



# **2024 Annual Accountability Report**

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**Department of Veterans' Affairs**

**Agency Code: E260**

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| <b>AGENCY NAME:</b> | Department of Veterans' Affairs |                 |     |
| <b>AGENCY CODE:</b> | E260                            | <b>SECTION:</b> | 101 |

## AGENCY'S DISCUSSION AND ANALYSIS

**I. Mission.** The South Carolina Department of Veterans' Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans and service members can thrive as valued and contributing members of the South Carolina community.

**II. Scope of Report.** In FY23-24, the Department continued to execute its established campaign plan, with associated strategic and operational objectives, as delineated in previous reports. Within the enduring campaign plan, the Department focused on achieving fourteen specific goals within four focus areas over the past twelve months. The chart below summarizes the goals, the metrics against which progress was measured, and the achieved end-state for the year. As reflected in the chart, the Department also devoted significant time and effort to preparing for the transfer of responsibility for Veteran homes on 1 July 2024.



### FY 23-24 Action Plan Summary

1 July, 2023 – 30 June, 2024

|                            | Focus Area 1<br>Expand the Coalition  | Focus Area 2<br>Reduce Veteran Suicide  | Focus Area 3<br>Improve Veteran Services in Under-Resourced Counties   | Focus Area 4<br>Improve Educational Opportunities for Military Children   | Focus Area 5<br>Prepare for the Transfer of Responsibility for Veteran Homes  |
|----------------------------|---|---|--|---|---|
| <b>Focus Areas</b>         | <b>Intent:</b> Improve our ability to effectively and efficiently align available resources to Veteran needs by increasing the number of partners actively participating in the state-wide network. | <b>Intent:</b> Reverse the long-standing trendline of rising Veteran suicide rates.   | <b>Intent:</b> Reduce the broad disparity in Veteran Services available to those in urban counties and those in rural and poorly resourced counties. | <b>Intent:</b> Make South Carolina a station of choice for service members by addressing long-standing concerns about public education.       | <b>Intent:</b> Seamlessly transition responsibility for Veteran Nursing Homes with no reduction in the quality of care provided to Veterans.  |
|                            | 2.1.2 Number of service providers using the SC Veteran Coalition<br>Goal: 81      Achieved: 132   | 2.2.1 Veteran Suicide Rate in South Carolina (per 100k)<br>Goal: 27      Achieved: 31.3   | 1.1.1 Percentage of county offices that are open 37.5 hours per week<br>Goal: 100%    Achieved: 87%  | 4.1.1 Number/type of existing/proposed alternatives to traditional public schools that are available<br>Goal: 299      Achieved: 300          | 5.1 Conduct thorough and timely planning and coordination with the SCDMH and the SCDOA  |
|                            | 3.1.1 Percentage of County Veterans Affairs Offices enrolled in the SC Veteran Coalition<br>Goal: 50%      Achieved: 43%  | 2.2.2 Number of county offices who have gun locks available on request by a Veteran or family member<br>Goal: 46      Achieved: 46          | 1.1.2 Percentage of counties with a minimum of two fully-accredited full-time equivalent staff members<br>Goal: 100%    Achieved: 83%                | 4.1.2 Number of Purple Star designated school districts in the state<br>Goal: 15      Achieved: 15  | 5.2 Establish facilities, infrastructure, personnel, and procedures in advance of the transfer date to prevent any degradation of performance |
| <b>Performance Metrics</b> | 3.2.1 Number of counties with a Community Veteran Engagement Board or similar body<br>Goal: 35      Achieved: 32  | 2.2.3 Number of partnered organizations in the coalition using "Ask The Question" Suicide Prevention Campaign<br>Goal: 65      Achieved: 31 | 2.1.1 Percentage of counties in which Veterans have access to county-wide transport three days per week<br>Goal: 100%    Achieved: 78%               | 4.1.3 Percentage of schools zoned for military installations with a score ≥ the state average in ELA and math<br>Goal: 67%      Achieved: 50% | 5.3 Incrementally shift responsibility by function as conditions are established Complete 01 July 2024  |
|                            |   | 2.2.4 Number of Palmetto Pathfinders trained and available to connect with Veterans<br>Goal: 248      Achieved: 201                         | 3.3.1 Percentage of counties with a functional Veteran Treatment Court<br>Goal: 32%      Achieved: 30%   |   |   |

As of 01 July 2024

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**III. Agency Strategies, Goals, and Outcomes.** Our strategic plan includes four main lines of effort with five associated strategic objectives.

*Line of Effort 1: Assist Veterans and their families in obtaining the services and benefits to which they are entitled.*

1) Strategic Objective 1: Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled services and benefits.

a) Claims and Appeals. The Department simplified the data accountability review of the past fiscal year by focusing on two key data points: (1) the number of submitted claims, and (2) the total number of initial contacts with new Veterans served by a county officer. While this Department provides some support to Veterans filing claims with the US Department of Veterans' Affairs, totaling 801 submitted benefit claims and 1,461 new Veteran contacts for FY23-24, the primary source of claims filing assistance comes from the county offices. The Department has provided a contracted state-wide electronic claims management system since 2020 at no cost to the counties. Thirty-six of forty-six counties are licensed on the Department-funded standard system, with thirty-three actively utilizing the platform; seven of forty-six counties pay for and operate a separate electronic claims management system; and two counties manually submit claims through fax or mail only. During FY23-24, verified submissions totaled 9,593. Although the Department cannot verify activities for the counties not using the Department-supplied system, those counties self-reported an additional 2,692 submitted claims for a grand total of 12,285 submitted Veteran claims.

Using state-supplied system    
 Using county-supplied system    
 State licensed, not using system.  
\*Mail & fax only     \*\* County does not track / does not verify new Veteran contacts     ND No data received

| County       | Claims submitted | New Veterans | County     | Claims submitted | New Veterans | County       | Claims submitted | New Veterans |
|--------------|------------------|--------------|------------|------------------|--------------|--------------|------------------|--------------|
| Abbeville    | 484              | 593          | Dillon*    | ND               | ND           | Marion       | 320              | 246          |
| Aiken        | 521              | 189          | Dorchester | 696              | 1694         | Marlboro     | 6                | 40           |
| Allendale    | 16               | 9            | Edgefield  | 146              | 162          | McCormick    | 79               | 135          |
| Anderson     | 404              | ND**         | Fairfield  | 84               | 186          | Newberry     | 157              | 334          |
| Bamberg      | ND               | ND           | Florence   | 245              | 759          | Oconee*      | 238              | ND**         |
| Barnwell     | 83               | 53           | Georgetown | 162              | 253          | Orangeburg   | 344              | 140          |
| Beaufort     | 353              | 1254         | Greenville | 1044             | 1543         | Pickens      | 73               | 543          |
| Berkeley     | 1297             | 1907         | Greenwood  | 322              | 317          | Richland     | 0                | 21           |
| Calhoun      | 82               | 94           | Hampton    | 63               | 75           | Saluda       | 17               | 37           |
| Charleston   | 781              | 1937         | Horry      | 733              | 1363         | Spartanburg  | 563              | 1420         |
| Cherokee     | 156              | 272          | Jasper     | 325              | 456          | Sumter       | 582              | ND           |
| Chester      | 78               | 106          | Kershaw    | 0                | 519          | Union        | 49               | 144          |
| Chesterfield | 0                | 33           | Lancaster  | 218              | 377          | Williamsburg | 87               | 332          |
| Clarendon*   | 120              | 110          | Laurens    | 126              | 141          | York         | 821              | 1456         |
| Colleton     | 10               | 420          | Lee        | 114              | 64           | State Office | 801              | 1461         |
| Darlington   | 238              | 72           | Lexington  | 150              | 999          |              |                  |              |

Table 1. County Summary of Forms Filed with US Department of Veterans' Affairs

The Department does not have the ability to comprehensively determine with confidence the “amounts of benefits obtained for Veterans.” The US Department of Veterans' Affairs reports award decisions (which detail the amount of benefit a Veteran will receive) directly to the beneficiary, not to the agent assisting with the claim or appeal.

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For determining benefits paid to South Carolina Veterans, we are dependent upon US Department of Veteran's Affairs-provided data, which is aggregated at the state and county levels. The US Department of Veteran's Affairs reports that in federal fiscal year 2023 (FY23), the year prior to the year covered in this report, South Carolina Veterans received \$3.6 billion in compensation and \$42.7 million in pensions, an increase over the FY22 figure of \$3.03 billion combined. The data does not differentiate between benefits paid as the result of a claim filed with or without the assistance of a county, state, or other agent.

*Support to Veterans at US Department of Veterans' Affairs Medical Centers.* The Department provided service officers at the US Department of Veterans' Affairs medical centers in Columbia and North Charleston to assist Veterans, families, and beneficiaries with benefit and claim processing. The North Charleston team submitted 1,014 actions, and the Columbia team submitted 1,116 actions.

*Support to Transitioning Active-Duty Members Stationed in South Carolina.* The Department assumed a new role in processing Benefits Delivered at Discharge (BDD) claims at Joint Base Charleston monthly from December 2023 through June 2024. The Department also extended quarterly Benefits Delivered at Discharge claims processing to the Marine Corps bases and Naval Support Facility in Beaufort County in coordination with the Beaufort County Veterans Affairs office beginning in June 2024. Over seven months, more than 140 active-duty service members stationed in South Carolina, either separating or retiring from active duty, received assistance from a Department Service Officer to accelerate the receipt of their federal Veteran benefits. On average, 30-50% of those new Veterans indicated they planned to remain in South Carolina following their active-duty service.

