**Goal 1: Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.**

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| **Strategy 1.1: Make employment the first priority and preferred outcome for consumers.** |  |
| **Objective 1.1.1: Increase partnerships and community engagement.** |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1. | Participate in statewide discussions/committees regarding joint effort projects to engage community partners and businesses.  | K. WalkerR. ThompsonE. Bible | Quarterly | Develop a minimum of 6 new partnerships with MOU’s for service provision.  | September 1, 2017 | Reported at monthly Senior Leadership meeting |
| 2. | Participate in community meetings where business representatives attend such as Chamber of Commerce, Rotary Club, etc.  | Ed Bible | Quarterly | Develop a minimum of 12 new business contacts for employment options for consumers. | September 1, 2017 | Reported at monthly Senior Leadership meeting.  |
| 3. | Introduce Work Readiness workshops within state high schools to teach skills to transition age youth.  | K. Walker | Quarterly | Implement WR workshops in 6 new schools | September 1, 2017 | Reported at monthly Senior Leadership meeting. |

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| **Objective 1.1.2: Increase training, mentoring, and On the job training opportunities for consumers.**  |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1. | Research, identify, and contact private and non-profit community agencies/businesses to build training, mentoring, and OJT opportunities for consumers.  | E. BibleK. Walker | Quarterly | Create 6 MOU’s for mentoring, training, OJT opportunities. | September 1, 2017 | Reported at monthly Senior Leadership meeting. |
| 2. | Train or hire a staff member familiar with applications that can replace current technology such as money identifiers, object identifiers, etc. Utilize this staff to create an A.T. Training Lab where consumers are introduced to all options. | E. Bible | Quarterly. | Provide appropriate A.T. based on individual consumer need. Reduce A.T. cost by 5%. | September 1, 2017 | Reported at monthly Senior Leadership meeting. |
| 3 | Create a mentoring program to allow consumers to “try” a position with no commitment and reduce stigma with businesses.  | K. WalkerE. Bible | Quarterly | Increase employment placements by 3%. | September 1, 2017 | QA Reports |
| 4. | Develop a method to reach unserved and underserved counties to provide program services. | E. BibleK. WalkerR. Thompson | Annually | New training protocol for rural areas to provide services in a timely manner. | September 1, 2017 | Reported at monthly Senior Leadership meeting. |
| 5. | Implement Career Boost with contracts for services in the community. | K. Walker | Quarterly | Successful completion of program for 30 consumers first year. | September 1, 2017 | Reported at monthly Senior Leadership meeting. |
| 6. | Identify and review the 10 least profitable BEP facilities and make improvement recommendations. | O. Stevenson | Monthly | Increase profit percentage to stated BEP level. | September 1, 2017 | Report at monthly leadership meeting.  |

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|  | **Strategy 1.2: Increase successful placements and closures in competitive, integrated employment for all consumers.**  |  |
|  | Objective 1.2.1: Deliver a Discovery Model and Customized Employment through the Ellen Beach Mack Rehabilitation Center.  |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1. | Realign EBMRC curriculum to create an employment focus.  | K. Walker | Quarterly | Complete new, written curriculum for each program | September 1, 2017 | Report at monthly Senior Leadership meeting |
| 2. | Provide training and mentoring for staff to earn credentials in their area of responsibility.  | K. WalkerW. Miller | Quarterly | Increase in certifications for staff | September 1, 2017 | Report at monthly Leadership meeting. |
| 3. | Create pretest and posttest for each class offering to assess progress of consumers.  | K. Walker | Quarterly | Goal is for 80% of students to show successful completion of classes. | September 1, 2017 | Report at monthly Leadership meeting |
| 4. | Increase quality and quantity of Employment outcomes utilizing an employment focused system.  | K. Walker | Monthly | Increase successful closures by 3% and average wage by 5%. | September 1, 2017 | AWARE case management reports. |

**Goal 2: Expand opportunities for consumers in the Older Blind and Independent Living Programs.**

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|  | **Strategy 2.1: Provide services to increase self-sufficiency for Blind and Visually impaired citizens who are not looking for employment or education.** |  |

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|  | **Objective 2.1.1: Increase options for home management, technology, and mobility training for Older Blind and Independent Living consumers.** |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1. | Utilize MOU’s with independent O & M instructors to increase availability of mobility services.  | R. Thompson | Quarterly | Increase the offering of mobility services by 10%. | September 1, 2017 | Monthly SLT meeting |
| 2. | Create partnerships with local and state agencies across the state who serve the senior population to utilize programs that would benefit SCCB consumers.  | R. Thompson | Monthly | Develop 12 new partnerships/MOU’s for services. | September 1, 2017 | Monthly SLT meeting |
| 3. | Work with T & E, VR, and finance to develop a process for utilizing current staff to complete technology assessments and training for OB and IDLB consumers.  | R. ThompsonE. BibleK. Walker | Quarterly | Offer technology assessments and training to OB & IDLB consumers | September 1, 2017 | Monthly SLT meeting |

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|  | **Action Steps** |  | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1.  | Review all program positions and job descriptions, revise as needed to align with WIOA expectations. | Program Directors | Annually | Identification of potential new positions based on WIOA expectations. | September 1, 2017 | Monthly Senior Leadership Team Meeting |
| 2. | Investigate software options to allow for greater automation of tracking common performance measures and sharing data as required by the RSA. | C. BreeceS. RobinsonK. Walker | Annually | Accurate tracking of shared common performance measures for RSA reporting. | June 1, 2017 | Monthly Senior Leadership Team Meeting |
| 3. | Create a workgroup to customize AWARE and create necessary interfaces to reduce counselor time entering data and greater accuracy in RSA reporting. | K. WalkerC. BreeceS.Robinson | Annually | Reduce data entry time by counselors by 10%. | March 1, 2017 (to comply with RSA 1st new report on 7/1/17) | Monthly Senior Leadership Team Meeting |

