



## UofSC SVAD Interaction Design Presentations

*September 26, 2022*

# One Page Report, Executive Summary, and Full Report

Jane Armstrong, Liam Owen, Sarah Hoffman, Mitchell Zarkis

# One Page Report

# Before

- Does not exist
  - Use of One Page Report allows for important information to be received “at a glance”
  - Most similar document is within the executive summary
- Accessibility
  - Difficulty for users to navigate across the different reports
  - Provides brief overview of study without getting lost in large documents
- Inconsistent
  - Brand is not successfully established throughout reports

The screenshot shows a report page from the North Carolina Legislative Oversight Committee. At the top left is the state seal. To its right, the text reads "LEGISLATIVE OVERSIGHT COMMITTEE" and "Study of the Department of Corrections: Executive Summary". Below this, a line of text states: "The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 12, 2020, is available on the Committee webpage." The main content is organized into several sections. On the left, a blue rounded rectangle titled "Full Report includes..." lists categories: "Oversight Impact" (Findings, Recommendations, Study Related Internal Changes), "Oversight Process" (Agency Reports, Public Input, Meetings, Member visits), "Agency Details" (History, Legal Obligations, Governing Body, Organizational Units, Partners, Revenue Sources, Carryforward, Age of Facilities, Personnel Necessary for Full Operations of Some Services), and "Other" (Index of Additional Information Available on Committee's Website). To the right of this are three light blue boxes. The first, "Findings about...", lists: "Services required and outcomes expected", "Resources available", and "Progress made, but more is necessary". The second, "Recommendations for...", lists: "SCDC", "Court Administration within the Judicial Branch", "State Human Resources, a division of the Department of Administration", "Insurance Reserve Fund, a division of the State Fiscal Accountability Authority", "Law Enforcement Training Council", and "General Assembly". The third, "Internal changes made during the study by...", lists: "SCDC", "Department of Health and Environmental Control", and "Department of Administration". A small number "1" is in the bottom right corner of the page.

Page from current summary



#### AGENCY INFORMATION:

**SCDOC MISSION:** The mission of the South Carolina Department of Corrections is Safety—we will protect the public, our employees, and our inmates. Service—we will provide rehabilitation and self-improvement opportunities for inmates. Stewardship—we will promote professional excellence, fiscal responsibility, and self-sufficiency.

#### FINDINGS:

The Committee makes ten findings. The Committee has recommendations to address some, but not all, of these findings.

1. Services required and outcomes expected
2. Progress is made, but more is necessary
3. Resources available



#### EXECUTIVE SUMMARY INCLUDES:

- Findings
- Recommendations
- Internal changes made during the study

#### RECOMMENDATIONS:

The Committee has 75 recommendations (38 to SCDC; 2 to Court Administration; 1 to State Human Resources; 1 to Insurance Reserve Fund; 1 to Law Enforcement Training Council; and 32 to General

1. SCDC
2. Court Administration within the judicial branch
3. State Human Resources, Department of DA
4. Insurance Reserve Fund
5. Law Enforcement Training Council
6. General Assembly



#### FULL REPORT INCLUDES:

- Oversight Impact
- Oversight Process
- Agency Details
- Other

# After

- Header: clearly states where document is from and its intentions
- Organized Information: logical use of columns to increase scannability and retain audience engagement
  - Agency Information
  - What's Included in Executive and Full Reports
  - Summary of Findings and Recommendations
- Footer: restates agency and links to Executive Summary and Full Report
  - "Breadcrumbs" allow user to easily navigate to report and summary

# Executive Summary

# Problem 1

- There are issues holding the viewer's attention
  - In our discussion, you mentioned that the document needed to be easier to read so that people wouldn't lose interest while reading.
  - At a glance, this document looks wordy and visually very similar throughout. It is hard to read.

- EFFECTIVENESS (CONTINUED)
12. Utilize data from the random written and hands-on on employee tests about agency policies and procedures to implement a process to continually evaluate the effectiveness of training methods and update those methods.
  13. Ensure there is a written outline of the duties and standard operating procedures for each deputy director and regularly (i.e., at least every three years) review and update these outlines.
  14. Track information in staff incident reports electronically, aggregate data, and utilize aggregated data in evaluating inmate issues and SCDC employee responses.
  15. Utilize additional information (i.e., inmate request response time, incident reports, and scores from annual testing on agency policies and procedures) as factors when conducting annual employee evaluations, making promotion decisions, and training employees.
  16. Obtain an external survey of employee morale on a regular basis (i.e., every one to three years) and, within six months of obtaining the results, post a summary online with actions the agency has, or plans, to take based on the results.
  17. Increase and improve employees' ability to report concerns and provide feedback, anonymously or otherwise.
  18. Create a system to allow and encourage anonymous feedback from volunteers and inmate family members.
  19. Prioritize inmate complaints by type in the automated request to staff management system.
  20. Research the costs to enable inmates to submit medical requests electronically (e.g., through a kiosk or tablet) so the request and response are tracked and retained for review and analysis purposes. Report these costs to the Committee along with potential benefits and drawbacks of connecting requests with an inmate's electronic medical records.
  21. Investigate the cost and feasibility of providing three meals per day on the weekend and report back to the Committee within one year.
  22. Increase the internal disciplinary penalties for inmates that use cell phones.
  23. Increase marketing efforts for supplies and services SCDC offers for sale to state agencies and local governments (e.g., uniforms, furniture, frames, etc.).
  24. Provide members of the General Assembly information about supplies and services SCDC offers for sale at least annually.
  25. Provide the Committee proposed statutory language to authorize SCDC to refuse an inmate from a local facility until the local facility provides SCDC with information necessary to provide for the health, safety, and welfare of the inmate.

# Solution

- Cut down the words per line so that the document can be read more fluidly
  - Went from around ~17 words per line (too many) to ~6 words per line, which allows for faster reading of each line of text
  - The redesign utilizes columns for better use of space & to cut down the words per line, improving readability

## Findings

The Committee makes ten findings. The Committee has [recommendations](#) to address some, but not all, of these findings. However, the Committee makes the findings to note information that a member of the public, or General Assembly, may seek to know or on which they may desire to act.

### Services required and outcomes expected

1. While the population of SCDC is diverse, the highest percentage of individuals housed in SCDC's facilities are convicted of homicide.
2. Incarceration at SCDC is expected to punish, contain, and rehabilitate inmates.

### Resources available

3. SCDC relies on the state general fund for more than 80% of its funding to operate (e.g., facilities maintenance, employee salaries, etc.).
4. Conditions at agency facilities, which operate continuously, include varying states of disrepair and age (e.g., part of the building complex at Wateree River Correctional Institution is more than a century old and is still used for housing and programming).
5. SCDC continues to have high vacancies in key operation areas (e.g., security, medical, etc.), despite external assessments indicating SCDC's efforts to recruit and retain employees are expansive.

### Progress made, but more is necessary

6. In recent years, efforts have been made by the General Assembly (e.g., decreasing the number of inmates through sentencing reform; increasing pay for correctional officers; and funding additional re-entry staff) and agency (e.g., improving employee retention efforts, inmate GED passage rates, business model for prison industries; capability of responding to inmate complaints & concerns; updating inmate classification system, inmate job placement efforts; launching telehealth collaborations; and utilizing technology to assist in educating inmates, facilitating communication, and increasing safety) to improve SCDC operations, but additional resources are necessary to continue and/or expand upon these improvements.
7. Investment in technology (e.g., automated medicine dispensing; electronic cell door lock/unlock within facilities; and automated entry of sentencing sheet/inmate release information) may exponentially leverage the limited personnel available and accuracy of information necessary for operations.
8. Collaboration, among the various state agencies and their stakeholders (e.g., utilizing common information and entering into intra-agency agreements), is

imperative to increase efficiencies in state government operations.

9. In addition to the recommendations made in this report, there are other changes for future consideration by the General Assembly (e.g., require SCDC and Parole Board utilize a common risk assessment tool; assist inmates in obtaining employment as commercial drivers; utilize sentencing ranges to incentivize good behavior and reform once inmates are incarcerated; provide tax credits to businesses that employ former offenders from SCDC; and review threshold approval amounts for permanent improvement projects) and SCDC (e.g., new case management system; ombudsman; acclimation to current technology as part of required re-entry programming for inmates; utilization of a central portal for sale of products from state agencies; combining statistics received electronically from local detention facilities [e.g., average daily inmate population, number of employees, number of vacant positions], with statistics about its facilities, into a searchable electronic format and publish and annually update the information online).
10. The Legislative Audit Council (LAC), as requested by the Committee, audited the Department of Corrections and presented its published report, which included 105 recommendations on various topics, to the Committee.



# Problem 2

- This document needs to be equally accessible in print format as it is digitally
  - You mentioned that a lot of people viewing this document are moving towards digital formats (tablets); but there is also a need for it to be printed
  - The current Executive Report has no digital accessibility, and does not translate well to a digital format

# Solution

- Adding hyperlinks (called “bookmarks” in word)
  - This allows for viewers of the document to move around the document quickly, and change what section they are in rapidly

## Recommendations to:

[SDSC](#)

[Court Administration](#)

[State Human Resources](#)

[Insurance Reserve Fund](#)

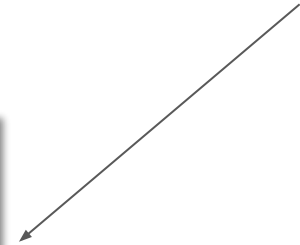
[Law Enforcement Training Council](#)

[General Assembly](#)



Recommendation to Law  
Enforcement Training Council

[Interagency Collaboration](#)



# Problem 3

- Visual Hierarchy

## Findings

The Committee makes ten findings. The Committee has recommendations to address some, but not all, of these findings. However, the Committee makes the findings to note information that a member of the public, or General Assembly, may seek to know or on which they may desire to act.

### Services required and outcomes expected

1. While the population of SCDC is diverse, the highest percentage of individuals housed in SCDC's facilities are convicted of homicide.
2. Incarceration at SCDC is expected to punish, contain, and rehabilitate inmates.

### Resources available

3. SCDC relies on the state general fund for more than 80% of its funding to operate (e.g., facilities maintenance, employee salaries, etc.).
4. Conditions at agency facilities, which operate continuously, include varying states of disrepair and age (e.g., part of the building complex at Waterlee River Correctional Institution is more than a century old and is still used for housing and programming).
5. SCDC continues to have high vacancies in key operation areas (e.g., security, medical, etc.), despite external assessments indicating SCDC's efforts to recruit and retain employees are expansive.

### Progress made, but more is needed

6. In recent years, efforts have been made by the General Assembly (e.g., decreasing the number of inmates through sentencing reform; increasing pay for correctional officers; and funding additional re-entry staff) and agency (e.g., improving employee retention efforts, inmate GED passage rates, business model for prison industries; capability of responding to inmate complaints/concerns; updating inmate classification system; inmate job placement efforts; launching telehealth collaborations; and utilizing technology to assist in educating inmates, facilitating communication, and increasing safety) to improve SCDC operations, but additional resources are necessary to continue and/or expand upon these improvements.
7. Investment in technology (e.g., automated medicine dispensing; electronic cell door lock/unlock within facilities; and automated entry of sentencing sheet/inmate release information) may exponentially leverage the limited personnel available and accuracy of information necessary for operations.
8. Collaboration, among the various state agencies and their stakeholders (e.g., utilizing common information and entering into intra-agency agreements), is imperative to increase efficiencies in state government operations.
9. In addition to the recommendations made in this report, there are other changes for future consideration by the General Assembly (e.g., require SCDC and Parole Board utilize a common risk assessment tool; assist inmates in obtaining employment as commercial drivers; utilize sentencing ranges to incentivize good behavior and reform once inmates are incarcerated; provide tax credits to businesses that employ former offenders from SCDC; and review threshold approval amounts for permanent improvement projects) and SCDC (e.g., new case management system; ombudsman; acclimation to current technology as part of required re-entry programming for inmates; utilization of a central portal for sale of products from state agencies; combining statistics received electronically from local detention facilities [e.g., average daily inmate population, number of employees, number of vacant positions], with statistics about its facilities, into a searchable electronic format and publish and annually update the information online).
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# Solution

- Establish areas of importance

## Findings

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### Services required and outcomes expected

1. While the population of SDCC is diverse, the highest percentage of individuals housed in SDCC's facilities are convicted of homicide.
2. Incarceration at SDCC is expected to punish, contain, and rehabilitate inmates.

### Resources available

3. SDCC relies on the state general fund for more than 80% of its funding to operate (e.g., facilities maintenance, employee salaries, etc.).
4. Conditions at agency facilities, which operate continuously, include varying states of disrepair and age (e.g., part of the building complex at Wateree River Correctional Institution is more than a century old and is still used for housing and programming).
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8. Collaboration, among the various state agencies and their stakeholders (e.g., utilizing common information and entering into intra-agency agreements), is

imperative to increase efficiencies in state government operations.

9. In addition to the recommendations made in this report, there are other changes for future consideration by the General Assembly (e.g., require SDCC and Parole Board utilize a common risk assessment tool; assist inmates in obtaining employment as commercial drivers; utilize sentencing ranges to incentivize good behavior and reform once inmates are incarcerated; provide tax credits to businesses that employ former offenders from SDCC; and review threshold approval amounts for permanent improvement projects) and SDCC (e.g., new case management system; ombudsman; adaptation to current technology as part of required re-entry programming for inmates; utilization of a central portal for sale of products from state agencies; combining statistics received electronically from local detention facilities [e.g., average daily inmate population, number of employees, number of vacant positions], with statistics about its facilities, into a searchable electronic format and publish and annually update the information online).
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# Problem 4

- Clarity of information regarding document structure
  - In the english speaking world, we scan documents from the top left to the bottom right. The first thing you see in your original Executive Report is information about the full report — something which could confuse the viewer.