*Veteran's Experience Action Centers.* In August 2023, in conjunction with the US Department of Veteran Affairs' Columbia Regional Office, the American Legion, and the Veterans of Foreign Wars, the Department participated in a three-day Veteran's Experience Action Center (VEAC) in Spartanburg. More than 300 South Carolina Veterans and family members attended the event. The Department engaged 163 clients for benefits or claims associated with the August 2022 Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act federal legislation.

In March 2024, again in conjunction with the US Department of Veterans' Affairs, the American Legion, and the Veterans of Foreign Wars, as well as the South Carolina Guard, the Department participated in the second iteration of the Veteran's Experience Action Center at the Bluff Road Armory in Columbia. 1,132 Veterans and family members attended, and the Department assisted 981 persons in registering for US Department of Veterans' Affairs benefits, the South Carolina Veteran Coalition, other service organizations, and Veteran-focused non-profit organizations' services.

*Veteran Hearings & Appeals.* During the last fiscal year, the Department assisted Veterans and their families with 326 US Department of Veterans' Affairs Board of Veteran Appeals hearings, a slight decrease from the previous year likely resulting from the US Department of Veterans' Affairs overhaul of the appeals process in 2021.

b) M.J. "Dolly" Cooper State Veterans' Cemetery. This year, the Cemetery interred 515 remains (348 Veterans and 167 dependents).

- 353 below-ground burials
- 162 columbarium niche placements
- 12 scatterings

2 requests for interment were denied, citing ineligibility as the reason.

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*Pre-certifications.* The Cemetery also processed 387 requests for pre-certification (advance arrangement for future burial), an increase over the previous year. Of these, 374 were approved, 13 were denied as ineligible, and 2 were withdrawn by the Veteran or family member (interred elsewhere or moved out of state).

c) South Carolina Tuition Assistance for Certain War Veterans' Children Program. The Department managed 3,660 requests for tuition waivers, which enable qualified children of Veterans to pursue undergraduate degrees from sixteen technical colleges and seventeen colleges and universities in South Carolina. From 1 July 2023 through 30 June 2024, a total of 1,793 applications were received, 1,666 were approved, and 127 applications were denied. Primary reasons for denial remain residency requirement for student and Veteran and Veteran not serving during one of the specified periods of wartime service. With the addition of the applications processed this year, there are a total of 3,660 students currently pursuing undergraduate degrees under this program.

d) War Records. In the past fiscal year, the Department added 31,628 Form DD-214s to the electronic War Record, bringing the total to 104,846. This total represents 29.12% of the paper records currently in the possession of the Department. At the current rate of entry, the Department will complete the upload of the entire paper record by March 2034. The Department is currently examining options to accelerate this process.

e) Veteran Service Organization Honor Guard Reimbursement Program. This program provides reimbursement to qualified Veteran Service Organization (VSO) Honor Guards who render honors in Veteran funerals and memorial ceremonies in South Carolina. This year we disbursed \$57,000 to eleven VSO Honor Guard organizations. The Department continues to engage eligible Veteran Service Organizations fielding honor guard teams for Veteran funerals across the state.

f) Veteran Home Operations. S.C. Code Section, 25-11-10(D)(4) requires us to provide specific information concerning "the Department's domiciliary and nursing homes." The Department has worked closely with the South Carolina Department of Mental Health to transition the State Veteran Homes oversight responsibilities to the South Carolina Department of Veterans' Affairs, effective 1 July 2024. The South Carolina Department of Mental Health provided the data in Table 2 for the fiscal year.

| Facility Name                     | Stone Pavilion | Palmetto Patriots Home | Richard M. Campbell | Veterans Victory House | Veteran Village |
|-----------------------------------|----------------|------------------------|---------------------|------------------------|-----------------|
| <b>Location</b>                   | Columbia       | Gaffney                | Anderson            | Walterboro             | Florence        |
| <b>Current Bed Capacity</b>       | 58*            | 104                    | 220                 | 194*                   | 104             |
| <b>Admissions</b>                 | 15             | 54                     | 187                 | 118                    | 45              |
| <b>Discharges</b>                 | 17             | 37                     | 178                 | 109                    | 27              |
| <b>Occupancy Rate</b>             | 91.4%          | 97.5%                  | 96%                 | 83%/95%                | 98.2%           |
| <b>Full-time Equivalent Staff</b> | 141            | 113                    | 212                 | 197                    | 113             |
| <b>Receipts not CARE Funding</b>  | \$11,890,961   | \$18,946,675           | \$27,764,613        | \$23,977,771           | \$19,629,375    |
| <b>Expenditures</b>               | \$11,886,829   | \$18,946,675           | \$26,313,240        | \$23,977,771           | \$19,629,375    |

Table 2. Veteran Home Data FY 23-24

*\*Stone Pavilion and Veterans Victory House contain 90 and 220 beds, respectively, but currently have lower resident capacity due to staffing and renovations*

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*Line of Effort 2: **Integrate** the effects of all entities in the State that provide a service to Veterans or their families.*

The South Carolina Veteran Coalition is a web-based platform that allows the department and our partners to give electronic referrals to Veterans in need. The platform acts as a one-stop venue that Veterans and their family members can use to access organizations that help in critical areas of wellbeing, such as employment, housing, financial aid, food insecurity, and social connections. Partners must respond to requests for support within 72 hours, and both Veteran and partner are rated on their performance of system use. This Salesforce-based system improves the efficiency of services while developing a rich picture of Veteran needs over time. The Coalition also includes procedures for recruiting and vetting potential service provider partners, an easy-to-use web application for Veterans, and automated referrals, reminders, and wellness assessments. Additionally, the system allows the Department to monitor both the responsiveness and effectiveness of service providers, enabling us to connect Veterans to the most effective service providers. This was the third and final year of grant support from the Blue Cross Blue Shield Foundation of South Carolina; future years will be funded with operational funds.

During this reporting period, we enrolled an additional 38 organizations into the Coalition, bringing the total number of partners to 106 and made 1,053 Veteran-to-service provider connections.

2) Strategic Objective 2: Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community.

a) Reducing Veteran Suicide. Lethal Means Safety is one of the three lines of effort associated with the Governor's Challenge to Reduce Veteran Suicide. The Department remains the lead agency in the State for managing this effort, which is supported by both the US Department of Veterans' Affairs and the Substance Abuse and Mental Health Services Administration. Nearly half of all Veterans own a firearm, and most Veteran firearm owners are dedicated to firearm safety, which can be attributed to the firearm training learned during their military service. Safe firearm storage practices can save lives by reducing accidental encounters with firearms and by increasing the amount of time and space between a suicidal impulse and access to a firearm. We worked with the US Department of Veterans' Affairs to make inexpensive and reliable gun locks available in each county through the County Veterans' Affairs Office. Currently, all 46 county offices provide gun locks free of charge to Veterans and their families upon request.

We also included gun lock education among our volunteers who engage Veterans and made gun locks available at every event we attended to provide benefits or program support and awareness. Although the gun lock is an effective way to secure a firearm, it is even more valuable as a tool to open a conversation about responsible gun ownership and safe storage. The most recent US Department of Veterans' Affairs report on Veteran suicide reflects a slight increase in Veteran suicide rates. The US Department of Veterans' Affairs has a two-year data lag, so any effect from our efforts will not be reflected in the official Veteran suicide rate for at least another year. We plan to continue to increase our coverage of safe storage and responsible ownership.

b) Improving Access to Healthcare. The South Carolina Department of Veterans' Affairs purchased three Mobile Service Vans this fiscal year to deliver select critical services directly to Veterans in rural, underserved populations and to Veterans lacking reliable transportation. The General Assembly appropriated \$1,283,380 in non-recurring funds for the purchase of these vehicles, along with \$12,000 in recurring funds to cover operating costs in the FY22-23 budget. We intend to use these vans as a small part of our holistic approach to one of the most long-standing and intractable problems in Veteran services – the lack of reliable,

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affordable transportation for Veterans in rural and under-resourced counties. Our intent is to use our Mobile Service Van fleet as both a service delivery platform and a catalyst for greater coordination among other remote service providers.

3) Strategic Objective 3: Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community.

a) Reducing Veteran Unemployment. Veteran unemployment is at 2.5%, compared to 4.5% for non-veterans. The primary factors influencing this are likely the State's continued economic prosperity and the value of Veterans to our state's employers. During this fiscal year, the Department recognized one county government, four universities, and eleven private sector businesses as Veteran-friendly employers.

b) Improving the Availability of Housing. Last year, the General Assembly provided \$10 million to address the Veteran homelessness problem, allowing the Department to establish the Veterans Homelessness and Transition Grant Program. This program offers recurring funds to nonprofits and public agencies providing housing assistance, food security, governmental record service needs, emergency financial services for utilities, and substance abuse and support programs. In its first year of operation, the program awarded \$2,789,942.76 in grants to 13 qualifying organizations.

4) Strategic Objective 4: Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community.

a) Palmetto Pathfinder Program. The Palmetto Pathfinder Program, established in FY21-22, is a Veteran peer mentorship program designed to connect transitioning service members with Veteran peer mentors who are trained to provide support and connect Veterans with the resources they need. In FY23-24, we conducted four training courses to certify seventy-nine new Pathfinders and connected 191 Veterans with an active Pathfinder.

b) Veteran Treatment Courts. The Department used funds from a Department of Justice grant to implement Veteran Treatment Courts in the following circuits: 2<sup>nd</sup> Judicial Circuit (Aiken County), 4<sup>th</sup> Judicial Circuit (Chesterfield and Darlington Counties), and 12<sup>th</sup> Judicial Circuit (Florence County). The same grant was used to enhance Veteran Treatment Courts services in the 8<sup>th</sup> Judicial Circuit (Greenwood County) and 9<sup>th</sup> Judicial Circuit (Charleston County). To support the Veteran Treatment Court in the 12<sup>th</sup> Judicial Circuit, the Department conducted a one-day training for thirteen Veterans in Florence, South Carolina, to serve as Veteran Treatment Court mentors in Florence, Chesterfield, and Darlington counties. Across the state, fifteen Veterans participated in Veteran Treatment Court programs this year.