**Goal 3: Align financial and human resources to utilize all available positions in the most effective way to assist in meeting the agency vision and mission.**

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|  | **Strategy 3.1: Review current programs and positions to determine need for additional staff.**  |  |

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|  | **Objective 3.1.1: Increase efficiency and productivity in all programs by aligning FTE’s with program need.** |  |
|  | **Objective 3.1.2: Reduce turnover by improving retention.** |  |

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|  | **Action Steps** |  | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1.  | Research potential alignment of salaries with comparable positions in the state. | W. MillerJ. Sims | Annually | Align salaries to the extent possible to encourage qualified candidates to select SCCB. | September 1, 2017 | Monthly Senior Leadership Team Meeting |
| 2. | Create and introduce a potential incentive/bonus plan to assist in closing the gap with comparable salaries for qualified staff. | W. MillerJ. Sims | Annually | Provide incentives for staff to remain at SCCB. | September 1, 2017 | Monthly Senior Leadership Team Meeting |
| 3. | Create and implement training modules specific to Blindness & visual impairments for staff to gain a better understanding of our consumers’ needs.  | K. WalkerE. Bible | Annually | Increased staff and consumer satisfaction | September 1, 2017 | Monthly Senior Leadership Team Meeting |

**Goal 4: Align programs and policies with new WIOA regulations.**

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| **Strategy 4.1:** Implement information tracking processes to collect information necessary for new RSA performance indicators. |  |
| **Objective 4.1.1:** Achieve 100% compliance with new RSA performance indicators.  |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |
| 1. | Complete DTO migration and upgrade security for AWARE to allow for sharing data and interfacing with partners as mandated by RSA.  | C. BreeceS. Robinson | Quarterly | Process to collect appropriate data for reporting installed.  | September 1, 2017 | Monthly SLT meeting |
| 2. | Update, revise, and create MOU’s with workforce partners to reflect shared reporting requirements.  | K. Walker | Quarterly | Successful MOU’s with all workforce agencies to share quarterly reporting data as required by RSA.  | September 1, 2017 | Monthly SLT meeting |
| **Objective 4.1.2: Create a plan for tracking financial requirements for Pre-ETS funding.**  |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** |  |
| 1. | Implement Pre-ETS consumer record keeping that separates eligible consumers from potentially eligible youth to allow separation of Pre-ETS funds from basic VR funds.  | J. SimsK. WalkerS. Robinson | Quarterly | Accurately track eligible Pre-ETS spending. | September 1, 2017 | Monthly SLT meeting |
| 2. | Coordinate with SCDVR to achieve state level spending for 15% set aside for Pre-ETS and youngest acceptable age for providing these services.  | J. SimsK. Walker | Quarterly | As a state, achieve the spend down of the 15% set aside.  | September 1, 2017 | Monthly SLT meeting |
| 3.  | Develop a written plan/policy on how Pre-ETS expenditures are distinguished. | J. SimsK. Walker | Annually | Comply with RSA regulations. | March 1, 2017 (first RSA report 7/1/17) | Monthly SLT meeting |
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| **Strategy 4.2:**  **Evaluate programs affected by new WIOA regulations.**  |  |  |
| **Objective 4.2.1: Implement program changes to reflect requirements provided by the RSA.** |  |  |
|  | **Action Steps** | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |  |
| 1. | Review recommendations from CSNA and LOC study for potential changes to SCCB programs.  | Senior Leadership Team | Quarterly | Recommended program changes implemented to the extent possible. | September 1, 2017 | Monthly SLT meeting |  |
| 2. | Create resource directory for counselors of services provided by our workforce partners to expand options for SCCB consumers.  | K. WalkerE. Robertson | Quarterly | Utilize workforce partners to expand consumer service options. | September 1, 2017 | Monthly SLT meeting |  |
| 3. | Develop MOU with SC Workforce Partners to create an integrated service system and joint system for common performance measure reporting as mandated by RSA.  | K. Walker | Annually | Identify service provision responsibility for shared services.  | January 1, 2017 | Monthly SLT meeting |  |
| **Objective 4.2.2: Design and implement programs to strengthen SCCB services to employers.**  |  |  |
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| **Action Steps** |

 | **Responsible Staff** | **Evaluation Frequency** | **Target Value or Objective** | **Timeline for Completion** | **Performance Measure Data Source** |  |
| 1.  | Create a Business Advisory Council to support statewide sector strategies and contribute to bringing the Business Leadership Network to SC.  | K. WalkerE. Bible | Quarterly | Increase business contacts by 3 per month.  | September 1, 2017 | Reported at monthly Senior Leadership meeting.  |  |
| 2. | Develop a presentation for employers explaining SCCB services and how they benefit the employer. | E. Bible | Quarterly | Conduct a minimum of 2 presentations per month. | September 1, 2017 | Monthly SLT meeting |  |
| 3. | Investigate possibility of hiring/assigning a single point of contact for businesses within SCCB and make that person the representative for the Statewide Pipeline project.  | E. Bible | Quarterly | Provide better services to employers and create a minimum of 1 new employment opportunity per month. | September 1, 2017 | Monthly SLT meeting |  |