## LEGISLATIVE OVERSIGHT COMMITTEE Study of the Department of Corrections: Executive Summary

The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 12, 2020, is available on the Committee webpage.

### Full Report includes...

#### Oversight Impact

- Findings
- Recommendations
- Study Related Internal Changes

#### Oversight Process

- Agency Reports
- Public Input
- Meetings
- Member Visits

#### Agency Details

- History
- Legal Obligations
- Governing Body
- Organizational Units
- Partners
- Revenue Sources
- Carryforward
- Age of Facilities
- Personnel Necessary for Full Operations of Some Services

#### Other

- Index of Additional Information Available on Committee's Website

### Findings about...

- Services required and outcomes expected
- Resources available
- Progress made, but more is necessary

### Recommendations for...

- SCDC
- Court Administration within the Judicial Branch
- State Human Resources, a division of the Department of Administration
- Insurance Reserve Fund, a division of the State Fiscal Accountability Authority
- Law Enforcement Training Council
- General Assembly

### Internal changes made during the study by...

- SCDC
- Department of Health and Environmental Control
- Department of Administration

# Solution

- Rearrange information on the cover page to increase clarity of information
  - Simply moving the information from the left to the right makes it much more clear to the uninformed viewer that this document contains findings and recommendations, as opposed to all of the information present in the full report.
  - Making the font size of information in this document bigger than the information about the full report helps with this issue as well.

South Carolina  
House of Representatives  
Legislative Oversight Committee

EXECUTIVE SUMMARY

## Findings about:

[Services required and outcomes expected](#)

[Resources available](#)

[Progress made, but more is necessary](#)

## Recommendations to:

[SDSC](#)

[Court Administration](#)

[State Human Resources](#)

[Insurance Reserve Fund](#)

[Law Enforcement Training Council](#)

[General Assembly](#)

DEPARTMENT OF CORRECTIONS AD HOC SUBCOMMITTEE

The Honorable Edward R. Tallon Sr. (chair)  
The Honorable Gary E. Clary  
The Honorable Jeffrey E. Johnson  
The Honorable Robert Q. Williams  
The Honorable Micajah P. Caskey IV  
The Honorable Chandra E. Dillard  
The Honorable Joseph H. Jefferson Jr.

*The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 12, 2020, is available on the Committee webpage.*

*Study on the Department of Corrections*

**Full Report Includes:**

**Oversight Impact**

- Findings
- Recommendations
- Study-Related Internal Changes

**Oversight Process**

- Agency Reports
- Public Input
- Meetings
- Member Visits

**Agency Details**

- History
- Legal Obligations
- Governing Body
- Organizational Units
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- Revenue Sources
- Carryforward
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- Personnel Necessary for Full Operation of Services

**Other**

- Index of Additional Info. Available on Committee's Website

**Public Input**

**712**  
Responses to an online public survey

**95+**  
Online comments received

**38**  
Constituents testified

1

# Miscellaneous Fixes

- The switch to the column layout & font sizes changed the length of the document from 10 pages to 7. These changes will save you 30% on both paper and printing costs.
- You mentioned how the committee members liked to see their names front and center, so they have been added to the front page of the document as opposed to the second.
- A better system of font sizes for different levels of information helps the viewer quickly get a sense for what they are reading.

# Before and After



## LEGISLATIVE OVERSIGHT COMMITTEE

Study of the Department of Corrections: Executive Summary

The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 12, 2020, is available on the Committee webpage.

### Full Report includes...

#### Oversight Impact

- Findings
- Recommendations
- Study Related Internal Changes

#### Oversight Process

- Agency Reports
- Public Input
- Meetings
- Member Visits

#### Agency Details

- History
- Legal Obligations
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#### Other

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### Recommendations for...

- SCDC
- Court Administration within the Judicial Branch
- State Human Resources, a division of the Department of Administration
- Insurance Reserve Fund, a division of the State Fiscal Accountability Authority
- Law Enforcement Training Council
- General Assembly

### Internal changes made during the study by...

- SCDC
- Department of Health and Environmental Control
- Department of Administration

1



## South Carolina House of Representatives Legislative Oversight Committee

### EXECUTIVE SUMMARY

## Findings about:

[Services required and outcomes expected](#)

[Resources available](#)

[Progress made, but more is necessary](#)

## Recommendations to:

[SDSC](#)

[Court Administration](#)

[State Human Resources](#)

[Insurance Reserve Fund](#)

[Law Enforcement Training Council](#)

[General Assembly](#)

### DEPARTMENT OF CORRECTIONS AD HOC SUBCOMMITTEE

The Honorable Edward R. Tallon Sr. (Chair)  
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The Honorable Micajah P. Caskey IV  
The Honorable Chandra E. Dillard  
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*The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 12, 2020, is available on the Committee webpage.*

*Study on the Department of Corrections*

### Full Report Includes:

#### Oversight Impact

- Findings
- Recommendations
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#### Oversight Process

- Agency Reports
- Public Input
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#### Agency Details

- History
- Legal Obligations
- Governing Body
- Organizational Units
- Partners
- Revenue Sources
- Carryforward
- Age of Facilities
- Personnel Necessary for Full Operation of Services

#### Other

- Index of Additional Info. Available on Committee's Website

#### Public Input

712 Responses to an online public survey

95+ Online comments received

38 Constituents testified

1



# Before and After

## Oversight Purpose and Methods

### PURPOSE

To determine if agency laws and programs:

- ▶ are being implemented and carried out in accordance with the intent of the General Assembly; and
- ▶ should be continued, curtailed, or eliminated.

### METHODS

The Committee and Subcommittee evaluate:

- ▶ the application, administration, execution, and effectiveness of the agency's laws and programs;
- ▶ the organization and operation of the agency; and
- ▶ any conditions or circumstances that may indicate the necessity or desirability of enacting new or additional legislation pertaining to the agency.

S.C. Code Ann. § 2-2-20(B) and (C)

## Study Process



## Public Input

- 712** Responses to an online public survey
- 95+** Online comments received
- 38** Constituents testify

## Ad Hoc Committee Membership

### DEPARTMENT OF CORRECTIONS AD HOC SUBCOMMITTEE

The Honorable Edward R. Tallon Sr. (chair)  
 The Honorable Gary E. Clary  
 The Honorable Jeffrey E. Johnson  
 The Honorable Robert Q. Williams

The Honorable Micajah P. Caskey IV  
 The Honorable Chandra E. Dillard  
 The Honorable Joseph H. Jefferson Jr.

## Study Milestones

### MEETINGS

Committee	Meeting 1	Meeting 2	Meeting 3
Full Committee	5/3/18 10/5/20		1/28/19
Subcommittee	2/21/19	3/21/19	
	5/14/19	5/29/19	6/18/19
	7/24/19	8/12/19	8/27/19
	9/16/19	10/1/19	10/23/19
	11/25/19	12/11/19	12/16/19
	6/22/20		1/7/20

### AGENCY REPORTS

Report Date	Report Title
March 2015	Seven-Year Plan Report
September 2018	FY 2017-18 Accountability Report and Program Evaluation Report*
September 2019	FY 2018-19 Accountability Report

\*Updated Program Evaluation Report provided on January 25, 2019 and March 3, 2020

## Oversight Purpose and Methods

### Purpose

To determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly; and should be continued, curtailed, or eliminated.

### Methods

The Committee and Subcommittee evaluate the application, administration, execution, and effectiveness of the agency's laws and programs; the organization and operation of the agency; and any conditions or circumstances that may indicate the necessity or desirability of enacting new or additional legislation pertaining to the agency.

S.C. Code Ann. § 2-2-20(B) and (C)

## Study Process

1. Full Committee schedules agency for study and gathers initial information
2. Ad hoc committee investigates through meetings, and information requests
3. Ad hoc committee publishes report
4. Full Committee considers ad hoc committee report and may conduct further investigation
5. Full Committee publishes report

## Agency Reports

Report Date	Report Title
March 2015	Seven-Year Plan Report
September 2018	FY 2017-18 Accountability Report and Program Evaluation Report*
September 2019	FY 2018-19 Accountability Report

\*Updated Program Evaluation Report provided on January 25, 2019 and March 3, 2020

## Study Milestones

### Full Committee Meetings

5/3/18	1/28/19	10/5/20
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### Sub-Committee Meetings

2/21/19	3/21/19	5/14/19	5/29/19	6/4/19	6/18/19	7/24/19	8/12/19	8/27/19	8/27/19
9/16/19	10/1/19	10/23/19	10/23/19	11/25/19	12/11/19	12/16/19	1/7/20	6/22/20	

# Before and After

## Findings

The Committee makes ten findings. The Committee has recommendations to address some, but not all, of these findings. However, the Committee makes the findings to note information that a member of the public, or General Assembly, may seek to know or on which they may desire to act.

### Services required and outcomes expected

1. While the population of SDCDC is diverse, the highest percentage of individuals housed in SDCDC's facilities are convicted of homicide.
2. Incarceration at SDCDC is expected to punish, contain, and rehabilitate inmates.

### Resources available

3. SDCDC relies on the state general fund for more than 80% of its funding to operate (e.g., facilities maintenance, employee salaries, etc.).
4. Conditions at agency facilities, which operate continuously, include varying states of disrepair and age (e.g., part of the building complex at Wateree River Correctional Institution is more than a century old and is still used for housing and programming).
5. SDCDC continues to have high vacancies in key operation areas (e.g., security, medical, etc.), despite external assessments indicating SDCDC's efforts to recruit and retain employees are expansive.

### Progress made, but more is needed

6. In recent years, efforts have been made by the General Assembly (e.g., decreasing the number of inmates through sentencing reform; increasing pay for correctional officers; and funding additional re-entry staff) and agency (e.g., improving employee retention efforts; inmate GED passage rates, business model for prison industries; capability of responding to inmate complaints/concerns; updating inmate classification system, inmate job placement efforts; launching telehealth collaborations; and utilizing technology to assist in educating inmates, facilitating communication, and increasing safety) to improve SDCDC operations, but additional resources are necessary to continue and/or expand upon these improvements.
7. Investment in technology (e.g., automated medicine dispensing; electronic cell door lock/unlock within facilities; and automated entry of sentencing sheet/inmate release information) may exponentially leverage the limited personnel available and accuracy of information necessary for operations.
8. Collaboration, among the various state agencies and their stakeholders (e.g., utilizing common information and entering into intra-agency agreements), is imperative to increase efficiencies in state government operations.
9. In addition to the recommendations made in this report, there are other changes for future consideration by the General Assembly (e.g., require SDCDC and Parole Board utilize a common risk assessment tool; assist inmates in obtaining employment as commercial drivers; utilize sentencing ranges to incentivize good behavior and reform once inmates are incarcerated; provide tax credits to businesses that employ former offenders from SDCDC; and review threshold approval amounts for permanent improvement projects) and SDCDC (e.g., new case management system; ombudsman; acclimation to current technology as part of required re-entry programming for inmates; utilization of a central portal for sale of products from state agencies; combining statistics received electronically from local detention facilities [e.g., average daily inmate population, number of employees, number of vacant positions], with statistics about its facilities, into a searchable electronic format and publish and annually update the information online).
10. The Legislative Audit Council (LAC), as requested by the Committee, audited the Department of Corrections and presented its published report, which included 105 recommendations on various topics, to the Committee.

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# Before and After

## Recommendations

The Committee has 75 recommendations (38 to SCDC; 2 to Court Administration; 1 to State Human Resources; 1 to Insurance Reserve Fund; 1 to Law Enforcement Training Council; and 32 to General Assembly) that continue, curtail, and/or eliminate agency programs, and include areas for potential improvement. The Committee recognizes these recommendations will not satisfy everyone nor address every issue or potential area of improvement at the agency.

### Recommendations to SCDC

1. Resume American Correctional Association accreditation or the management review program and complete internal reviews according to the schedule outlined in the agency policy.
2. Conduct regular audits of medical services provided by SCDC employees to inmates to determine: (a) quality of medical or mental health clinical assessments, and (b) adherence to general clinical and medical guidelines.
3. Obtain an external study to determine the following: (a) impact of the new inmate classification system on staffing; and (b) how other options for improving staff to inmate ratios may impact staffing needs on a regular basis (e.g., every three or five years).
4. Provide a timeline for completion of SCDC's program audit and creation of its "SCDC Program Book" (i.e., list of programs offered to offenders).
5. Determine a method by which the agency will evaluate success for each inmate program; utilize the method to regularly evaluate each program and objectively decide those to continue/discontinue; and post online the method for, and results of, each evaluation.
6. Review and update performance measures for the Accountability Report utilizing resources available from the Department of Administration's Executive Budget Office.
7. Report performance data on progress toward the desired outcomes of SCDC's new inmate classification system in its annual accountability report.
8. Update SCDC's GED/high school diploma participation performance measure to track the number of inmates earning these credentials as a percentage of the number who were admitted to SCDC without one.
9. Continue efforts to obtain a procurement exemption for advertising open employee positions through different avenues (e.g., social media).
10. Require certain training (e.g., incident reporting, etc.) before allowing SCDC employees to interact with inmates.
11. Update policy to require random written and hands-on testing of employee knowledge about agency policies and procedures.

ACCOUNTABILITY

EFFECTIVENESS

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#### Effectiveness

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10. Require certain training (e.g., incident reporting, etc.) before allowing SCDC employees to interact with inmates.
11. Update policy to require random written and hands-on testing of employee knowledge about agency policies and procedures.
12. Utilize data from the random written and hands-on on employee tests about agency policies and procedures to implement a process to

continually evaluate the effectiveness of training methods and update those methods.