*Line of Effort 3: **Advocate** for Veterans, military Installations, service members, and families.*

5) Strategic Objective 5: Sustain and expand the military presence in South Carolina and secure South Carolina's role in national security.

South Carolina is home to eight major military installations which cover every branch of service except the Space Force. These installations, along with Fort Eisenhower (formerly Fort Gordon, Georgia), have an annual impact of \$34.3 billion on the State's economy. South Carolina's military community provides a variety of resources that the Nation regularly draws on for training, combat, and support services.



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Over the past year, the department has led the State Government response to a variety of issues affecting the operational readiness of our military installations and the quality of life of our active-duty service members and families. A brief summary includes:

Operational Readiness

- Provided a Military Enhancement Fund grant for an artificial reef project to provide protection to Marine Corps Recruit Depot Parris Island infrastructure and reduce coastal erosion.
- Provided a Military Enhancement Fund grant for temporary housing in the form of a modular building to house dedicated firefighters at McEntire Joint National Guard Base during the renovation of the old firehouse.
- Worked with South Carolina Department of Transportation to provide a left turn signal at the entrance to the Marine Corps Air Station Beaufort to reduce the number of accidents occurring there.
- Provided a Military Enhancement Fund grant for a study to analyze the increased traffic flow on Red Bank Road, which connects Joint Base Charleston with the Naval Weapons Station.
- Provided a Military Enhancement Fund grant to facilitate security upgrades to the electric grid for Shaw Air Force Base and the surrounding communities.
- Collaborated with the South Carolina Board of Pharmacy to acquire a waiver for Beaufort Memorial Hospital to manage drug compounding needs for Beaufort Naval Hospital.

Quality of Life

- Provided a Military Enhancement Fund grant to complete Centennial Park located on Fort Jackson. The park is used by service members and their families, as well as by visitors who come to Fort Jackson for graduation ceremonies.
- Provided a Military Enhancement Fund grant to revitalize a large barn structure situated at the Shaw Sumter Welcome Center. This structure will be used to host numerous events and functions for the military community.
- Obtained approval for South Carolina to be added to the Military Childcare in Your Neighborhood Plus Pilot Program. This program will provide additional childcare opportunities and fee assistance for service members and US Department of Defense employees.
- Worked with the South Carolina Department of Education to increase the number of Purple Star Designated School Districts and Charter Schools that aid military families and students as they transition schools during their assignment in South Carolina.
- Obtained approval from the Office of the Secretary of Defense as a certified member of the Military Spouse Employment Partnership.

In this fiscal year, the Military Enhancement Fund awarded six grants (detailed above) with a total value of \$14,991,630.94.

*Line of Effort 4: Inform and educate the public, State and local leaders, and Veterans on all matters pertaining to Veterans.*

In the last fiscal year, the Division of Public Information continues to expand awareness of support and resources provided to Veterans and their families. Highlights include:

- The Department produced numerous strategic marketing broadcasts and social media content designed to inform Veterans, service members, families, and stakeholders about Veteran issues, with our most viewed production featured on the nationally syndicated show, *Military Makeover*, profiling the Department and the programs and services offered (400+ views).

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- Our website (scdva.sc.gov) continues to see an increase in visitors with strategic marketing content driving our audience to the site (131,000+ visitors in FY23-24).
- Our monthly newsletter and bulletin service has doubled in new subscribers in FY 23-24 (currently 41,000+)
- The Department social media outreach continues to expand with nearly 740 YouTube subscribers, 460+ Twitter(X) followers, 2700+ Facebook followers, and 2900+ LinkedIn connections.
- The Department continues to reach hundreds of thousands of viewers through television broadcast using strategic marketing material developed by media vendors or produced internally.

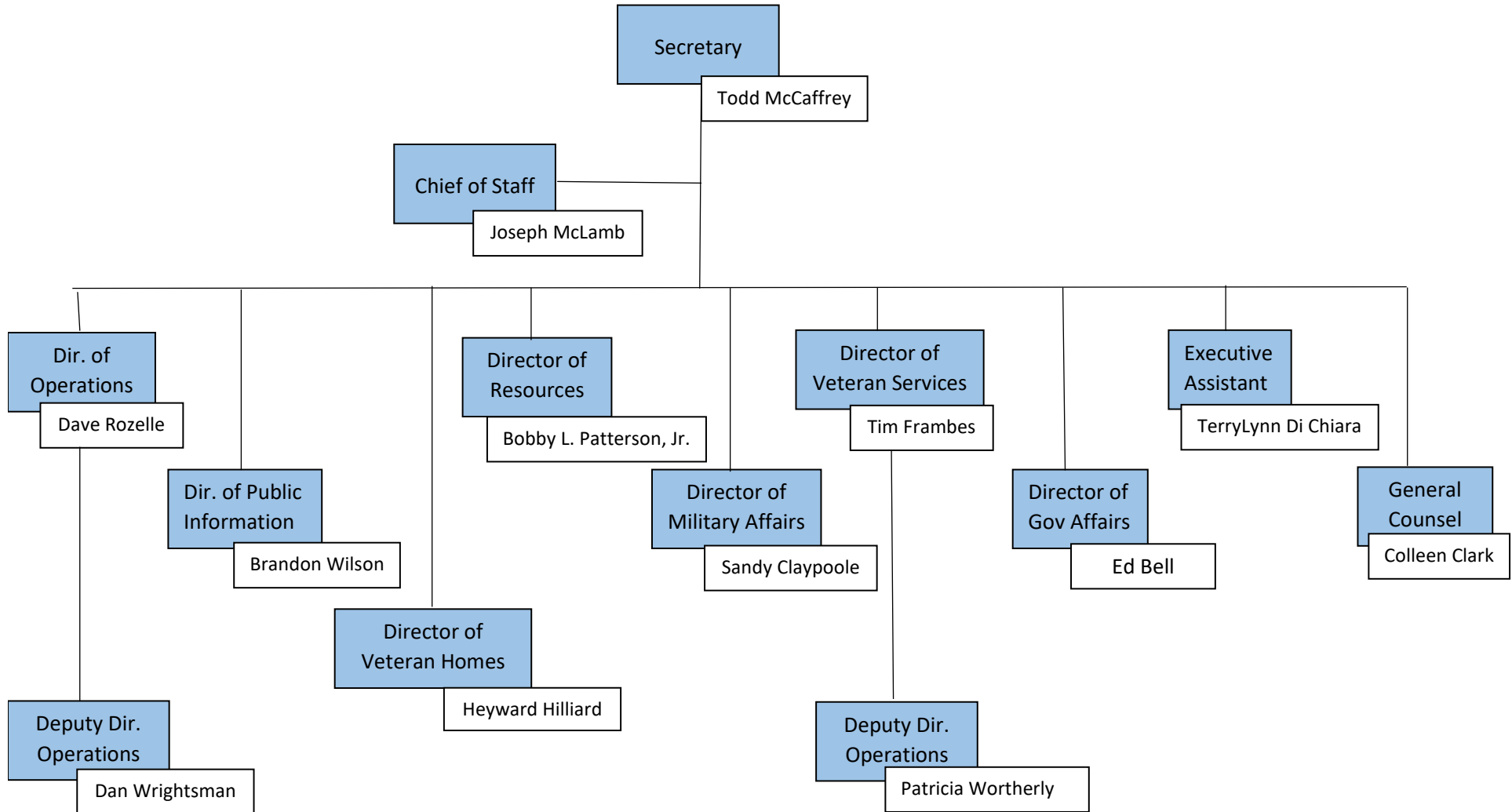
IV. Risk Assessment. Table 3 depicts our assessment of the risk of mission failure along each of our Lines of Effort at the beginning of FY24-25.

| Line of Effort | Last Year's Assessment | This Year's Assessment | Trend     | Explanation  |
|----------------|------------------------|------------------------|-----------|--|
| 1: Assist      | Moderate               | Moderate               | No change | Risk in this line of effort remains in three areas: <ul style="list-style-type: none"> <li>• The quality of service provided at the county level remains inconsistent across the state.</li> <li>• The department lacks experience in the oversight of Veteran homes.</li> <li>• The department is scheduled to assume responsibility for Stone Pavilion on 1 July, 2025</li> </ul>              |
| 2: Integrate   | Moderate               | Moderate               | No change | Risk in this line of effort remains in two areas: <ul style="list-style-type: none"> <li>• While the South Carolina Veteran Coalition is fully operational, it has not obtained irreversible momentum as a program.</li> <li>• The Palmetto Pathfinder Program will not achieve its full effectiveness until we are able to reliably identify and reach transitioning service members</li> </ul> |
| 3: Advocate    | Low                    | Low                    | No change | Risk in this area remains low due to: <ul style="list-style-type: none"> <li>• Commitment of the Governor and General Assembly to address military needs at our installations.</li> <li>• Continued funding of the Military Enhancement Fund</li> <li>• Expanded mandate of the Military Base Task Force</li> </ul>  |
| 4: Inform      | Low                    | Low                    | No Change | This effort remains a mature and well-functioning aspect of the department's operations, with additional improvements already planned and resourced.   |

Table 3. Risk Assessment

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**AGENCY ORGANIZATIONAL CHART**



# 2024

## Reorganization and Compliance

as submitted for the Accountability Report by:

### E260 - Veteran's Affairs

#### Primary Contact

| First Name | Last Name | Role/Title                   | Email Address            | Phone        |
|------------|-----------|------------------------------|--------------------------|--------------|
| Edward     | Bell      | Government Affairs, Director | edward.bell@scdva.sc.gov | 803-360-8228 |

#### Secondary Contact

| First Name | Last Name | Role/Title     | Email Address              | Phone        |
|------------|-----------|----------------|----------------------------|--------------|
| Joseph     | McLamb    | Chief of Staff | joseph.mclamb@scdva.sc.gov | 803-737-1335 |

#### Agency Mission

Adopted in:

2022

The South Carolina Department of Veterans of Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans can thrive as valued and contributing members of the South Carolina community

#### Agency Vision

Adopted in:

2022

The SC Department of Veterans' Affairs leads and enables a state-wide coalition of partners with interest in Veterans to Create and sustain an environment in which Veterans can thrive as valued and contributing member of the SC community

#### Recommendations for reorganization requiring legislative change:

None

#### Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:

None

#### Significant events related to the agency that occurred in FY2024

| Description of Event   | Start | End | Agency Measures Impacted | Other Impacts |
|------------------------|-------|-----|--------------------------|---------------|
| No significant events. |       |     |                          |               |

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? (See also S.C. Code Ann. § 60-2-20).

