annually to increase MBEs and WBEs awareness of how to do business with the state, to provide marketing strategies, information pertaining to creating a web page and business opportunities for MBEs and WBEs. | -- | 3 |

| OUTCOMES | FY 98/99 | FY 99/00 |
|--|-----------------|--|
| Number in maintained database and web-site for public and private viewing. This listing includes approximately 495 MBEs and 505 WBEs. | -- | 850 to 1,000 certified minority businesses |
| Percentage increase in expenditures by state agencies with certified MBEs and WBEs. | -- | 18% |
| Business loans issued as a result of referrals to lending institutions amounting to approximately one million dollars. | -- | 30 yearly |
| Business Utilization Report for Minority and Women-Owned Businesses - compiled based on information tracked through the quarterly and/or annual progress reports submitted by state agencies on expenditures with certified MBEs and WBEs. This report is available by request to the public and private sector. | -- | 1 |

**Governor's Office of Executive Policy and Programs
Division of Constituent Services**

PROGRAM NAME: Developmental Disabilities Council

PROGRAM COST: State - \$264,718; Federal - \$1,267,254, Other - \$337,257. This includes 164,492 pass through funds for SCSIS and Case Management) *The South Carolina Developmental Disabilities Council is federally funded under the Developmental Disabilities Act (P.L. 104-183, 1996). Total funds expended in FY99-00 by the SC Developmental Disabilities Council were \$1,869,229.

PROGRAM GOAL: The mission of the South Carolina Developmental Disabilities Council is to provide leadership in advocating, funding and implementing initiatives which recognize the inherent dignity of each individual, and promote independence, productivity, respect and inclusion for all persons with disabilities and their families. The State Plan establishes and advocates for strategies to address a range of support systems for accessing opportunities for persons with disabilities and their family members. The plan includes public/private agency collaboration and is monitored and evaluated annually.

PROGRAM OBJECTIVES: The Council administers the Basic State Grant Program and assures the awards made through this program address the needs of persons with disabilities. The Executive Director and his six staff members direct the Council's day-to-day operations. Council grants are awarded in the federal priority areas of Employment, Community Living, System Change and Community Education and the state priority Prevention. Following are some of the Council's efforts on behalf of individuals with disabilities. 1) To work to provide employment for persons with disabilities; 2) Students with developmental disabilities aging out of the school setting will actively participate in a coordinated set of transition services; 3) Persons with developmental disabilities live independently and participate in their communities; 4) Families will have respite and sitter services for family members with a disability; 5) The incidence rate of neural tube defects in South Carolina will remain at the national average.

PERFORMANCE MEASURES

| OUTPUTS | FY 98-99 | FY 99-00 |
|---|-----------------|-----------------|
| <i>Employment Grants to persons w/DD:</i> | 8 | 13 |
| • Persons with Developmental Disabilities (DD) who have paid employment as a result of employment training. | 105 | 62 |
| • Others with DD who received employment training | 514 | 1,065 |
| • Employment Conference for Training Employers and Service Providers on how to hire people with MR | * | 100 |
| <i>Independent Living Grants:</i> | 1 | 1 |
| Number of persons with DD are living independently | 56 | 11 |
| <i>Community Inclusion Grants</i> | 4 | 6 |
| Persons with DD have greater opportunities for full inclusion into their communities | 184 | 1,384 |

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| | | |
|--|-----------|-----------|
| Respite Care Grants | 3 | 5 |
| Number of families who have a family member with DD who have respite and sitter services | 110 | 162 |
| Total Grants Awarded | 30 | 28 |
| Number of students with developmental disabilities receiving appropriate transition services | 3,298 | 3,511 |
| Number of educators trained | * | 600 |

| | |
|---|-----------------|
| INPUTS: Consulting and Negotiating with Prevention Director | FY 99-00 |
| OUTPUTS: Grant money given | |
| OUTCOME: The incidence rate of neural tube defects will remain or get lower than the national average (with assistance from other agencies). | |

NTD'S IN SOUTH CAROLINA (1992-2000)