13. Ensure there is a written outline of the duties and standard operating procedures for each deputy director and regularly (i.e., at least every three years) review and update these outlines.

14. Track information in staff incident reports electronically, aggregate data, and utilize aggregated data in evaluating inmate issues and SCDC employee responses.

15. Utilize additional information (i.e., inmate request response time, incident reports, and scores from annual testing on agency policies and procedures) as factors when conducting annual employee evaluations, making promotion decisions, and training employees.

16. Obtain an external survey of employee morale on a regular basis (i.e., every one to three years) and, within six months of obtaining the results, post a summary online with actions the agency has, or plans, to take based on the results.

17. Increase and improve employees' ability to report concerns and provide feedback, anonymously or otherwise.

18. Create a system to allow and encourage anonymous feedback from volunteers and inmate family.

# These Changes Allow for:

- Ease of information gathering
- Better accessibility in a growing web-dominated world
- Clearer disclosure of intent behind the executive report
- Better use of space on paper
- More distinct “levels” of information reflective of its importance

# Full Report

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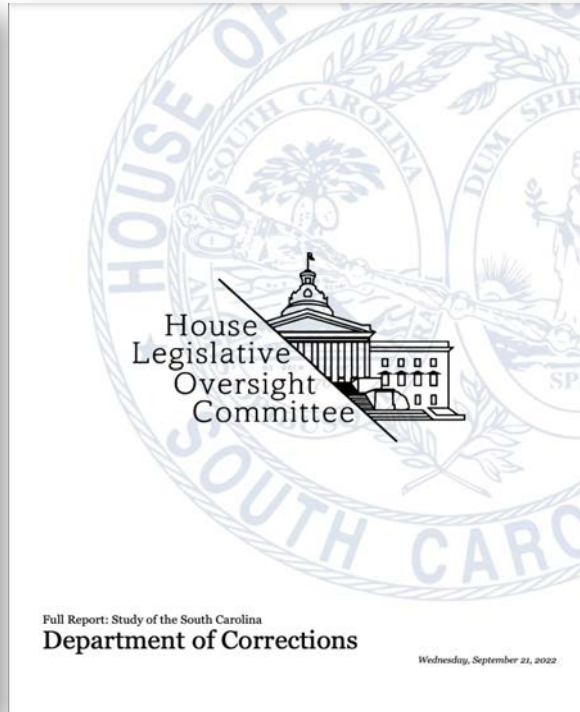
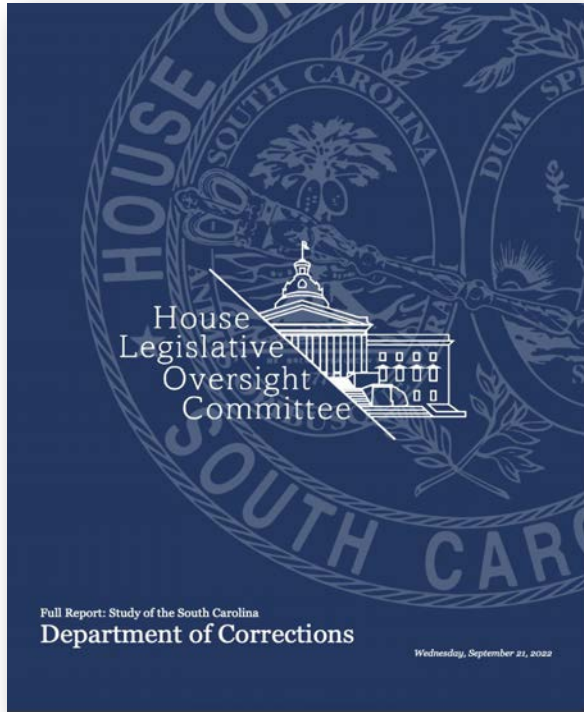


## LEGISLATIVE OVERSIGHT COMMITTEE

### Study of the South Carolina Department of Corrections *October 12, 2020*

FULL COMMITTEE OPTIONS STANDARD PRACTICE 12.4	FULL COMMITTEE ACTION(S)	DATE(S) OF FULL COMMITTEE ACTION(S)
(1) Refer the study and investigation back to the Ad hoc committee or an ad hoc committee for further evaluation;	Ad hoc Committee report available for consideration	September 14, 2020
(2) Approve the Ad hoc committee's study; or	Ad hoc Committee study presentation and discussion	October 5, 2020
(3) Further evaluate the agency as a full Committee, utilizing any of the available tools of legislative oversight.	Approval of the Ad hoc Committee's study	October 5, 2020, with opportunity for members to provide comments open until October 12, 2020

# Title page after



Digital and print files

# Contact Page Before

**CONTACT INFORMATION**

**Committee Contact Information**

Physical  
South Carolina House of Representatives  
Legislative Oversight Committee  
1105 Pendleton Street, Blatt Building Room 228  
Columbia, South Carolina 29211  
**Telephone:** 803-212-6810

Online  
You may visit the South Carolina General Assembly Home Page (<http://www.southcarolinahouse.gov>) and click on "General Interest" then click on "House Legislative Oversight Committee Postings and Reports". This will list the information posted online for the Committee; click on the information you would like to review. Also, a direct link to Committee information is <http://www.southcarolinahouse.gov/Committees/Information/HouseLegislativeOversightCommittee.aspx>.


**Agency Contact Information**

Address  
South Carolina Department of Corrections  
4644 Broad River Road  
Columbia, South Carolina 29210

Telephone: 803-896-8500  
Website: <http://www.doc.sc.gov/>

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**Legislative Oversight Committee**



**Post Office Box 11867  
Columbia, South Carolina 29211  
Telephone: (803) 212-6810 • Fax: (803) 212-6811  
Room 228 Blatt Building**

*Wm. Weston J. Newton, Chair  
Laurie Slade Funderburk, First Vice-Chair*

*Micajah P. (Micah) Caskey, IV  
Neal A. Collins  
Patricia Moore (Pat) Henegan  
William M. (Bill) Hixon  
Jeffrey E. (Jeff) Johnson  
Marvin R. Pendarvis  
Tommy M. Stringer  
Bill Taylor  
Robert Q. Williams*

*Gary E. Clary  
Chandra E. Dillard  
Lee Hewitt  
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Mandy Powers Norrell  
Robert L. Ridgeway, III  
Edward R. Tallon, Sr.  
John Taliaferro (Jay) West, IV  
Chris Wooten*

*Jennifer L. Dobson  
Research Director*

*Charles L. Appleby, IV  
Legal Counsel*

*Cathy A. Greer  
Administration Coordinator*

*Lewis Carter  
Research Analyst/Auditor*

*Kendra H. Wilkerson resigned July 31, 2020  
Fiscal/Research Analyst*

2



# Contact Page After



South Carolina  
House of Representatives  
Legislative Oversight Committee

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CONTACT INFORMATION

**Chair**  
Wm. Weston J. Newton

**First Vice Chair**  
Laurie Slade Funderburk

Micajah P. (Micah) Caskey, IV  
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**Fiscal/Research Analyst**  
Kendra J. Wilkerson (*resigned July 31, 2022*)

**South Carolina House  
Legislative Oversight Committee**

1105 Pendleton Street  
Blatt Building Room 228  
PO Box 11867  
Columbia, SC 29211  
Telephone: 803-212-6810  
Fax: 803-212-6811

**Department of Corrections**

4444 Broad River Road  
Columbia, SC 29210  
Telephone: 803-896-8500

*Study of the Department of Corrections*

2



CONTACT INFORMATION

**Chair**

Wm. Weston J. Newton

**First Vice Chair**

Laurie Slade Funderburk

Micajah P. (Micah) Caskey, IV  
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**South Carolina House  
Legislative Oversight Committee**

1105 Pendleton Street  
Blatt Building Room 228

PO Box 11867  
Columbia, SC 29211

Telephone: 803-212-6810  
Fax: 803-212-6811

**Department of Corrections**

4444 Broad River Road  
Columbia, SC 29210

Telephone: 803-896-8500

Contact Page Filled



CONTACT INFORMATION

**Chair**

Wm. Weston J. Newton

**First Vice Chair**

Laurie Slade Funderburk

Micajah P. (Micah) Caskey, IV  
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**South Carolina House  
Legislative Oversight Committee**

1105 Pendleton Street  
Blatt Building Room 228

PO Box 11867  
Columbia, SC 29211

Telephone: 803-212-6810  
Fax: 803-212-6811

**Insert Department**

1234 Main Street  
Columbia, SC 29XXX

Telephone: 123-456-7890

Contact Page Template

# Table of Contents


Done well:

- The Table of Contents is clickable
- know how to format a word document with headings

Could Improve:

- Scannability is near impossible
  - 10 pages long
  - Redundant information
- Selectiveness of text within a TOC
  - Done by choosing what is a header within the document

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Reader is looking for:

The Title of a  
Recommendation

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Reader is looking for:

## The Title of a Recommendation

Keep:

- Main header
  - Gives context when done well
- Subject
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# Example:

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- Get in the way of scanning for recommendations
- Coordinate with recommendations
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With recommendations:

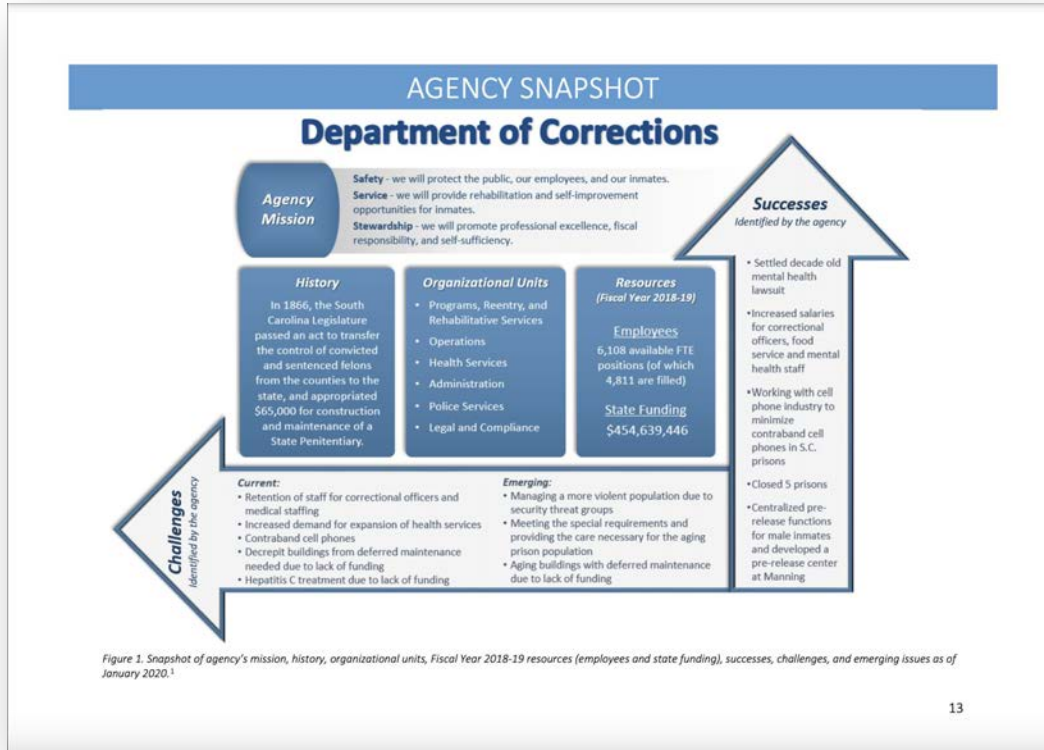
- Findings take up 75% less space
- Alternating drop shadow for quick scanning

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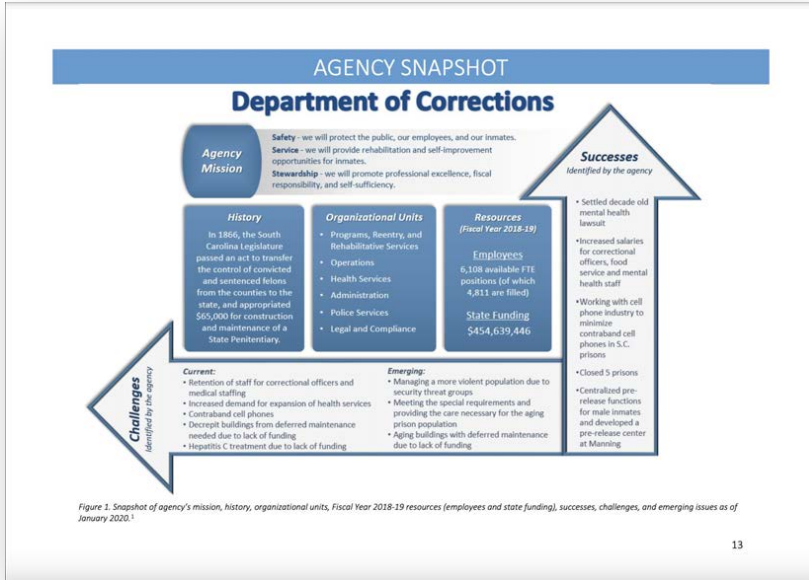
Change:

- No flexibility for changing info
- Landscape layout
- Hard to read text

Keep:

- Grouped information for context

# Agency Snapshot after:



South Carolina  
House of Representatives  
Legislative Oversight Committee

AGENCY SNAPSHOT

---

**CHALLENGES:**

**Current:**

- Retention of staff for correctional officers and medical staffing
- Increased demand for expansion of health services
- Contraband cell phones
- Decrepit buildings from deferred maintenance: needed due to lack of funding
- Hepatitis C treatment due to lack of funding

**MISSION:**

The Department of Corrections strives to protect the **SAFETY** of inmates and the public, provide **SERVICE** and rehabilitation for inmates, and be a **STEWARD** of professional excellence.