Yes

Reason agency is out of compliance: (if applicable)

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

Does the law allow the agency to promulgate regulations?

Yes

Law number(s) which gives the agency the authority to promulgate regulations:

Titel 25, Chapter 11, Article 1

Has the agency promulgated any regulations?

No

Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?

Yes

(End of Reorganization and Compliance Section)

# Strategic Plan Results

# FY2024

as submitted for the Accountability Report by:

## E260 - Veteran's Affairs

- Goal 1** Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits.
- Goal 2** Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community
- Goal 3** Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community
- Goal 4** Sustain and expand the military presence in South Carolina

| Perf. Measure Number  | Description   | Base | Target | Actual | Value Type | Desired Outcome          | Time Applicable   | Calculation Method | Data Source      | Data Location    | Stakeholder Need Satisfied | Primary Stakeholder | State Funded Program Number Responsible | Notes   |
|---|---|------|--------|--------|------------|--------------------------|-------------------|--------------------|------------------|------------------|----------------------------|---------------------|---|---|
| <b>1.1 Operate and support SCDVA offices (USDVA Regional Office, Dorn VA Medical Center, Johnson VA Medical Center), and each county office at full-time capacity</b> |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| <b>State Objective: Government and Citizens</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| 1.1.1   | Number of county offices that are open 37.5 hours per week  | 46%  | 46%    | 87%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | County offices   | County offices   | access to services         | Veteran             | 0501.050100.000                         | funding shortages                               |
| 1.1.2   | Number of counties with a minimum of two fully accredited full-time equivalent staff members  | 46%  | 46%    | 83%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | County offices   | County offices   | access to services         | Veteran             | 0501.050100.000                         | funding shortages                               |
| <b>2.1 Ensure reliable access to physical, emotional, and mental healthcare for all South Carolina Veterans</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| <b>State Objective: Government and Citizens</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| 2.1.1   | Number of counties in which Veterans have access to county-wide transport for Veteran movement to and from medical facilities three days per week | 46%  | 46%    | 78%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | SCDVA            | Counties         | access to services         | Veteran             | 0501.050100.000                         | manning and funding shortages in rural counties |
| 2.1.2   | Number of service providers using the SC Veteran Coalition  | 105  | 105    | 100    | Count      | Equal to or greater than | State Fiscal Year | count              | SC Vet Coalition | SC Vet Coalition | availability of services   | Veteran             | 0501.050100.000                         | manning and funding shortages in rural counties |
| <b>2.2 Eliminate Veteran suicide in South Carolina</b>  |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| <b>State Objective: Government and Citizens</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| 2.2.1   | Veteran Suicide Rate in South Carolina  | 29.7 | 0      | 31.3   | Count      | Equal to or less than    | State Fiscal Year | USDVA Data         | USDVA            | Online           | quality of life measure    | Veteran             | 0501.050100.000                         | unknown of factors that increase                |
| 2.2.2   | Number of county offices who have gun locks available on request by a Veteran of family member  | 46   | 46     | 46     | Count      | Equal to or greater than | State Fiscal Year | count              | County offices   | County offices   | quality of life measure    | Veteran             | 0501.050100.000                         |   |
| 2.2.3   | Number of partnered organizations in the coalition using "ask the questions" as part of the suicide prevention campaign.                          | 65   | 65     | 31     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Vet Coalition | SC Vet Coalition | access to services         | Veteran             | 0501.050100.000                         | lack of resources in coalition                  |
| 2.2.4   | Number of Palmetto Pathfinders trained and available to connect with Veterans   | 200  | 200    | 201    | Count      | Equal to or greater than | State Fiscal Year | count              | SCDVA            | SCDVA Database   | quality of life measure    | Veteran             | 0501.050100.000                         |   |
| <b>3.1 Develop a network to enable the rapid and effective integration of transitioning service members into the South Carolina community</b>                         |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| <b>State Objective: Government and Citizens</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| 3.1.1   | Percentage of County Veterans Affairs Offices enrolled in the SC Veteran Coalition  | 12%  | 12%    | 43%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | County offices   | SC Vet Coalition | access to services         | Veteran             | 0501.050100.000                         |   |
| <b>3.2 Establish Veterans as respected, accepted, and contributing members of their communities</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| <b>State Objective: Government and Citizens</b>   |   |      |        |        |            |                          |                   |                    |                  |                  |                            |                     |   |   |
| 3.2.1   | Number of counties with a Community Veteran Engagement Board or similar body  | 35   | 35     | 32     | Count      | Equal to or greater than | State Fiscal Year | county             | SCDVA            | SCDVA Database   | access to services         | Veteran             | 0501.050100.000                         | lack of resources in coalition                  |

| Perf. Measure Number   | Description  | Base  | Target | Actual | Value Type | Desired Outcome          | Time Applicable   | Calculation Method | Data Source        | Data Location      | Stakeholder Need Satisfied | Primary Stakeholder | State Funded Program Number Responsible | Notes  |
|--|--|---|--------|--------|------------|--------------------------|-------------------|--------------------|--------------------|--------------------|----------------------------|---------------------|---|--|
| <b>3.3 Adjust the justice system to provide more favorable long-term outcomes for Veterans</b>           |  | <b>State Objective: Government and Citizens</b> |        |        |            |                          |                   |                    |                    |                    |                            |                     |   |  |
| 3.3.1  | Percentage of counties with a functional Veteran Treatment Court   | 32%   | 0%     | 30%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | SCDVA              | SCDVA Database     | access to services         | Veteran             | 0501.050100.000                         | lack of resources in counties                                    |
| <b>4.1 Meet the most critical quality of life issues for military service members and their families</b> |  | <b>State Objective: Government and Citizens</b> |        |        |            |                          |                   |                    |                    |                    |                            |                     |   |  |
| 4.1.1  | Number and type of existing and proposed alternatives to traditional public schools that are available                               | 300   | 300    | 299    | Count      | Equal to or greater than | State Fiscal Year | county             | SCDVA              | SCDVA Database     | quality of life measure    | military            | 9818.050000X000                         | lack of alternative schools options                              |
| 4.1.2  | Number of Purple Star designated school districts in the state   | 15  | 15     | 15     | Count      | Equal to or greater than | State Fiscal Year | count              | SCDVA, SCDOE, MCEC | SCDVA, SCDOE, MCEC | quality of life measure    | military            | 9818.050000X000                         |  |
| 4.1.3  | Percentage of schools zoned for military installations with a score equal to or better than the state average in ELA and mathematics | 67%   | 67%    | 50%    | Percent    | Equal to or greater than | State Fiscal Year | survey             | SCDOE              | Online             | quality of life measure    | military            | 9818.050000X000                         | statewide educational resources are limited around installations |

# FY2025

## Strategic Plan Development

as submitted for the Accountability Report by:

### E260 - Veteran's Affairs

- Goal 1** Make South Carolina's Veteran homes the quality leader in the southeastern United States
- Goal 2** Gain and sustain a timely and accurate understanding of the changing Veteran population in South Carolina
- Goal 3** Increase the professionalism of the program and expand its capability to proactively address Veteran concerns across the social determinants of health
- Goal 4** Reverse the long-term trendline in Veteran suicide
- Goal 5** Make South Carolina an indispensable component of national defense

| Perf. Measure Number  | Description  | Base      | Target                   | Value Type       | Desired Outcome          | Time Applicable   | Calculation Method | Data Source                  | Data Location | Stakeholder Need Satisfied       | Primary Stakeholder | State Funded Program Number Responsible | Notes   |  |
|---|--|-----------|--------------------------|------------------|--------------------------|-------------------|--------------------|------------------------------|---------------|----------------------------------|---------------------|---|---|--|
| <b>1.1 Establish a robust and effective contract monitoring system that provides timely and accurate situational understanding of conditions in the homes and encourages improved performance by the service provider</b> |  |           |                          |                  |                          |                   |                    |                              |               |                                  |                     |   | <b>State Objective: Government and Citizens</b> |  |
| 1.1.1   | Number homes with less than 5 quality Measures flagged for lower than State of national Averages under the Center for Medicare and Medicaid Services quality ratings | 4         | 5                        | Count            | Equal to or greater than | State Fiscal Year | count              | USDVA /CMS QUALity Measures  | online        | quality of life                  | Veterans            | 0501.05100.000                          |   |  |
| 1.1.2   | Number of reportable incidents not reported in accordance with timeliness and accuracy standards as defined in contract  | 0         | 0                        | Count            | equal to or less than    | State Fiscal Year | count              | USDVA/CMS Quality Measures   | online        | quality of life                  | veterans            | 0501.05100.000                          |   |  |
| 1.1.3   | Number of homes meetingh 90% residency standard  | 4         | 5                        | Count            | Equal to or greater than | State Fiscal Year | count              | USDVA/CMS Quality Measures   | online        | quality of life                  | veterans            | 0501.05100.000                          |   |  |
| 1.1.4   | Number of homes rated in top 50% of homes nationally reflected in the Quarterly State Home Analytics   | 2         | 5                        | Count            | Equal to or greater than | State Fiscal Year | count              | USDVA/CMS Quality Measures   | online        | quality of life                  | veterans            | 0501.05100.000                          |   |  |
| 1.1.5   | Number of homes receiving a minimum rating of 4 stars  | 1         | 3                        | Count            | Equal to or greater than | State Fiscal Year | count              | USDVA/CMS Quality Measures   | online        | quality of life                  | veterans            | 0501.05100.000                          |   |  |
| <b>1.2 Address long-standing deferred maintenance issues</b>  |  |           |                          |                  |                          |                   |                    |                              |               |                                  |                     |   | <b>State Objective: Government and Citizens</b> |  |
| 1.2.1   | number of required projects not on Comprehensive Permanent Improvement Plan  | 0         | 0                        | Count            | Equal to or less than    | State Fiscal Year | count              | SC Dept of Veterans' Affairs | online        | access to resources are expanded | veterans            | 0501.05100.000                          |   |  |
| 1.2.2   | number of Phase 1 projects awaiting funding  | 6         | 0                        | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | online        | access to resources are expanded | veterans            | 0501.05100.000                          |   |  |
| 1.2.3   | number of Phase 1 projects awaiting JBRC approval  | 0         | 0                        | Count            | Equal to or less than    | State Fiscal Year | count              | SC Dept of Veterans' Affairs | online        | access to resources are expanded | veterans            | 0501.05100.000                          |   |  |
| 1.2.4   | number of phase 1 projects funded and approved awaiting initiated  | initiated | approved and implemented | Acceptable Range | Complete                 | State Fiscal Year | count              | SC Dept of Veterans' Affairs | online        | access to resources are expanded | veterans            | 0501.05100.000                          |   |  |

| Perf. Measure Number | Description   | Base                 | Target                  | Value Type       | Desired Outcome | Time Applicable          | Calculation Method | Data Source                                     | Data Location                | Stakeholder Need Satisfied       | Primary Stakeholder              | State Funded Program Number Responsible | Notes          |  |
|----------------------|---|----------------------|-------------------------|------------------|-----------------|--------------------------|--------------------|---|------------------------------|----------------------------------|----------------------------------|---|----------------|--|
| 1.2.5                | number of Phase 1 projects initiated  |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.6                | Number of Phase 1 projects completed  |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.7                | number of Phase 2 projects awaiting funding   |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.8                | number of phase 2 projects awaiting JBRC approval   |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.9                | number of Phase 2 projects funded and approved awaiting initiation  |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.10               | number of phase 2 projects initiated  |                      | 0                       | 0                | Count           | Equal to or less than    | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| 1.2.11               | Number of Phase 2 projects completed  |                      | 0                       | 6                | Count           | Equal to or greater than | State Fiscal Year  | count   | SC Dept of Veterans' Affairs | online                           | access to resources are expanded | veterans                                | 0501.05100.000 |  |
| <b>1.3</b>           | <b>Achieve full operational capacity at Patriot's Village (Sumter)</b>                                    |                      |                         |                  |                 |                          |                    | <b>State Objective: Government and Citizens</b> |                              |                                  |                                  |   |                |  |
| 1.3.1                | facility obtains Certificate of Substantial Completion from the Office of State                           | Department initiated | Certificate received    | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |
| 1.3.2                | facility receive Certificat of Occupancy from the Office of state Engineers                               | Department initiated | Certificate received    | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |
| 1.3.3                | facility receive Notice of Construction Completion fom the Department of Health and Environmental Control | Department initiated | completion form receive | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |
| 1.3.4                | vendor achieves pre-occupancy standards   | initiated            | standard achieved       | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |
| 1.3.5                | vendor assume responsibility (occupation)   | Department initiated | standard achieved       | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |
| 1.3.6                | facility obtains licensing from DHHS  | Department initiated | license Obtained        | Acceptable Range | Complete        | State Fiscal Year        | count              | SC Dept of Veterans' Affairs                    | online                       | access to resources are expanded | veterans                         | 0501.05100.000                          |                |  |



| Perf. Measure Number   | Description   | Base                 | Target                   | Value Type       | Desired Outcome | Time Applicable     | Calculation Method | Data Source                          | Data Location | Stakeholder Need Satisfied       | Primary Stakeholder | State Funded Program Number Responsible | Notes   |
|--|---|----------------------|--------------------------|------------------|-----------------|---------------------|--------------------|--------------------------------------|---------------|----------------------------------|---------------------|---|---|
| 1.3.7  | facility meets staffing requirements  | Department initiated | standard achieved        | Percent complete | Complete        | State Fiscal Year   | count              | SC Dept of Veterans' Affairs         | online        | access to resources are expanded | veterans            | 0501.05010.000                          |   |
| 1.3.8  | facility obtains USDVA recognition  | Department initiated | recognition achieved     | Acceptable Range | Complete        | State Fiscal Year   | count              | USDVA /                              | online        | access to resources are expanded | veterans            | 0501.05010.00                           |   |
| 1.3.9  | average number of new admission per week ( until 95% capacity)  |                      | 5% 95%                   | Percent complete | Complete        | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | veterans            | 0501.05010.00                           |   |
| <b>1.4 Set conditions for the transition of Stone / Fewell on 1 Jul 25**</b> |   |                      |                          |                  |                 |                     |                    |                                      |               |                                  |                     |   | <b>State Objective: Government and Citizens</b> |
| 1.4.1  | Service contract for stone is awarded   | initiated            | awarded                  | Acceptable Range | Complete        | State Fiscal Year   | count              | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.4.2  | all required licenses, certifications and numbers are transferred   | initiated            | transfer complete        | Acceptable Range | Complete        | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.4.3  | Detailed transition plan ( state-operated) agreed upon by all parties   | initiated            | approved and implemented | Acceptable Range | Complete        | State Fiscal Year   | count              | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.4.4  | All facilities improvements agreed upon as part of contract are completed   | initiated            | contract completed       | Acceptable Range | Complete        | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.4.5  | USDVA agrees to repurposing of Fewell Quarantine Facility   | initiated            | approved and implemented | Acceptable Range | Complete        | Federal Fiscal Year | timeliness         | SC Dept of Veterans' Affairs and DMH | online        | access to resources are expanded | veterans            | 0501.05010.00                           |   |
| <b>1.5 Set conditions for future home construction</b>                       |   |                      |                          |                  |                 |                     |                    |                                      |               |                                  |                     |   | <b>State Objective: Government and Citizens</b> |
| 1.5.1  | facility in Horry obtains a US Army Corp of Engineer wetland building permit  | initiated            | permit awarded           | Acceptable Range | Complete        | State Fiscal Year   | count              | SC Dept of Veterans' Affairs         | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.5.2  | Property for facility in Horry is transferred   | initiated            | transfer complete        | Acceptable Range | Complete        | State Fiscal Year   | count              | SC Dept of Veterans' Affairs         | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.5.3  | Facility in Horry County has a complete Environment Assessment  | initiated            | assessment completed     | Acceptable Range | Complete        | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs         | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |
| 1.5.4  | Facility in Horry County has a complete developmental drawing reviewed for Build America Buy America Act compliance by the Federal Construction &Facilities | initiated            | BABAA plan completed     | Acceptable Range | Complete        | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs         | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |   |

| Perf. Measure Number | Description  | Base           | Target               | Value Type       | Desired Outcome          | Time Applicable     | Calculation Method | Data Source                                     | Data Location | Stakeholder Need Satisfied       | Primary Stakeholder | State Funded Program Number Responsible | Notes |
|----------------------|--|----------------|----------------------|------------------|--------------------------|---------------------|--------------------|---|---------------|----------------------------------|---------------------|---|-------|
| 1.5.5                | facility in Orangeburg has land for construction identified  | initiated      | confirm              | Acceptable Range | Complete                 | State Fiscal Year   | count              | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 0501.0501.00                            |       |
| 1.5.6                | facility in Orangeburg has land transferred from county to state   | initiated      | transfer complete    | Acceptable Range | Complete                 | State Fiscal Year   | count              | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |       |
| 1.5.7                | Facility in Orangeburg County has a complete Environment Assessment  | initiated      | assessment completed | Acceptable Range | Complete                 | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |       |
| 1.5.8                | facility in Lexington has state matching funds   | initiated      | funds approved       | Acceptable Range | Complete                 | State Fiscal Year   | count              | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 0501.05010.00                           |       |
| 1.5.9                | facility in Lexington is categorized as Priority 1 by USDVA  | SCDVA initiate | USDVA approved       | Acceptable Range | Complete                 | Federal Fiscal Year | count              | SC Dept of Veterans' Affairs and USDVA          | online        | access to resources are expanded | Veterans            | 050.0510.00                             |       |
| 1.5.10               | facility in Lexington has identified property for construction   | initiated      | confirm              | Acceptable Range | Complete                 | State Fiscal Year   | count              | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 050.0510.00                             |       |
| <b>2.1</b>           | <b>Gain advanced visibility of Transitioning Service Members (approximately 2,000 Transitioning Service Members in South Carolina)</b> |                |                      |                  |                          |                     |                    | <b>State Objective: Government and Citizens</b> |               |                                  |                     |   |       |
| 2.1.1                | number of transitioning service members who register in the SC veteran Coalition prior to their ETS                                    | 13             | 188                  | Count            | Equal to or greater than | State Fiscal Year   | count              | SC Dept of Veterans' Affairs                    | online        | access to resources are expanded | Veterans            | 0510.0510.00                            |       |
| 2.1.2                | number of transitioning service members who register in the Virtual TAP pilot  | 0%             | 100%                 | Percent complete | Equal to or greater than | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.00                            |       |
| <b>2.2</b>           | <b>Increase the number of Veterans enrolled in the South Carolina Veteran Coalition</b>  |                |                      |                  |                          |                     |                    | <b>State Objective: Government and Citizens</b> |               |                                  |                     |   |       |
| 2.2.1                | number of Veterans enrolled in the SC Veteran Coalition  | 786            | 1,506                | Count            | Equal to or greater than | State Fiscal Year   | count              | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.000                           |       |
| 2.2.2                | number of connections made in the SC Veteran Coalition   | 1,397          | 2,117                | Count            | Equal to or greater than | State Fiscal Year   | count              | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.000                           |       |
| <b>2.3</b>           | <b>Gain access to other agencies' databases with relevant Veteran data</b>   |                |                      |                  |                          |                     |                    | <b>State Objective: Government and Citizens</b> |               |                                  |                     |   |       |
| 2.3.1                | Department gains access to DOD data on transitioning service members   | initiate       | data shared          | Percent complete | Equal to or greater than | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.000                           |       |
| 2.3.2                | Department gains access to SCDMV data on Motor Vehicle data on new Veterans Vehicle registration                                       | initiate       | data shared          | Percent complete | Equal to or greater than | State Fiscal Year   | percent            | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.000                           |       |
| 2.3.3                | Number of state agencies provided data on Veterans to the department   | 2              | 14                   | Count            | Equal to or greater than | State Fiscal Year   | count              | SC Dept of Veterans' Affairs and Stakeholders   | online        | access to resources are expanded | Veterans            | 0510.0510.000                           |       |