**HISTORY:**

In 1866, the South Carolina Legislature passed an act to transfer the control of convicted and sentenced felons from the counties to the state and appropriated \$65,000 for construction and maintenance of a state Penitentiary.

**ORGANIZATIONAL UNITS:**

- Program, Reentry, and Rehabilitative Services
- Operations
- Health Services
- Administration
- Police Services
- Legal and Compliance

**SUCCESSES:**

- Settled decade old mental health lawsuit
- Increased salaries for correctional officers, food service and mental health staff
- Working with cell phone industry to minimize contraband cell phones in SC prisons
- Closed 5 prisons
- Centralized pre-release functions for male inmates and developed a pre-release center at Manning

**RESOURCES:**  
Fiscal year 2018-29

\$454,639,466

In State Funding

6,108

Available FTE positions (of which 4,811 are filled)

*Study of the Department of Corrections*


 South Carolina  
 House of Representatives  
 Legislative Oversight Committee  
 AGENCY SNAPSHOT

---

**CHALLENGES:**

Current:

- Retention of staff for correctional officers and medical staffing
- Increased demand for expansion of health services
- Contraband cell phones
- Derepfit buildings from deferred maintenance needed due to lack of funding
- Hepatitis C treatment due to lack of funding

Emerging:

- Managing a more violent population due to security threat groups
- Meeting the requirements and care needed for the aging prison population
- Aging buildings with deferred maintenance

**SUCCESSSES:**

- Settled decade old mental health lawsuit
- Increased salaries for correctional officers, food service and mental health staff
- Working with cell phone industry to minimize contraband cell phones in SC prisons
- Closed 5 prisons
- Centralized pre-release functions for male inmates and developed a pre-release center at Manning

**MISSION:**

The Department of Corrections strives to protect the **SAFETY** of inmates and the public, provide **SERVICE** and rehabilitation for inmates, and be a **STEWARD** of professional excellence

**HISTORY:**

In 1866, the South Carolina Legislature passed an act to transfer the control of convicted and sentenced felons from the counties to the state and appropriated \$65, 000 for construction and maintenance of a state Penitentiary.

**ORGANIZATIONAL UNITS:**

- Program, Reentry, and Rehabilitative Services
- Operations
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- Administration
- Police Services
- Legal and Compliance

**RESOURCES:**  
Fiscal year 2018-29

\$454, 639, 466  
In State Funding

6,108 Available FTE positions (of which 4,811 are filled)

*Study of the Department of Corrections*

Agency Snapshot Filled


 South Carolina  
 House of Representatives  
 Legislative Oversight Committee  
 AGENCY SNAPSHOT

---

**MISSION:**

Insert a short and concise Mission Statement here, possibly with some **EMPHASIZED** sections that are important to the department being studied.

**HISTORY:**

Here, you can enter a short paragraph paraphrasing the history of the Department studied.

**CHALLENGES:**

Current:

- X
- X
- X

Emerging:

- X
- X
- X

**ORGANIZATIONAL UNITS:**

- X
- X
- X

**RESOURCES:**  
Fiscal year 20xx-xx

\$100,000,000  
In State Funding

1000 Available FTE positions (of which 4,811 are filled)

**SUCCESSSES:**

- X
- X
- X

**DELETE ME:** This page is made up of grouped text boxes and icons. Edit each group and arrange as needed, with the coordinating icon.

Double click each text box to access the text.  
Make sure to use the inner bounds when changing the size of each text box

Agency Snapshot Template

# Full Report

Content

# Content Problem

- Legibility
  - Long lists
  - Overbearing line lengths
    - No use of columns
  - Lack of visual hierarchy and variety

inmate skills report and occupation search engine assist with job placement internally and serve as employment referrals prior to release.<sup>110</sup>

Also, SCDC trains inmates to serve as certified peer drug counselors for other inmates; as of the publication of this study, more than 100 inmates have been trained.<sup>111</sup> Through this initiative, inmates receive the training, certification, and hands-on experience to obtain a job in counseling upon release.<sup>112</sup>

## Improving capability of responding to inmate complaints/concerns

SCDC is among the first correctional institutions in the country to have an automated request to staff management system (ARTSM).<sup>113</sup> On March 31, 2014, SCDC implemented ARTSM allowing inmates to electronically communicate with staff.<sup>114</sup> Prior to ARTSM, inmates handwrote requests and complaints, a process lacking sufficient accountability for resolution of requests and complaints.<sup>115</sup> ARTSM enables SCDC to: (1) send electronic responses to inmate requests directly from the appropriate staff member, and (2) track information including types of requests, response time, etc.<sup>116</sup> From implementation through May 21, 2019, inmates have submitted 2.2 million requests in the system, of which SCDC personnel have responded to 99.45%.<sup>117</sup>

## Launching telehealth collaborations

SCDC collaborates with the Medical University of South Carolina (MUSC) for provision of telehealth services to inmates.<sup>118</sup> Telehealth visits enable SCDC to provide care for inmates without having to transport them into the community, thus saving officer hours and promoting public safety.<sup>119</sup>

## Utilizing technology to assist in educating inmates, facilitating communication, and increasing safety

According to SCDC, the number of inmates on a waiting list for educational services is affected by multiple variables (e.g., teacher vacancies, other staffing issues, lack of funding for full-time positions, inmates in lock-up custody, work release job responsibilities during school hours, sentence length versus time needed to complete program; inmate in mandatory substance abuse treatment; and inmate disciplinary action).<sup>120</sup> Tablet computing may enable the school district within SCDC, the Palmetto Unified School District, to reach and educate more students using a greater variety of methods.<sup>121</sup> Classes available via tablet include: GED prep, basic reading, basic writing, basic language, English as a second language, and life skills.<sup>122</sup> Additionally, tablet computing may help facilitate inmate communication with family.<sup>123</sup> SCDC's director testifies other states utilizing tablets have seen increases in GED passage numbers and decreases in assaults on staff.<sup>124</sup>

# Solution

- Use of columns
- Varying header sizes/styles
- More iconography

## Contraband

- Arrests within SCDC of inmates, employees, and civilians - Contraband related (2016 - 2019)
- Contraband at SCDC: Attempts via U.S. mail or other parcel delivery
- Contraband data comparison between MIN system (SCDC database) and facility contraband records (FY 2013-14 – FY 2017-18) - LAC Audit, page 154, Table 5.1
- Contraband found, by type (2015 - 2019)
- Top five locations of contraband and/or drug arrests at SCDC (2015 - 2018) - LAC Audit, page 131, Table 4.4

## Discipline and Prevention

- Inmate disciplinary offenses - Number investigated (2016 - 2019)
- Inmate disciplinary offenses - Number convicted by facility (FY 2016 - FY 2019)
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- Employee violations (FY 2013-14 – FY 2017-18) - LAC Audit, page 127, Table 4.2
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- Crimes committed inside SCDC: Number of referrals to solicitors' offices and prosecutions
- Status of closed police services investigations (2016 - 2019)
- Incident reporting flow chart
- Changes in inmate housing to separate inmates from one another or from an employee
- National Institute of Corrections limited review of SCDC security-related policies and resulting recommendations - LAC Audit, page 114, Table 4.1
- Uses of force in SCDC facilities (FY 2013-14 – FY 2017-18) - LAC Audit, page 95, Table 3.5
- Chemical munitions use (December 2018 - May 2019)
- Tracking inmates (DOJ report)
- Information security and privacy - Number of incidents (2015 - 2018)
- Electronic cell door impact
- Number of institutional audits, agency-wide purchasing card reviews, etc. (2015 - 2018)

- Security audits, areas reviewed
- Timeline of internal institutional audits at SCDC facilities (2020)
- Timeline of Prison Rape Elimination Act audits of SCDC facilities (2018 - 2020)

## Lawsuits

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- Workers' compensation premium at SCDC (FY 2007-08 - FY 2018-19)
- SCDC premiums for tort liability, medical professional liability, and prepaid legal defense coverage (FY 2008-09 - FY 2017-18) - LAC Audit, page 163, Chart 5.7
- SCDC prepaid legal defense claims and expenses reimbursed by the Insurance Reserve Fund (CY 2008 - CY 2018) - LAC Audit, page 170, Table 5.15
- Employee tort liability claims against SCDC, closed claims (CY 2000 - CY 2007) - LAC Audit, page 164, Table 5.8; and (CY 2008 – CY 2017), page 165, Table 5.9
  - Five state agencies with the highest employee tort liability costs (CY 2008 - CY 2017) - LAC Audit, page 166, Table 5.10
- Non-employee tort liability claims against SCDC, closed claims (CY 2008 - CY 2017) - LAC Audit, page 167, Table 5.11
  - Five state agencies with the highest non-employee tort liability costs (CY 2008 - CY 2017) - LAC Audit, page 167, Table 5.12
- Tort liability claims at SCDC, open claims (CY 2008 - CY 2018) - LAC Audit, page 171, Table 5.16
- Professional medical claims against SCDC, closed claims (CY 2008 - CY 2017) - LAC Audit, page 168, Table 5.13
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# FINDINGS

## Finding 1



### Individuals Incarcerated

The Committee finds that while the population of SCDC is diverse, housed in SCDC's facilities are convicted of homicide the highest percentage of individuals (i.e., killing of one person by another).<sup>47</sup> SCDC must take custody of all individuals convicted and sentenced to incarceration of 91 days or more, regardless of the availability of agency personnel or resources. Accordingly, the agency has custody of individuals with diverse convictions, sentence lengths, mental and physical health conditions, and education levels. A statistical overview of the 2018 SCDC inmate population in Table 3 illustrates this diversity.

### Reliance on State General Fund

The Committee finds SCDC relies on the state general fund for more than 80% of its funding to operate (e.g., facilities maintenance, employee salaries, etc.).<sup>48</sup> The next largest source of funds is sale of goods through prison industries, which accounted for almost 4.5% of SCDC's funding in fiscal years 2017-18 and 2018-19. A breakdown of SCDC's revenue sources, including percentage each comprises of the total amount SCDC is appropriated and authorized to spend, as well as the carryforward amounts and utilization, for fiscal years 2016-17 through 2018-19 are in Appendix E.49 During the study, representatives of both crime victim and inmate advocate organizations assert additional funding is necessary to improve the condition of facilities at SCDC and reduce the high number of employee vacancies.<sup>50</sup> These issues are addressed in separate findings. Finding four addresses facility conditions and finding five addresses high employee vacancies in key operational areas.

### High Employee Vacancies

The Committee finds SCDC continues to have high vacancies in key operation areas (e.g., security, medical, etc.), despite external assessments indicating SCDC's efforts to recruit and retain employees are expansive. During the study, SCDC's director testifies staffing impacts every aspect of SCDC operations from inmate programming to visitation to efforts to prevent contraband.<sup>55</sup> High vacancies are a barrier to SCDC becoming more proactive in preventing issues. However, during the study, multiple constituents testify that SCDC executive leadership makes efforts to address known concerns.<sup>56</sup> Examples of SCDC services and personnel necessary are on the Committee's website.<sup>57</sup>

## Finding 2



## Finding 3



Structural issues allowing moisture into SCDC buildings is a potential health concern for agency personnel and inmates. For example, mold is appearing in some buildings that need leak repairs.<sup>54</sup>

### FINDING 5. High employee vacancies

The Committee finds SCDC continues to have high vacancies in key operation areas (e.g., security, medical, etc.), despite external assessments indicating SCDC's efforts to recruit and retain employees are expansive. During the study, SCDC's director testifies staffing impacts every aspect of SCDC operations from inmate programming to visitation to efforts to prevent contraband.<sup>55</sup> High vacancies are a barrier to SCDC becoming more proactive in preventing issues. However, during the study, multiple constituents testify that SCDC executive leadership makes efforts to address known concerns.<sup>56</sup> Examples of SCDC services and personnel necessary are on the Committee's website.<sup>57</sup>

#### Correctional officer staffing

A recent external assessment recommends SCDC have an additional 1,286 individuals in full time employment positions.<sup>58</sup> Based on information from SCDC, implementation of this recommendation requires: (1) additional funding from the General Assembly; and (2) more retention and recruitment of agency personnel.<sup>59</sup>

#### Healthcare staffing

A 2015 analysis of healthcare staffing per inmate found SCDC's staffing ratio was 58% lower than the national median and 71% lower than New Mexico, the state with the highest number of healthcare staffers per inmate.<sup>60</sup> As of 2019, SCDC asserts 300 additional personnel is necessary to fully staff all medical services (e.g., medical, dental, and mental health).<sup>61</sup>

#### Recruitment

Prior to October 2013, SCDC did not advertise to recruit personnel.<sup>62</sup> Since then, the agency recruits through various media: radio, television, billboards, and the internet.<sup>63</sup> Also, the agency recruits correctional retirees seeking to relocate to South Carolina from other states.<sup>64</sup> Additionally, the agency utilizes its connections with military recruiting stations and is developing a veteran apprenticeship program to advance recruitment efforts.<sup>65</sup>

An outside security staffing assessment from March 2018 notes SCDC's recruitment efforts are both expansive and creative.<sup>66</sup> It further notes South Carolina is not alone in facing challenges in recruiting correctional staff.<sup>67</sup>

#### Retention

Following are some highlighted retention issues. Notably, retention issues are more fully addressed in the Limited Review of SCDC by the Legislative Audit Council (August 2019), which was requested by the Committee.<sup>68</sup>

According to SCDC's director, for every correctional officer hired, another separates from the agency.<sup>69</sup> Additionally, the director testifies the average retention is one year or less, and the cause of separations range from voluntary separation to terminations.<sup>70</sup> Some variables contributing to correctional officer turnover, and protecting from this turnover, are included in Figure 2. With every correctional officer SCDC loses, an average of \$7,111.09 in taxpayer money spent on training that individual is also lost.<sup>71</sup>

**REVISION INCLUDED IN  
S.156 (2017-2018)**

**SECTION 24-3-975**

- A. For purposes of this section, a "telecommunication device" means a device, an apparatus associated with a device, or a component of a device that enables, or may be used to enable, communication with a person inside or outside of a place of incarceration. Such devices include, but are not limited to, portable two-way pagers, handheld radios, cellular telephones, personal digital assistants or PDAs, laptop computers, or any components of these devices. "Telecommunication device" also includes any new technology that is developed or used for similar purposes.
- B. Except as authorized by the appropriate official in charge of the correctional institution, it is unlawful to possess within or to introduce into or upon the grounds of any state correctional institution, county jail, municipal jail, regional detention facility, prison camp, work camp, or overnight lockup facility any telecommunication device. This prohibition does not apply to devices contained within vehicles that are in designated parking areas or vehicles traveling on the grounds unless with the intent to furnish the telecommunication device to any inmate.
- C. A person who violates the provisions of this section is guilty of a misdemeanor and, upon conviction, must be imprisoned for not more than three years and forfeits all earned work credits, education credits, and good conduct credits."