| Perf. Measure Number  | Description  | Base  | Target | Value Type | Desired Outcome          | Time Applicable   | Calculation Method | Data Source                  | Data Location                   | Stakeholder Need Satisfied | Primary Stakeholder | State Funded Program Number Responsible | Notes   |
|---|--|-------|--------|------------|--------------------------|-------------------|--------------------|------------------------------|---------------------------------|----------------------------|---------------------|---|---|
| <b>2.4 Fully implement referral management system inside the department</b> |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 2.4.1   | Number of SC Veteran Coalition profiles built by SC DVA Claims Officers                                | 0     | 240    | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| <b>3.1 Shift focus of Pathfinder to transitioning service members</b>       |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 3.1.1   | Number of transitioning Service members connected to a pathfinder prior to the ETS                     | 13    | 188    | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| <b>3.2 Expand Palmetto Pathfinder Program to state-wide</b>                 |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 3.2.1   | Number of counties with resident active pathfinders  | 30    | 46     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.2.2   | number of counties with at least one Veteran resident connected to a pathfinder                        | 27    | 46     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| <b>3.3 Produce specialized Pathfinders to serve specific client pools</b>   |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 3.3.1   | Number of trained Veteran Treatment Court Pathfinder   | 16    | 26     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.3.2   | Number of trained Entrepreneurship Pathfinders   | 1     | 6      | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.3.3   | Number of trained Employment Pathfinders   | 8     | 16     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| <b>3.4 Enable county offices with Pathfinder support</b>                    |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 3.4.1   | Number of Veterans Affairs Offices with atleast one staff member certified as a Pathfinder             | 5     | 35     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.4.2   | Number of County Veteran Affairs Offices registered in SC Veteran Coalition                            | 14    | 21     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.4.3   | Number of County Veterans' Affairs Offices utilizing a non- staff Pathfinder at least once per quarter | 0     | 14     | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| <b>3.5 Maintain a robust service-provider network</b>                       |  |       |        |            |                          |                   |                    |                              |                                 |                            |                     |   | <b>State Objective: Government and Citizens</b> |
| 3.5.1   | Number of connection in the SC Veteran Coalition   | 1,397 | 2,117  | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |
| 3.5.2   | Number of service providers enrolled in the SC Veteran Coalition                                       | 106   | 138    | Count      | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs | Department FY 24-25 Action plan | quality of life            | Veterans            | 0501.050100.000                         |   |

| Perf. Measure Number  | Description  | Base                | Target                        | Value Type       | Desired Outcome          | Time Applicable   | Calculation Method | Data Source                            | Data Location                   | Stakeholder Need Satisfied   | Primary Stakeholder | State Funded Program Number Responsible | Notes |
|---|--|---------------------|-------------------------------|------------------|--------------------------|-------------------|--------------------|--|---------------------------------|------------------------------|---------------------|---|-------|
| 3.5.3   | Number of service providers connected to at least one Veteran per month in the SC Veteran Coalition                                | 141                 | 199                           | Count            | Equal to or less than    | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.00                          |       |
| <b>4.1 Reduce immediate access to means</b>                           |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| <b>State Objective: Government and Citizens</b>                       |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| 4.1.1   | Develop a lethal means access control information campaign   | Department initiate | implemented by the Department | Acceptable Range | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| 4.1.2   | Number of organizations who assist in transmitting the lethal means access control information campaign                            | 0                   | 10                            | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| 4.1.3   | estimated number of people exposed to the lethal means access control information campaign   | 0                   | 1,000                         | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| <b>4.2 Increase public understanding of Veteran Suicide challenge</b> |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| <b>State Objective: Government and Citizens</b>                       |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| 4.2.1   | Develop an information campaign focused on public understanding of Veterans suicide  | Department initiate | implemented by the Department | Acceptable Range | Maintain range           | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| 4.2.2   | Number of organizations who assist in transmitting the Veteran suicide information campaign  | 31                  | 31                            | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| 4.2.3   | Estimated number of people exposed to the Veteran suicide information campaign   | 0                   | 1,000                         | Acceptable Range | Maintain range           | State Fiscal Year | count              | SC Dept of Veterans' Affairs           | Department FY 24-25 Action plan | quality of life              | Veterans            | 0501.050100.000                         |       |
| <b>5.1 Improve educational opportunities for military children</b>    |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| <b>State Objective: Government and Citizens</b>                       |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| 5.1.1   | Number of Purple Star school districts /Charter schools in SC  | 15                  | 20                            | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs and SCDOE | SCDOE website                   | quality education            | military families   | 9818.050000X000                         |       |
| 5.1.2   | Percentage of School Districts zoned for military installations with a score equal to or better than state average in ELA and Math | 37.50%              | 67%                           | Percent          | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs and SCDOE | SCDOE Website                   | quality education            | military families   | 9818.050000X000                         |       |
| 5.1.3   | Charter School Districts zoned for military installations with a score equal to or better than the state average in ELA and Math   | 66.70%              | 100%                          | Percent          | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans' Affairs and SCDOE | SCDOE Website                   | quality education            | military families   | 9818.050000X000                         |       |
| <b>5.2 Improve access to affordable childcare</b>                     |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| <b>State Objective: Government and Citizens</b>                       |  |                     |                               |                  |                          |                   |                    |  |                                 |                              |                     |   |       |
| 5.2.1   | number of Childcare facilities ( by installations) participating in Military Childcare in Your Neighborhood Plus Program           | 92                  | 100                           | Count            | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans Affairs and DSS    | DSS website                     | accessible quality childcare | military families   | 9818.050000X000                         |       |

| Perf. Measure Number | Description   | Base                        | Target                        | Value Type       | Desired Outcome          | Time Applicable   | Calculation Method | Data Source                         | Data Location | Stakeholder Need Satisfied   | Primary Stakeholder | State Funded Program Number Responsible | Notes |
|----------------------|---|-----------------------------|-------------------------------|------------------|--------------------------|-------------------|--------------------|-------------------------------------|---------------|------------------------------|---------------------|---|-------|
| 5.2.2                | number of family Childcare facilities (by installations) participating in Military Childcare plus in Your Neighborhood plus program | working with DSS to confirm | implemented by the Department | Acceptable Range | Equal to or greater than | State Fiscal Year | count              | SC Dept of Veterans Affairs and DSS | DSS website   | accessible quality childcare | military families   | 9818.050000X000                         |       |

# 2024

## Budget Data

as submitted for the Accountability Report by:

### E260 - Veteran's Affairs

| State Funded Program No. | State Funded Program Title         | Description of State Funded Program           | (Actual) General | (Actual) Other | (Actual) Federal | (Actual) Total  | (Projected) General | (Projected) Other | (Projected) Federal | (Projected) Total |
|--------------------------|------------------------------------|---|------------------|----------------|------------------|-----------------|---------------------|-------------------|---------------------|-------------------|
| 0100.000000.000          | Administration                     | SCDVA Regional Office                         | \$ 122,334.00    | \$ -           | \$ -             | \$ 122,334.00   | \$ -                | \$ -              | \$ -                | \$ -              |
| 0500.050500X000          | POW Commission                     | POW Commission                                | \$ -             | \$ -           | \$ -             | \$ -            | \$ -                | \$ -              | \$ -                | \$ -              |
| 0500.051000X000          | Veterans Counseling                | Veterans Counseling                           | \$ -             | \$ -           | \$ -             | \$ -            | \$ -                | \$ -              | \$ -                | \$ -              |
| 0500.150500X000          | Military Connected Children        | Military Connected Children                   | \$ 350,000.00    | \$ -           | \$ -             | \$ 350,000.00   | \$ 350,000.00       | \$ -              | \$ -                | \$ 350,000.00     |
| 0501.050100.000          | Veterans' Affairs                  | Operations, Training, Office of the Secretary | \$ 564,739.53    | \$ -           | \$ -             | \$ 564,739.53   | \$ 584,505.41       | \$ -              | \$ -                | \$ 584,505.41     |
| 0501.150100.000          | Military Base Task Force           | Military Based Task Force                     | \$ 38,691.86     | \$ -           | \$ -             | \$ 38,691.86    | \$ 40,046.08        | \$ -              | \$ -                | \$ 40,046.08      |
| 0503.100100.000          | Veterans' Cemetery                 | State Cemetery                                | \$ -             | \$ 36,481.00   | \$ -             | \$ 36,481.00    | \$ -                | \$ -              | \$ -                | \$ -              |
| 9500.050000.000          | State Employer Contributions       | State Employer Contributions                  | \$ 3,268,515.00  | \$ -           | \$ -             | \$ 3,383,913.03 | \$ -                | \$ -              | \$ -                | \$ 3,382,913.03   |
| 9806.090000.000          | D170 Veteran Cemetery-Nonrecurring | D170 Veteran Cemetery-Nonrecurring            | \$ -             | \$ -           | \$ -             | \$ -            | \$ -                | \$ -              | \$ -                | \$ -              |
| 9818.050000X000          | Military Base Task Force           | Military Base Task Force                      | \$ 455,545.00    | \$ -           | \$ -             | \$ 455,545.00   | \$ -                | \$ -              | \$ -                | \$ -              |

# 2024

## Legal Data

as submitted for the Accountability Report by:

### E260 - Veteran's Affairs

| Law number               | Jurisdiction | Type            | Description  | Purpose the law serves:   | Notes: | Changes made during FY2024 |
|--------------------------|--------------|-----------------|--|---|--------|----------------------------|
| 8-7-20                   | State        | Statute         | Authorizes leaves of absence for public employees serving in the Armed Forces                          | Not related to agency deliverable   |        | No Change                  |
| 12-6-5060                | State        | Statute         | Allows for voluntary tax contributions to the Military Family Relief Fund and the Veterans' Trust Fund | Funding agency deliverable(s)   |        | No Change                  |
| 1-1-550                  | State        | Statute         | Mandates Veteran hiring preference for all State public departments and public works                   | Not related to agency deliverable   |        | No Change                  |
| 12-21-2420(2)            | State        | Statute         | Exempts athletic events which include a junior American Legion athletic team from Admissions Tax       | Not related to agency deliverable   |        | No Change                  |
| 12-37-220(B)(1)(e)(i)(A) | State        | Statute         | Exempts from ad valorem taxation the home of a Veteran who is permanently and totally disabled         | Not related to agency deliverable   |        | No Change                  |
| 12-6-1120(7)             | State        | Statute         | Exempts National Guard retirement compensation from calculations of gross income for tax purposes      | Not related to agency deliverable   |        | No Change                  |
| 12-6-1171                | State        | Statute         | Provides earned income tax credit against Active duty retirement compensation                          | Not related to agency deliverable   |        | Amended                    |
| 2016-24                  | State        | Executive Order | Establishes the Veterans Policy Advisory Committee   | Board, commission, or committee on which someone from our agency must/may serve |        | No Change                  |
| 25-11-10                 | State        | Statute         | Establishes the Department of Veterans' Affairs  | Report our agency must/may provide  |        | No Change                  |

| Law number                  | Jurisdiction | Type    | Description  | Purpose the law serves:   | Notes:  | Changes made during FY2024 |
|-----------------------------|--------------|---------|--|---|---|----------------------------|
| 25-11-100                   | State        | Statute | Establishes the Military Base Task Force   | Requires a service  | Advocacy for military bases located in South Carolina | No Change                  |
| 25-11-20                    | State        | Statute | Establishes the duties, responsibilities, and authorities of the Secretary of Veterans' Affairs                    | Funding agency deliverable(s)   |   | No Change                  |
| 25-11-30                    | State        | Statute | Establishes location of Department and support to be provided by Department of Administration                      | Not related to agency deliverable   |   | No Change                  |
| 25-11-310 through 25-11-400 | State        | Statute | Establishes the Military Family Relief Fund and requires the Department to administer the Fund                     | Distribute funding to another entity  |   | No Change                  |
| 25-11-40                    | State        | Statute | Establishes relationship between Department and County Veteran Affairs Officers                                    | Requires a manner of delivery   |   | No Change                  |
| 25-11-45                    | State        | Statute | Establishes funding authority for County Veteran Affairs Offices   | Requires a manner of delivery   |   | No Change                  |
| 25-11-50                    | State        | Statute | Establishes relationship between Secretary and County Veteran Affairs Officers                                     | Requires a manner of delivery   |   | No Change                  |
| 25-11-510 through 25-11-560 | State        | Statute | Establishes the South Carolina Prisoner of War Medal and requires the Department to oversee implementation         | Requires a service  | Award of a state medal to those eligible              | No Change                  |
| 25-11-60                    | State        | Statute | Requires County Veteran Affairs Officers to submit semi-annual report to Secretary                                 | Requires a manner of delivery   |   | No Change                  |
| 25-11-70                    | State        | Statute | Requires Department to assist SC Agent Orange Advisory Council and Agent Orange Information and Assistance Program | Board, commission, or committee on which someone from our agency must/may serve |   | No Change                  |



| Law number | Jurisdiction | Type    | Description   | Purpose the law serves:            | Notes:  | Changes made during FY2024 |
|------------|--------------|---------|---|------------------------------------|---|----------------------------|
| 25-11-75   | State        | Statute | Requires the Secretary to appoint an additional claims representative   | Requires a service                 | Additional claims representative to assist Veterans | No Change                  |
| 25-11-80   | State        | Statute | Requires the Department to maintain and supervise all state Veterans' cemeteries  | Requires a service                 | Interment of eligible Veterans and family members   | No Change                  |
| 25-11-90   | State        | Statute | Requires Department to maintain a roster of South Carolinians who served on Active Duty during specified periods of war or conflict | Report our agency must/may provide |   | No Change                  |
| 25-12      | State        | Statute | Establishes procedures for the disposition of unclaimed Veteran remains   | Not related to agency deliverable  |   | No Change                  |
| 25-15-10   | State        | Statute | Removes the disability of minority for property transactions under the Servicemen's Readjustment Act of 1944                        | Not related to agency deliverable  |   | No Change                  |
| 25-15-20   | State        | Statute | Makes illegal the improper use of Crosses of Honor  | Not related to agency deliverable  |   | No Change                  |
| 25-15-30   | State        | Statute | Makes illegal the improper use of the emblems of American Legion and other service organizations                                    | Not related to agency deliverable  |   | No Change                  |
| 25-19-20   | State        | Statute | Attaches the Prisoners of War Commission to the Department  | Requires a service                 | Administrative support                              | No Change                  |
| 25-21      | State        | Statute | Establishes the Veterans' Trust Fund and makes the Department responsible for its administration                                    | Funding agency deliverable(s)      |   | No Change                  |
| 30-15      | State        | Statute | Establishes requirements for counties to maintain a permanent record of military discharges   | Not related to agency deliverable  |   | No Change                  |

| Law number                  | Jurisdiction | Type    | Description   | Purpose the law serves:           | Notes: | Changes made during FY2024 |
|-----------------------------|--------------|---------|---|-----------------------------------|--------|----------------------------|
| 44-11-30                    | State        | Statute | Establishes South Carolina Veterans Homes under the South Carolina Mental Health Commission   | Not related to agency deliverable |        | No Change                  |
| 44-63-110                   | State        | Statute | Exempts the US Department of Veterans' Affairs and SC county veteran affairs officers from fees associated with requests for birth, death, and divorce verification when such verification is needed for processing a Veterans' claim | Not related to agency deliverable |        | No Change                  |
| 50-9-525(A)                 | State        | Statute | Provides for 3-year disability hunting and fishing licenses for Veterans who are disabled and receiving benefits from the USDVA   | Not related to agency deliverable |        | No Change                  |
| 51-3-60                     | State        | Statute | Exempts permanently and totally disabled Veterans from state park exemption fees  | Not related to agency deliverable |        | No Change                  |
| 56-3-1110 through 56-3-1130 | State        | Statute | Establishes Disabled Veterans license plates  | Not related to agency deliverable |        | No Change                  |
| 56-3-1150                   | State        | Statute | Provides for free vehicle registration for former Prisoners of War  | Not related to agency deliverable |        | No Change                  |
| 56-3-1815 through 56-3-1840 | State        | Statute | Establishes license plates for retired members of the National Guard  | Not related to agency deliverable |        | No Change                  |
| 56-3-1850 and 56-3-1855     | State        | Statute | Provides for free license plates and parking privileges for Medal of Honor recipients   | Not related to agency deliverable |        | No Change                  |
| 56-3-3310 through 56-3-3340 | State        | Statute | Establishes special license plate for Purple Heart recipients   | Not related to agency deliverable |        | No Change                  |
| 56-3-4310 through 56-3-4340 | State        | Statute | Establishes special license plate for military retirees   | Not related to agency deliverable |        | No Change                  |

| Law number                  | Jurisdiction | Type    | Description  | Purpose the law serves:           | Notes:                      | Changes made during FY2024 |
|-----------------------------|--------------|---------|--|-----------------------------------|-----------------------------|----------------------------|
| 56-3-5350                   | State        | Statute | Establishes special license plate for Veterans who participated in the Normandy invasion       | Not related to agency deliverable |                             | No Change                  |
| 56-3-5910 through 56-3-5950 | State        | Statute | Establishes special license plate for Veterans who participated in the defense of Pearl Harbor | Not related to agency deliverable |                             | No Change                  |
| 56-3-8800                   | State        | Statute | Establishes special license plate for Veterans of World War II                                 | Not related to agency deliverable |                             | No Change                  |
| 56-5-2585                   | State        | Statute | Exempts from parking fees Veterans with a disabled Veteran or Purple Heart license plate       | Not related to agency deliverable |                             | No Change                  |
| 59-111-20 through 59-112-20 | State        | Statute | Provides for free tuition at state institutions for the children of certain Veterans           | Requires a service                | Verification of eligibility | No Change                  |
| 9-1-1140(C)                 | State        | Statute | Allows for up to 6 years of credit toward State Retirement system for military service         | Not related to agency deliverable |                             | No Change                  |