**SECTION 24-4-10**

This chapter may be cited as the 'Contraband Cell Phone Act'.

**SECTION 24-4-20**

As used in this chapter:

1. "Contraband Cell Phone" means a cellular telephone or device possessed or used by an incarcerated or detained individual in violation of any applicable South Carolina law or policy governing a prison or local detention facility in the State of South Carolina.
2. "Supervising Law Enforcement Officer" means a supervisor of any law enforcement agency in the State of South Carolina, including, but not limited to, the South Carolina Law Enforcement Division, the Police Services Division of the South Carolina Department of Corrections, or any other recognized state or federal law enforcement agency.
3. (3) "Prison" means any South Carolina Department of Corrections facility used for the detention of persons charged with or convicted of a felony, misdemeanor, local ordinance, or violation of a court order.

**SECTION 24-4-30Q**

When a supervising law enforcement officer has reasonable suspicion to believe that one or more contraband cell phones exists in a prison or local detention facility, the supervising law enforcement officer may authorize and approve the use of any electronic device, or other means, to detect and confirm the presence of contraband cell phones and to detect any and all identifiers associated with the contraband cell phones.

S.156, legislation that implements this recommendation, received a favorable report from House Judiciary Committee with an amendment and is pending on the House calendar.<sup>355</sup> The language of S.156 is included in Table 26.

Table 26. S.156.

*Add all statutes below*

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18)

# APPENDIX

## B. AGENCY REPORTS TO COMMITTEE

During the legislative oversight process, the **Committee asks the agency to conduct self-analysis** by requiring it to complete and submit annual Restructuring Reports, a Seven-Year Plan for cost savings and increased efficiencies, and a Program Evaluation Report. The Committee posts each report on the agency page of the Committee's website.

### Restructuring Report

The Annual Restructuring Report fulfills the requirement in S.C. Code Section 1-30-10(G)(1) that annually each agency report to the General Assembly "detailed and comprehensive recommendations for the purposes of merging or eliminating duplicative or unnecessary divisions, programs, or personnel within each department to provide a more efficient administration of government services." The report, at a minimum, includes information in the following areas

- history, mission and vision, laws, strategic plan, human and financial resources, performance measures, and restructuring recommendations.

SCDC submits its first Annual Restructuring Report on January 12, 2016.<sup>523</sup> The agency's 2018-19 Annual Accountability Report to the Governor and General Assembly, which it submits in September 13, 2019, serves as its most recent Annual Restructuring Report.<sup>524</sup>

### Program Evaluation Report

When an agency is selected for study, the Committee may acquire evidence or information by any lawful means, including, but not limited to, "requiring the agency to prepare and submit to the investigating committee a program evaluation report by a date specified by the investigating committee." S.C. Code Section 2-2-60 outlines what an investigating committee's request for a program evaluation report must contain. Also, it provides a list of information an investigating committee may request. The Committee sends guidelines for the SCDC's Program Evaluation

Report (PER) on July 17, 2018. The agency submits its report on September 28, 2018, and updates it on January 25, 2019 and March 3, 2020.

The PER includes information in the following areas - agency snapshot, agency legal directives, strategic plan and resources, performance, agency ideas/recommendations, and additional documents. The Program Evaluation Report serves as the base document for the Committee's study of the agency.

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### *Seven-Year Plan for Cost Savings and Increased Efficiencies*

S.C. Code Section 1-30-10 requires agencies to submit "a seven year plan that provides initiatives and/or planned actions that implement cost savings and increased efficiencies of services and responsibilities within the projected seven-year period."<sup>521</sup> The SCDC submits its plan on March 31, 2015.<sup>522</sup>

### *Restructuring Report*

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## Public Survey

From July 17 – August 20, 2018, the Committee posts an about the SCDC online survey to solicit comments from the public and four other agencies. The Committee sends information about this survey to all House members to forward to their constituents. Additionally, in an effort to communicate this public input opportunity widely, the Committee issues a statewide media release.<sup>527</sup> The media release is shared with the South Carolina State Library, which disseminates it to local libraries across the state.

There are 1,485 responses to the survey, with 712 of these relating to the agency. The responses relating to the agency come from 43 of South Carolina's 46 counties.<sup>528</sup> These comments are not considered testimony.<sup>529</sup> As the survey press release notes, "input and observations from people who interact with these agencies are important because they may help direct the Committee to potential areas for improvement with these agencies."<sup>530</sup> Survey results are posted on the Committee's website. The public is informed it may continue to submit written comments about agencies online after the public survey closes.<sup>531</sup>

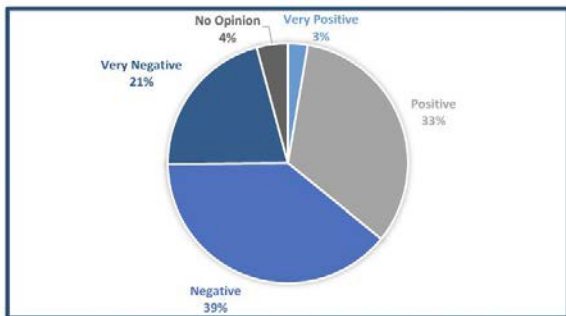


Figure 10. Survey respondents' opinions of SCDC.

## Public Survey

From July 17 – August 20, 2018, the Committee posts an online survey to solicit comments from the public about the SCDC and four other agencies. The Committee sends information about this survey to all House members to forward to their constituents. Additionally, in an effort to communicate this public input opportunity widely, the Committee issues a statewide media release.<sup>527</sup> The media release is shared with the South Carolina State Library, which disseminates it to local libraries across the state.

There are 1,485 responses to the survey, with 712 of these relating to the agency. The responses relating to the agency come from 43 of South Carolina's 46 counties.<sup>528</sup> These comments are not considered testimony.<sup>529</sup> As the survey press release notes, "input and observations from people who interact with these agencies are important because they may help direct the Committee to potential areas for improvement with these agencies."<sup>530</sup> Survey results are posted on the Committee's website. The public is informed it may continue to submit written comments about agencies online after the public survey closes.<sup>531</sup>

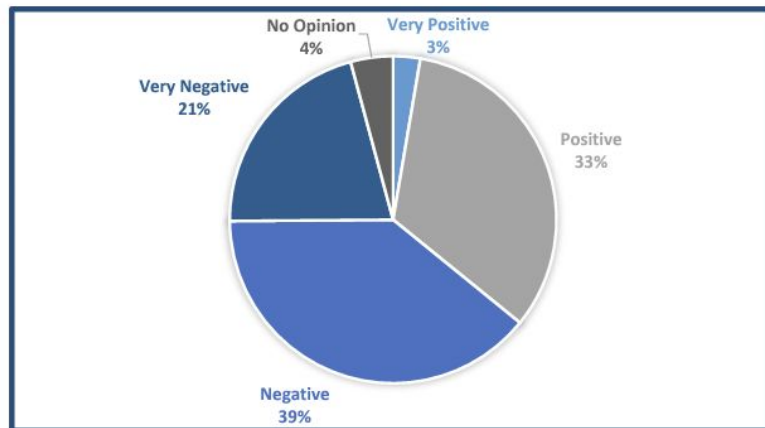


Figure 10. Survey respondents' opinions of SCDC.

South Carolina House of Representatives  
Legislative Oversight Committee

ONE PAGE REPORT

**AGENCY INFORMATION:**  
AGENCY MISSION: Insert agency mission here...

**FINDINGS:**  
Insert findings summary here....

1. Insert condensed findings list here
- 2.

**EXECUTIVE SUMMARY INCLUDES:**

- Insert Executive summary info here
- Insert Executive summary info here
- Insert Executive summary info here

**FULL REPORT INCLUDES:**

- Insert Full Report info here
- Insert Full Report info here
- Insert Full Report info here
- Insert Full Report info here

Study of the Department of Corrections [Link to Executive Summary PDF Here and Full Report PDF Here](#)

One Page Report Template

South Carolina House of Representatives  
Legislative Oversight Committee

EXECUTIVE SUMMARY

**Findings about:**

[Services required and outcomes expected](#)

[Resources available](#)

[Progress made, but more is necessary](#)

**Recommendations to:**

[SDSC](#)

[Court Administration](#)

[State Human Resources](#)

[Insurance Reserve Fund](#)

[Law Enforcement Training Council](#)

[General Assembly](#)

DEPARTMENT OF CORRECTIONS AD HOC SUBCOMMITTEE

The Honorable Edward R. Tallon Sr. (Chair)  
The Honorable Gary E. Clary  
The Honorable Jeffrey E. Johnson  
The Honorable Robert G. Williams  
The Honorable Michael P. Caskey IV  
The Honorable Chanda E. Dilard  
The Honorable Joseph H. Jefferson Jr.

*The full report of the House Legislative Oversight Committee's (Committee) study, issued on October 22, 2020, is available on the Committee webpage.*

**Full Report Includes:**

**Oversight Impact**

- Findings
- Recommendations
- Study-Related Internal Changes

**Oversight Process**

- Agency Reports
- Public Input
- Meetings
- Member Visits

**Agency Details**

- History
- Legal Obligations
- Governance Body
- Organizational Units
- Partners
- Revenue Sources
- Carryforward
- Age of facilities
- Personnel Necessary for Full Operation of Services

**Other**

- Index of Additional Info. Available on Committee's Website

**Public Input**

712 Responses to an online public survey

95+ Online comments received

38 Constituents testified

Study on the Department of Corrections

Study on the Department of Corrections

Executive Summary Templates

South Carolina House of Representatives  
Legislative Oversight Committee

House Legislative Oversight Committee

Full Report: Study of the South Carolina Department of Corrections

Wednesday, September 23, 2022

Study of the Department of Corrections

Study of the South Carolina Dept. of Corrections

Full Report Templates



# Dashboard and Website Redesign

Jackson, Hannah, Katie Paige, Sydney

# Problem Statement

The current South Carolina Legislative Oversight Committee website and dashboard are designed in a way that make it difficult for users to find and discern information. Both lack a clear visual hierarchy necessary for users to find the information they are looking for. Both web pages are in need of a redesign that will ensure better legibility and usability for all users.



The background features a large, faint, dark grey seal of the South Carolina House of Representatives. The seal is circular and contains several elements: a central figure of a woman holding a scale and a sword, a palm tree with dates 'MARCH 24' and 'JULY 11', a shield with a star, and the motto 'MELIOREM LAPSA LOCAVIT' at the bottom. The words 'SOUTH CAROLINA' and 'HOUSE OF REPRESENTATIVES' are visible around the perimeter of the seal. The year '1776' is also present at the bottom.

**Website**

# Current Website

**South Carolina Legislature**

Home Search House **Committee Postings and Reports** Legislative Council Citizens' Interest Publications Staff Portal

Committee Postings and Reports > House Legislative Oversight Committee

### House Legislative Oversight Committee

Win. Weston J. Newton, Chairman  
 Kambel H. Garvin  
 Rosalyn D. Henderson Myers  
 Max T. Hyde, Jr.  
 Kimberly D. Johnson  
 Justin B. McCrory III  
 Travis A. Moore  
 Melissa Lindsey Drennon  
 Marvin R. Pendervis  
 John Tullamore "Jay" West, IV

Joseph H. Jefferson, Jr., 1st VC  
 GJ Galch  
 William M. "Bill" Hove  
 Jeffrey R. "JRF" Johnson  
 Josiah Magnuson  
 Timothy A. "Tim" McClellan  
 Adam M. Morgan  
 Russell C. Orr  
 Michael F. Rivers, Sr.  
 Chris Wooten

Scheduled Meetings as of 09/19/2022 01:17pm EDT [Follow on Twitter](#)

Video Archives

**Committee Mission** For South Carolina agencies to become, and continuously remain, the most effective state agencies in the country through processes which eliminate waste and efficiently deploy resources thereby creating greater confidence in state government.

**Committee Mission** Determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether they should be continued, curtailed or eliminated. Inform the public about state agencies.