# 2024

## Services Data

as submitted for the Accountability Report by:  
E260 - Veteran's Affairs

| Description of Service   | Description of Direct Customer   | Customer Name  | Others Impacted by Service | Division or major organizational unit providing the service. | Description of division or major organizational unit providing the service. | Primary negative impact if service not provided.                               | Changes made to services during FY2024 | Summary of changes to services |
|--|--|--|----------------------------|--|---|--|--|--------------------------------|
| Assistance with claims, appeals, and hearings  | Veterans who are hospitalized at an USDVA medical center in South Carolina           | Veterans   | Veteran Families           | Division of Administrative Services                          | Liaisons to USDVA medical centers   | Decreased access to entitled benefits  | No Change                              |                                |
| Determination of eligibility for free tuition under SC 59-111-20                                       | Veterans who meet eligibility requirements for free tuition                          | Veterans   | Veteran Families           | Division of Administrative Services                          | Free Tuition Coordinator  | Decreased access to entitled benefits  | No Change                              |                                |
| Assistance with appeals and hearings associated with a Veterans benefit claim                          | Veterans who wish to appeal a decision of the USDVA concerning a benefits claim      | Veterans   | Veteran Families           | Division of Administrative Services                          | Representatives at USDVA Regional Office                                    | Decreased access to entitled benefits  | No Change                              |                                |
| Interment services   | Veterans who meet eligibility requirements for interment in a state Veteran cemetery | Veterans   | Veteran Families           | Division of Administrative Services                          | MJ "Dolly" Cooper Veterans Cemetery   | Decreased access to entitled benefits  | No Change                              |                                |
| Public information designed to provide Veterans with information on benefits and other relevant topics | South Carolina Veterans  | Veterans   | Veteran Families           | Office of Public Information                                 | Outreach to Veterans  | Lack of awareness of Veteran related programming in SC                         | No Change                              |                                |
| Public information designed to keep VSOs informed on South Carolina Veteran issues                     | Veteran Service Organizations (American Legion, VFW, Rubicon, etc.)                  | Veterans   | none                       | Office of Public Information                                 | Outreach to Veteran Service Organizations                                   | Lack of awareness of Veteran related programming in SC                         | No Change                              |                                |
| Public information designed to highlight the positive impact Veterans have on our community            | South Carolina citizens  | Veterans   | none                       | Office of Public Information                                 | Outreach to Public  | Lack of awareness of Veteran related programming in SC                         | No Change                              |                                |
| Training and certification on USDVA case management and service to Veterans                            | County Veteran Affairs Offices   | Veterans   | none                       | Division of Training and Standardization                     | Training for County Veteran Affairs Offices                                 | Decreased ability to provide services connecting Veterans to entitled benefits | No Change                              |                                |
| Improved alignment of resources to Veteran needs   | South Carolina Veterans  | Veterans   | none                       | State Coalition Integration Division                         | Integration of all entities in the state that provide a service to Veterans | Decreased access to entitled benefits and resources                            | No Change                              |                                |
| Assistance in getting Veteran-friendly laws in place and funded  | South Carolina Veterans  | Veterans   | none                       | Military Base Task Force                                     | Advocacy for Veterans   | Key advocacy issues go unaddressed   | No Change                              |                                |
| Assistance in realizing opportunities for growth in the scope or scale of military base missions       | Military bases in or near South Carolina   | Military bases in or near South Carolina                         | none                       | Military Base Task Force                                     | Advocacy for military bases   | Increased BRAC risks   | No Change                              |                                |
| Assistance in getting military-friendly laws in place and funded                                       | Active duty service members and their families in South Carolina                     | Active duty service members and their families in South Carolina | none                       | Military Base Task Force                                     | Advocacy for military service members and families                          | Key advocacy issues go unaddressed   | No Change                              |                                |
| Assistance in identifying and realizing growth of defense industry in South Carolina                   | Defense industry   | Defense industry   | none                       | Military Base Task Force                                     | Advocacy for defense industry   | Key advocacy issues go unaddressed   | No Change                              |                                |
| Advice to the Governor on Veteran matters  | Governor   | Governor   | none                       | Office of the Secretary                                      | Subject matter expertise on Veteran matters                                 | results in a lack of expert advice on Veteran issues                           | No Change                              |                                |
| Advice to the General Assembly   | General Assembly   | General Assembly   | none                       | Office of the Secretary                                      | Subject matter expertise on Veteran matters                                 | results in a lack of expert advice on Veteran issues                           | No Change                              |                                |

| Description of Service       | Description of Direct Customer | Customer Name  | Others Impacted by Service | Division or major organizational unit providing the service. | Description of division or major organizational unit providing the service. | Primary negative impact if service not provided.     | Changes made to services during FY2024 | Summary of changes to services |
|------------------------------|--------------------------------|----------------|----------------------------|--|---|--|--|--------------------------------|
| Advice to the state's courts | State's courts                 | State's courts | none                       | Office of the Secretary                                      | Subject matter expertise on Veteran matters                                 | results in a lack of expert advice on Veteran issues | No Change                              |                                |

# 2024

## Partnerships Data

as submitted for the Accountability Report by:  
E260 - Veteran's Affairs

| Type of Partner Entity        | Name of Partner Entity                            | Description of Partnership   | Change to the partnership during the past fiscal year |
|-------------------------------|---|--|---|
| State Government              | College of Charleston                             | Development and execution of a state-wide Veteran need survey  | No Change   |
| Non-Governmental Organization | Community Veteran Engagement Councils             | Integrate the efforts of Federal, State, non-profit, and private sector activity on behalf of Veterans at the regional level   | No Change   |
| Type of Partner Entity        | Name of Partner Entity                            | Description of Partnership   | No Change   |
| State Government              | Prisoner of War Commission                        | Provide administrative support to this Commission  | No Change   |
| State Government              | SC Department of Alcohol and Other Drug Abuse     | Coordination on efforts to address alcohol and drug abuse in the Veteran population  | No Change   |
| State Government              | SC Department of Employment and Workforce         | Coordination on efforts to address unemployment and under-employment in the Veteran population, to include the application of a Veteran preference in State hiring practices | No Change   |
| State Government              | SC Department of Labor, Licensing, and Regulation | Coordination on implementation of military family-friendly licensing and certification procedures  | No Change   |
| State Government              | SC Department of Motor Vehicles                   | Coordination on the implementation of license plates and registration fees under a variety of Veteran-related programs   | No Change   |
| State Government              | SC Mental Health Council                          | Coordination on matters pertaining to the Veteran nursing homes  | No Change   |
| State Government              | State Department of Mental Health                 | Coordination on efforts to address Veteran suicide   | No Change   |
| State Government              | University of South Carolina                      | Use of ROTC and other students as interns to fill critical positions for which we currently lack Full Time Equivalent authorizations   | No Change   |

| Type of Partner Entity        | Name of Partner Entity           | Description of Partnership   | Change to the partnership during the past fiscal year |
|-------------------------------|----------------------------------|--|---|
| Federal Government            | US Department of Veteran Affairs | Pilot program for the use of a single, state-wide case management system                                     | No Change   |
| Federal Government            | USDVA Medical Centers            | Close coordination on matters pertaining to Veterans hospitalized in USDVA medical centers in South Carolina | No Change   |
| Federal Government            | USDVA Regional Office            | Coordination of appeals and hearings for benefit claims  | No Change   |
| Non-Governmental Organization | Veteran Service Organizations    | Integrate the efforts of Federal, State, non-profit, and private sector activity on behalf of Veterans       | No Change   |

# 2024

## Reports Data

as submitted for the Accountability Report by:  
E260 - Veteran's Affairs

| Report Name                  | Law Number (if applicable) | Summary of information requested in the report   | Date of most recent submission DURING the past fiscal year | Reporting Frequency | Type of entity/entities                                     | Method to access the report        | Direct access hyperlink or agency contact (if not provided to LSA for posting online) | Changes to this report during the past fiscal year | Explanation why a report wasn't submitted |
|------------------------------|----------------------------|--|--|---------------------|---|------------------------------------|---|--|---|
| Agency Accountability Report | §1-1-810                   | The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures." | September-23   | Annually            | Governor or Lt. Governor AND Legislative entity or entities | Provided to LSA for posting online | edward.bell@scdva.sc.gov  | No Change  |   |



|                     |                                 |                 |     |
|---------------------|---------------------------------|-----------------|-----|
| <b>AGENCY NAME:</b> | Department of Veterans' Affairs |                 |     |
| <b>AGENCY CODE:</b> | E260                            | <b>SECTION:</b> | 101 |

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**2024  
Accountability Report**

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**SUBMISSION FORM**

I have reviewed and approved the data submitted by the agency in the following templates:

- Data Template
  - Reorganization and Compliance
  - FY2024 Strategic Plan Results
  - FY2025 Strategic Plan Development
  - Legal
  - Services
  - Partnerships
  - Report or Review
  - Budget
- Discussion Template
- Organizational Template

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

|   |                          |  |
|---|--------------------------|--|
| <b>AGENCY DIRECTOR</b><br><i>(SIGN AND DATE):</i> | <b>SIGNATURE ON FILE</b> | <b>Signature Received:</b><br>08/29/2024 |
| <i>(TYPE/PRINT NAME):</i>                         | Todd B. McCaffrey        |  |

|  |            |  |
|--|------------|--|
| <b>BOARD/CMSN CHAIR</b><br><i>(SIGN AND DATE):</i> | <b>N/A</b> |  |
| <i>(TYPE/PRINT NAME):</i>                          |            |  |