[How to Submit Input about Agencies](#)  
[How the Committee Serves You](#)  
[Committee Structure and Process](#)

[How to Submit Input about Agencies](#)  
[How the Committee Serves You](#)  
[Committee Structure and Process](#)  
[Legislative Authority](#)  
[Committee Studies of Agencies and Issues](#)

- **Flow Charts**
  - **Board and Commissions**
    - Appointment through Oath
    - Common data collected among agencies about boards and commissions
  - **Criminal Justice**
  - **Education**
    - Pipeline of education and workforce development entities in S.C.
    - Collaborative agency groups related to education and/or workforce development
    - Maps related to education and/or workforce development
  - **Elections**
    - **Candidates and Election Winners**
      - Filing
      - Declaration to Oaths of Office, Commissions, and Bonds
      - Common data collected among agencies about candidates and election winners
    - **Updating Voter List**
      - Maps for Removal of Deceased Individuals from S.C. Active Voter List
      - Changes that occur based on address change
      - Categories in Voter Registration System
  - **Ethics**
    - Complaint process
  - **Hiring**
    - State Agency Hiring Attorney as Employee and Outside Counsel
  - **Workforce Development**
    - Pipeline of education and workforce development entities in S.C.
    - Collaborative agency groups related to education and/or workforce development
    - Maps related to education and/or workforce development
    - Stakeholders in workforce development

Click on any heading to sort the table by that column.

Click on any heading to sort the table by that column.

Study Information (Click on agency name or leave to open worksheet with information from the Committee's study)	Current Status of Study	Current Subcommittee (Click on name to see members of subcommittee)	Executive Summary of Study Report	Complete Study Report or Video/Dashboard (Click link for report)
Accident Fund, State	Under Study	Healthcare and Regulatory		2022-04 - Study/Dashboard
Adjutant General	Completed in 2018	Executive	*	2018-07 - Study Report
Administrative Law Court	Not yet studied	Law Enforcement and Criminal Justice		
Aeronautics Commission, S.C.	Completed in 2019	Executive	2018-10 - Executive Summary	2019-10 - Study Report
Aging, Department on	Under Study	Executive		
Agriculture, Department of	Completed in 2017	Economic Development, Natural Resources, and Transportation	*	2017-11 - Study Report
Alcohol and Other Drug Abuse Services, Department of	Completed in 2020	Health and Regulatory	2020-03 - Executive Summary	2020-03 - Study Report
Archives and History, Department of	Completed in 2017	Education and Cultural Affairs	*	2017-08 - Study Report
Arts Commission, S.C.	Completed in 2022	Education and Cultural Affairs	2022-04 - Executive Summary	2021-12 - Study Video/Dashboard
Attorney General, Office of the	Under Study	Law Enforcement and Criminal Justice		
Blind, Commission for the	Completed in 2018	Health and Regulatory	*	2018-10 - Study Report
Commerce, Department of	Under Study	Economic Development, Natural Resources, and Transportation		
Comptroller General's Office	Completed in 2015	Executive	*	2015-12 - Study Report
Conservation Bank, S.C.	Not yet studied	Economic Development, Natural Resources, and Transportation		
Consumer Affairs, Department of	Not yet studied	Health and Regulatory		
Corrections, Department of	Completed in 2020	Law Enforcement and Criminal Justice	2020-10 - Executive Summary	2020-10 - Study Video/Dashboard
Deaf and the Blind, School for the	Completed in 2018	Education and Cultural Affairs	*	2018-10 - Study Report
Disabilities and Special Needs, Department of	Completed in 2022	Health and Regulatory	*	2018-11 - Study Report

# Current Website Issues

- Lack of **hierarchy**.
  - All fonts same size
- Information overload.
- **Difficult** for user to navigate.
- Study Information table at bottom of website.
- No ability to **search** or filter.
  - Client indicated that they would like their users to be able to **search through** and find the study that they need.

Accident Fund, State	Under Study	Healthcare and Regulatory	2022.06 - Study Video/Dashboard
Adjutant General	Completed in 2018	Executive	2018.07 - Study Report
Administrative Law Court	Not yet studied	Law Enforcement and Criminal Justice	

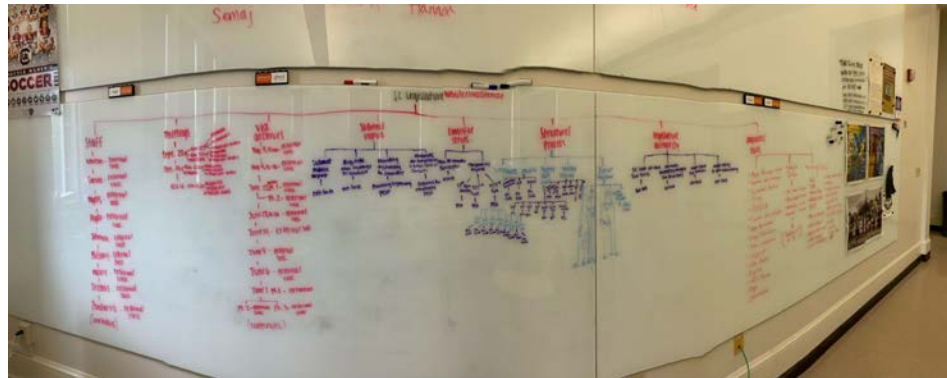
- Flow Charts
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    - Collaborative agency groups related to education and/or workforce development
    - Maps related to education and/or workforce development

Study Information (Click on agency name or issue to open webpage with information from the Committee's study) ▲	Current Status of Study ▲	Current Subcommittee (Click on name to see members of subcommittee) ▲	Executive Summary of Study Report ▲	Complete Study Report or Video/Dashboard (Click link for report) ▲
--	---------------------------	--	-------------------------------------	---

- + [How to Submit Input about Agencies](#)
- + [How the Committee Serves You](#)
- + [Committee Structure and Process](#)
- + [Legislative Authority](#)
- + [Committee Studies of Agencies and Issues](#)

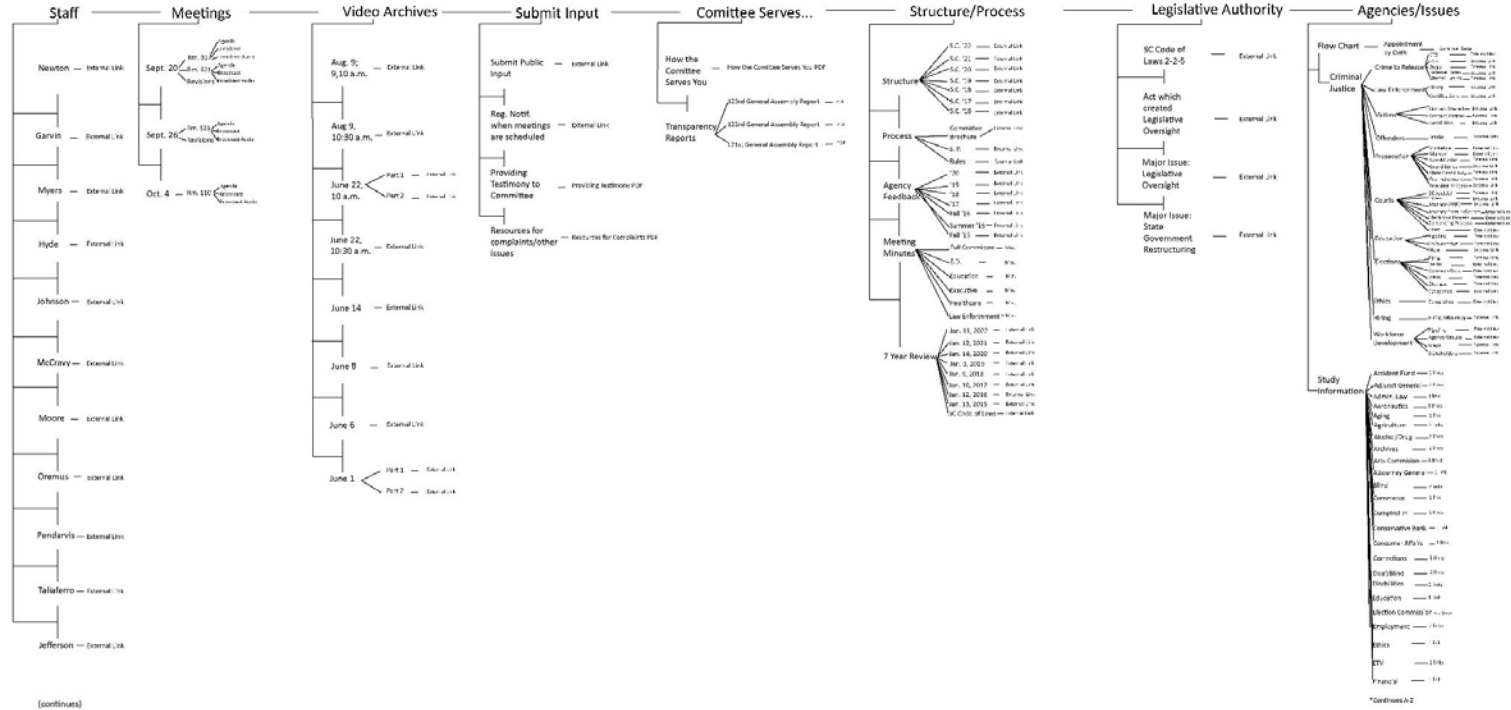
# Research and Process

- Built a **sitemap** to see current problem areas and hierarchy of website
  - Sitemap: visual representation of all info on site and where it leads to
  - Wireframe: visual representation of the framework of a website
- Attended lecture at UX agency
- Sketched and revised new **wireframes**



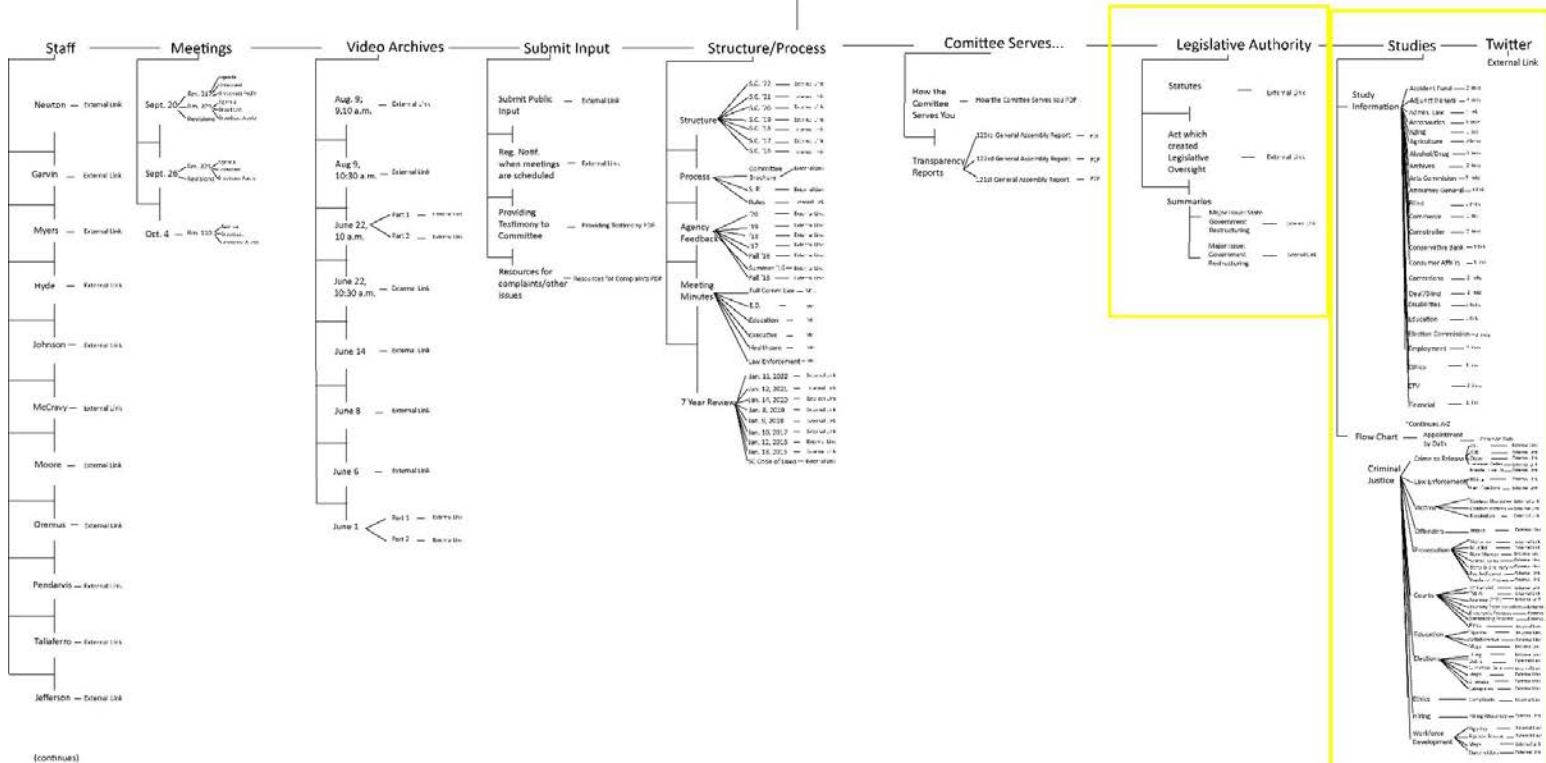
# Current Website Sitemap

## SC Legislature-Website Original Sitemap



# New Website Sitemap

SC Legislature-Website New Sitemap



# New Website Wireframe



# South Carolina Legislature

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## House Legislative Oversight Committee

Scheduled Meetings as of 9/12/22



[Video Archives](#)

Wm. Weston J. Newton, Chairman  
Kambrell H. Garvin  
Rosslyn D. Henderson-Myers  
Max T. Hyde, Jr.  
Kimberly D. Johnson  
John R. McCravy, III  
Travis A. Moore  
Melissa Lackey Oremus  
Marvin R. Pendarvis  
John Taliaferro "Jay West, IV

Joseph H. Jefferson, Jr., 1stt V.C.  
Gill Gatch  
William M. "Bill" Hixon  
Jeffrey E. "Jett" Johnson  
Josiah Mauson  
Timothy A. "Tim" McGinnis  
Adam M. Morgan  
Russell L. Ott  
Michael F. Rivers, Sr.  
Chris Wooten

How to Submit  
Input About  
Agencies

Committee  
Structure &  
Process

How the  
Committee  
Serves You

Legislative  
Authority

Committee  
Studies of  
Agencies & Issues

Filter Search



### Committee Vision

For South Carolina agencies to become, and continuously remain, the most effective state agencies in the country through processes which eliminate waste and efficiently deploy resources thereby creating greater confidence in state government.

### Committee Mission

Determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether they should be continued, curtailed or eliminated. Inform the public about state agencies.





# South Carolina Legislature

Home Senate House **Committee Postings and Reports** Legislative Council Citizens' Interest Publications Staff Portal

## House Legislative Oversight Committee

Scheduled Meetings as of 9/12/22

[Video Archives](#)

**Wm. Weston J. Newton, Chairman**  
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Chris Wooten

How to Submit  
Input About  
Agencies

Committee  
Structure &  
Process

How the  
Committee  
Serves You

### Legislative Authority

- Statutes Relating to Legislative Oversight: S.C. Code of Laws Section 2-2-5 et seq.

- Act which created Legislative Oversight (No. 121 of 2014)

Summaries of Act No. 121 of 2014 from the Legislative Update, published by the Office of Research for the House of Representatives.

- October 6, 2014  
Major Issues: Legislative Overview

- October 6, 2014  
Major Issues: State Government Restructuring

Filter Search

Search

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# South Carolina Legislature

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## House Legislative Oversight Committee

Scheduled Meetings as of 9/12/22

[Video Archives](#)

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Input About  
Agencies

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Structure &  
Process

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Committee  
Serves You

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Agencies & Issues

Filter Search



Study Information

Current Status of Study

Current Subcommittee

Executive Summary of  
Study Report

Complete Study Report or  
Video/Dashboard

Search



### Committee Mission

Determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether they should be continued, curtailed or eliminated. Inform the public about state agencies.





- Filter Search**
- Study Information
- Current Status of Study
- Current Subcommittee
- Executive Summary of Study Report
- Complete Study Report or Video/Dashboard

Search

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 ndence in state

**Committee Mission**

Determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether they should be continued, curtailed or eliminated. Inform the public about state agencies.

<b><u>Issue Study: DHEC's Receipt and Distribution of COVID-19 Vaccine Study</u></b>	Under Study	Ad HOC Committee
<b><u>Conservation Bank, S.C.</u></b>	Not yet studied	<b>Economic Development, Natural Resources, and Transportation</b>
<b><u>Employment and Workforce, Department of</u></b>	Not yet studied	<b>Economic Development, Natural Resources, and Transportation</b>
<b><u>Forestry Commission</u></b>	Not yet studied	<b>Economic Development, Natural Resources, and Transportation</b>
<b><u>Sea Grant Consortium, S.C.</u></b>	Not yet studied	<b>Economic Development, Natural Resources, and Transportation</b>
<b><u>Commerce, Department of</u></b>	Not yet studied	<b>Economic Development, Natural Resources, and Transportation</b>

# New Design Benefits

- **Visual Hierarchy**

- User knows what info is the most important.
- Indicated by different font sizes and colors, links indicated by underlines/text weight.

- **Organization**

- Card style UI & Navigational tools

- **Search & Filter Bar**

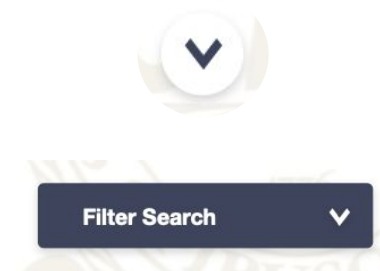
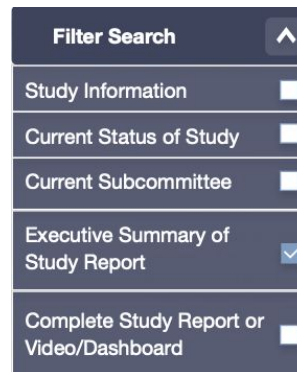
- User can easily search for the study they need and filter out what they don't need.

- **Visually appealing for user**

- Change in fonts, colors, cohesiveness
- **Study Information table moved higher in the site**



Issue Study: DHEC's Receipt and Distribution of COVID-19 Vaccine Study	Under Study	Ad HOC Committee
Conservation Bank, S.C.	Not yet studied	Economic Development, Natural Resources, and Transportation



The background features a large, faint, dark grey seal of the South Carolina House of Representatives. The seal is circular and contains several elements: a central figure of a woman holding a scale and a sword, a palm tree, and various Latin inscriptions. The words "HOUSE OF REPRESENTATIVES" are written around the top inner edge, and "SOUTH CAROLINA" is at the bottom. The date "1776" is at the very bottom. The word "DASHBOARD" is centered in white, bold, serif font over the seal.


# Dashboard

# Current Dashboard

## House Legislative Oversight Committee - Study Dashboard

← Previous Document      2020 Department of Corrections      Print Document

*Legislative Oversight Committee*



Stream Loading - Please Stand By...

### Videos

- Presentation
- Meetings

Play from the start or hover over the video to see topics discussed and pick the part you wish to view.

### Downloads

- Presentation
- Executive Summary
- Full Report
- Services, laws, and performance measures (January 2020)

### Study Report Links

Findings about...


- Services required and outcomes expected
- Resources available
- Progress made, but more necessary

Recommendations to...

- SCDC
- Court Administration
- State Human Resources
- Insurance Reserve Fund
- Law Enforcement Training Council
- General Assembly

Changes

- Changes made by agencies during study
- Additional changes for future consideration
- Implementation status of recommendations



### Instructions:

Use the Study Report Links to easily find information.

- Links under Downloads allow you to view or download the full documents referenced on this page.
- All other links take you directly to the relevant page of the content documents.
- You may navigate back to the previous document by using the Back button above.
- You may also print the document currently being viewed by using the Print button above.

This site uses a responsive layout, and the information may be displayed in a different format depending on the size and orientation of the device you are using to view this page.

Additional Agency Details

Select details...

Agency Study Page  
Committee homepage

\*Note: Full committee adopted the Subcommittee Report without revision on October 5, 2020.

# Issues with Current Dashboard

- **Hierarchy**

- Importance of content
- Font sizing

- **Lack of Key Features**

- Search bar
- View document length
- Dedicated video player

- **Usability**

- Opening site
- Viewing report

Videos	Downloads
<ul style="list-style-type: none"><li>● Presentation</li><li>● Meetings</li></ul> <p>Play from the start or hover over the video to see topics discussed and pick the part you wish to view.</p>	<ul style="list-style-type: none"><li>● Presentation</li><li>● Executive Summary</li><li>● Full Report</li><li>● Services, laws, and performance measures (January 2020)</li></ul>
Study Report Links	
<b>Findings about...</b> <ul style="list-style-type: none"><li>● Services required and outcomes expected</li><li>● Resources available</li><li>● Progress made, but more necessary</li></ul>	<b>Study Events</b> <ul style="list-style-type: none"><li>● Timeline of study events</li><li>● Meeting summaries and videos</li><li>● Agency presentations</li></ul>
<b>Recommendations to...</b> <ul style="list-style-type: none"><li>● SCDC</li><li>● Court Administration</li><li>● State Human Resources</li><li>● Insurance Reserve Fund</li><li>● Law Enforcement Training Council</li><li>● General Assembly</li></ul>	<b>Agency Background and Services</b> <ul style="list-style-type: none"><li>● History</li><li>● Organization chart</li><li>● Finances</li><li>● Employees and volunteers</li><li>● Buildings</li></ul>
<b>Changes</b> <ul style="list-style-type: none"><li>● Changes made by agencies during study</li><li>● Additional changes for future consideration</li><li>● Implementation status of recommendations</li></ul>	<b>Additional Agency Details</b> <input type="text" value="Select details..."/>

U.S. House Legislative Oversight Committee (HOL) Study of the New Ethics Commission

**RECOMMENDATION #8:** Complete the Department of Administration's Division of State Human Resources' (State HR) telecommuting audit and provide a copy to the Committee with an explanation of whether it will submit the information to pursue additional telecommuting options for employees.

The move to remote work across state government and the private sector has led to a paradigm shift regarding where staff do their work. As private sector industries embrace remote work, state government must also adopt an recruitment and retention strategy to become more challenging as employees seek opportunities for increased flexibility.<sup>11</sup>

During the COVID-19 office closures, all State Ethics Commission staff worked remotely, an in-office presence was maintained with a rotating, station staff.<sup>12</sup> While a formal survey of agency personnel was not conducted to gauge staff interest or support for a continuation of remote work options, many expressed an interest in remote work.<sup>13</sup> While this option would not be appropriate for all State Ethics Commission departments, telecommuting would be a viable option for some employees.<sup>14</sup>

Remote work (i.e., telecommuting) that results in greater efficiency and cost savings is authorized by state statute.<sup>15</sup> Additionally, the Department of Administration's Division of State Human Resources has made available a Telecommuting Toolkit to assist state agencies with the development of a remote work implementation strategy.<sup>16</sup> The following items are included in the Toolkit: Agency Telecommuting Checklist; Model Telecommuting Policy; Sample Telecommuting Application; Sample Telecommuting Agreement; Sample Telecommuting Workplace Checklist; Sample Telecommuting Activities Form; Suggested Space Guidelines for Telecommuting Employees; Sample Business Case for Telecommuting; Telecommuting Pilot Tracking Spreadsheet; Spreadsheet to Record Telecommuting in SCES; and Required Telecommuting Reporting for Non-SCES organizations.

Notably, State Ethics Commissioners found virtual hearings, virtual meetings, and virtual trainings efficient and manageable.<sup>17</sup> Staff will continue to offer these virtual options to their customers.<sup>18</sup>

**RECOMMENDATION #10:** Update agency policies and/or job requirements to ensure there is a rotary in the office during normal business hours.

The State Ethics Commission's complaint form requires the complainant's signature be returned.<sup>19</sup> Having a rotary in the office, accessible to the public, during normal business hours would be a convenience to those seeking to file complaints directly in the office. The agency should consider having the office receptionist and/or other staff members become a rotary to fulfill this function.

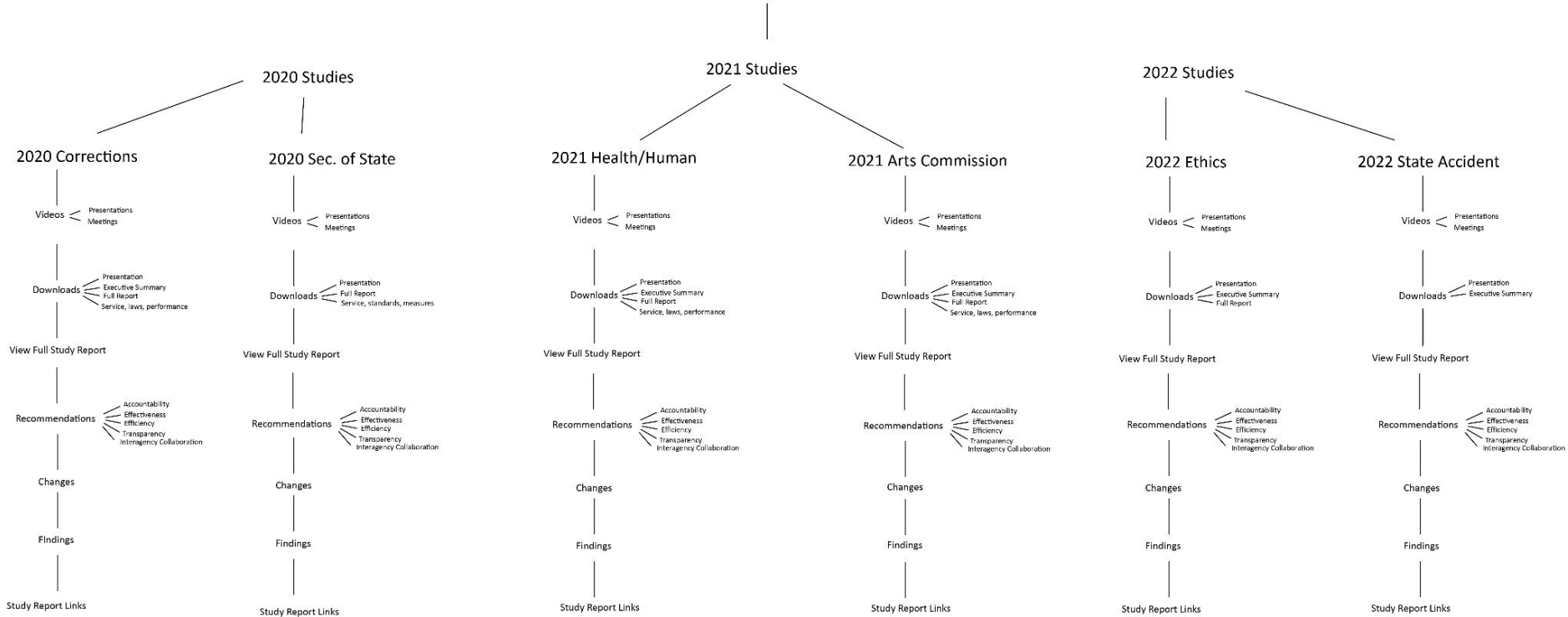




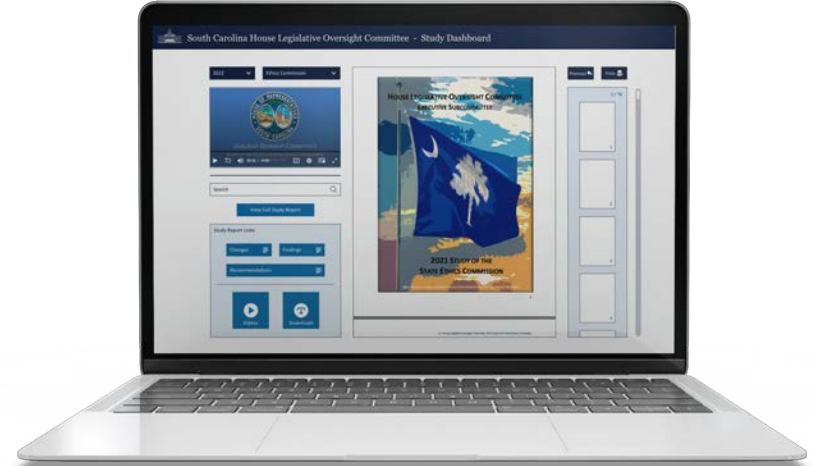
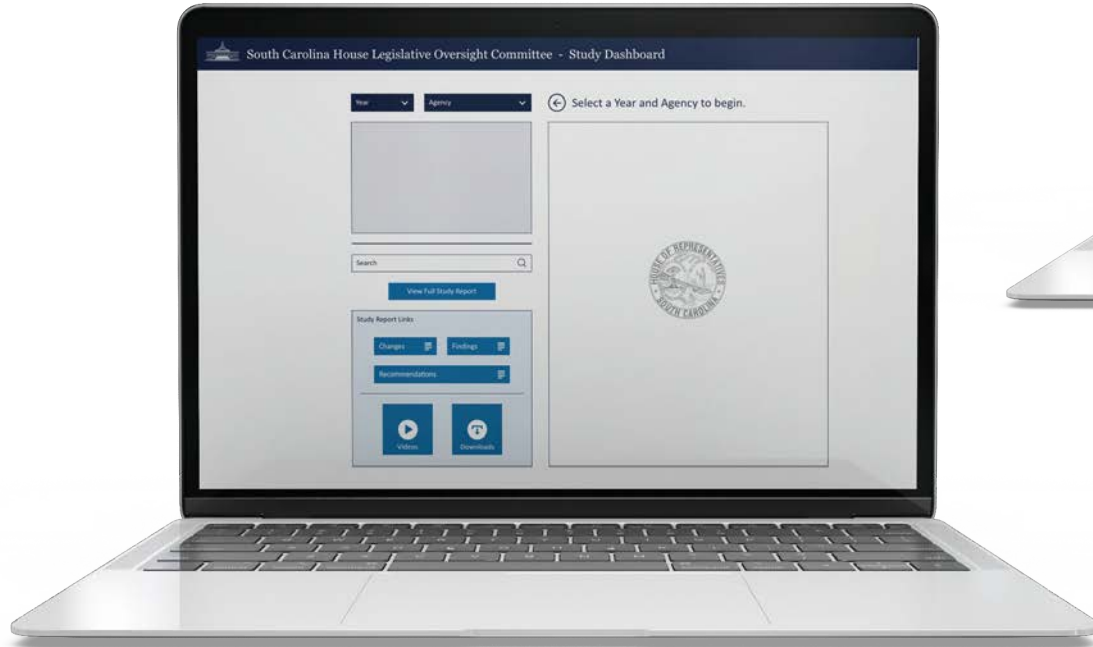


# New Dashboard Sitemap

## SC Legislature - Dashboard New Sitemap



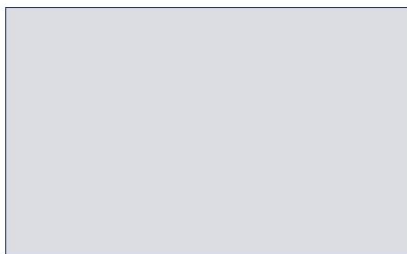
# New Dashboard Wireframe





Year ▼ Agency ▼

← Select a Year and Agency to begin.



Search 🔍

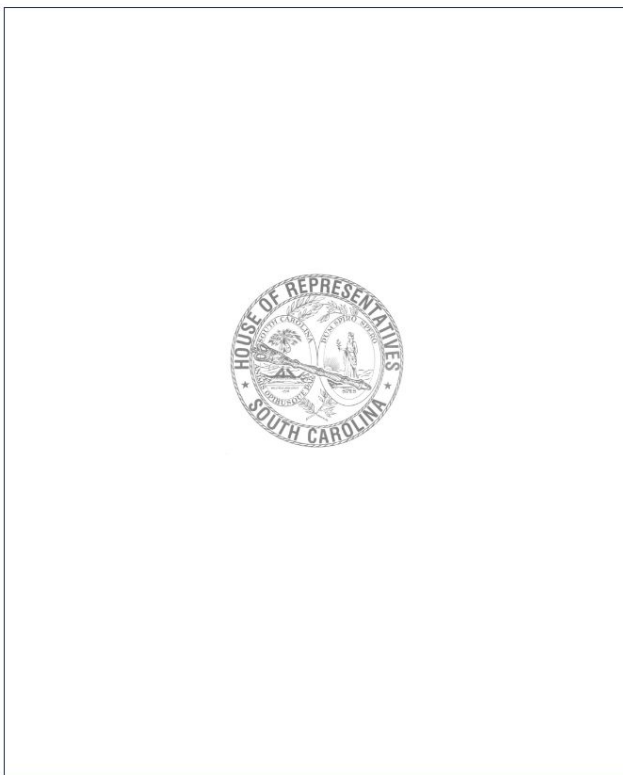
[View Full Study Report](#)

### Study Report Links

[Changes](#) ☰

[Findings](#) ☰

[Recommendations](#) ☰





Year  Agency

← Select a Year and Agency to begin.

Search

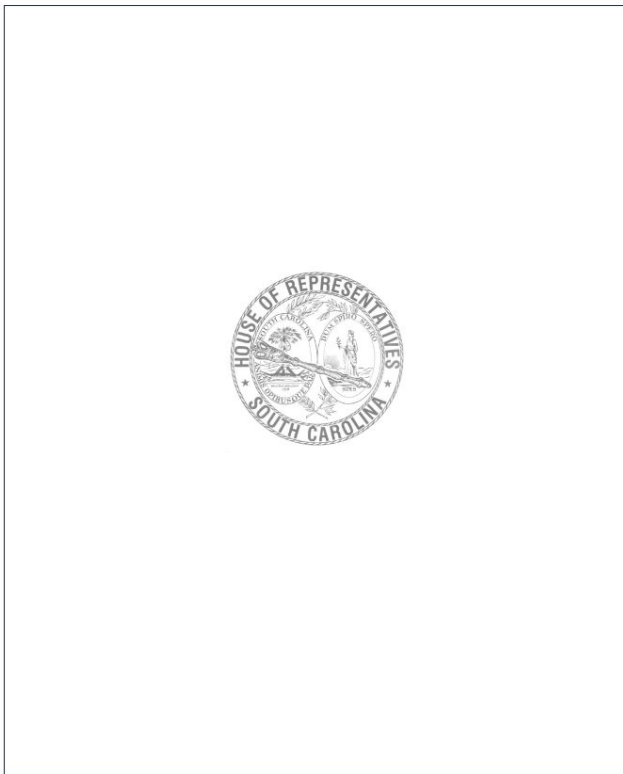
[View Full Study Report](#)

### Study Report Links

[Changes](#)

[Findings](#)

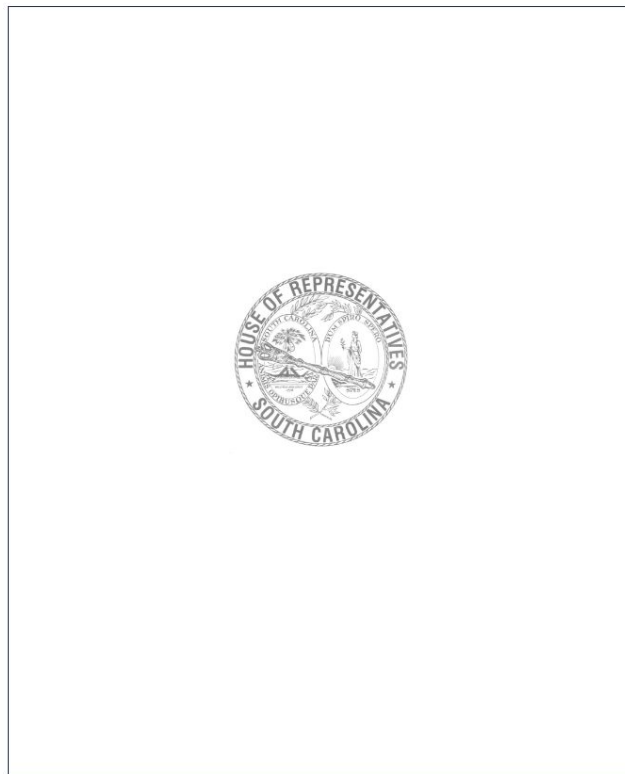
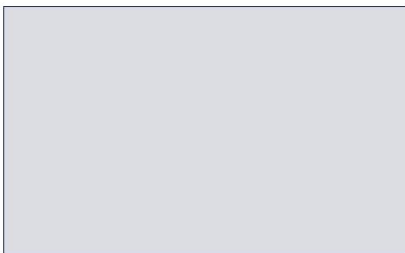
[Recommendations](#)





Year ▼ Agency ▼

← Select a Year and Agency to begin.



Search 🔍

[View Full Study Report](#)

### Study Report Links

[Changes](#) ☰

[Findings](#) ☰

[Recommendations](#) ☰





2022 Ethics Commission



Search

View Full Study Report

Study Report Links

- Changes
- Findings
- Recommendations
- Videos
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- 2
- 3
- 4



2022 Ethics Commission



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Navigation sidebar with 'Previous' and 'Print' buttons, a page indicator '1 / 76', and a vertical list of page thumbnails numbered 1 through 4.





2022 Ethics Commission



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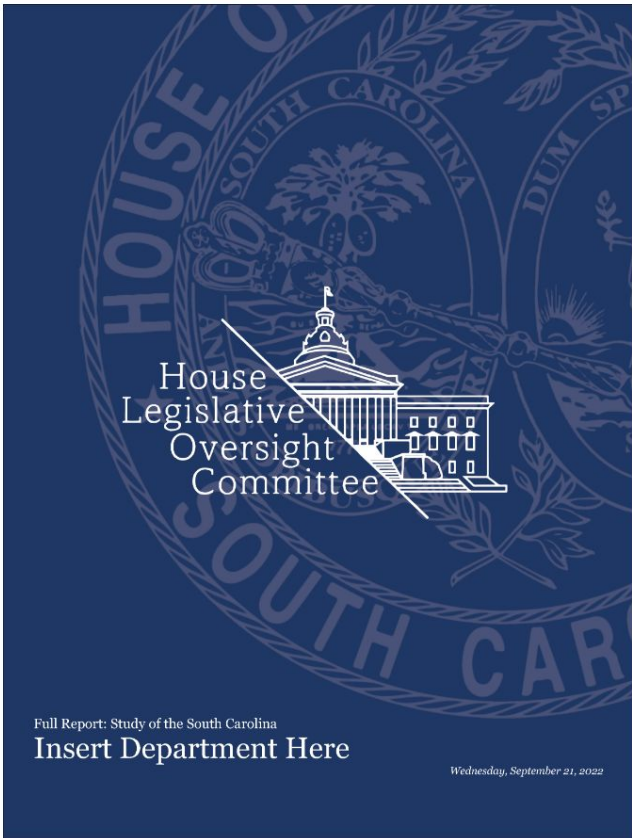
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2022 Ethics Commission



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Study Report Links

**Recommendations**

- [Accountability](#)
- [Effectiveness](#)
- [Efficiency](#)
- [Transparency](#)
- [Interagency Collaboration](#)

S.C. House Legislative Oversight Committee: 2021 Study of the State Ethics Commission

**RECOMMENDATIONS**

The Subcommittee has 26 recommendations. These are directed to multiple entities: State Ethics Commission; General Assembly; Office of House Research; State Treasurer's Office; State Election Commission; and Secretary of State's Office.

With any study, the Committee recognizes these recommendations (e.g., continue, curtail, and/or eliminate agency programs, areas for potential improvement, etc.) will not satisfy everyone nor address every issue or potential area of improvement at the agency. These recommendations are based on the agency's self-analysis requested by the Committee, discussions with agency personnel during multiple meetings, and analysis of the information obtained by the Committee. This information, including, but not limited to, the Program Evaluation Report, Accountability Report, Restructuring Report, and videos of meetings with agency personnel, is available on the Committee's website.

*Recommendations to the State Ethics Commission*

The Subcommittee makes two recommendations to the State Ethics Commission related to accountability, and a summary is in Table 7.

*Table 7. Summary of accountability recommendations to the agency*

ACCOUNTABILITY	REGULATIONS
	<ol style="list-style-type: none"> <li>Complete a review of agency regulations; during the review, consider changes necessitated by relevant judicial opinions. Publish a notice of drafting to begin the formal process of updating the regulations.</li> </ol>
	DUTIES
	<ol style="list-style-type: none"> <li>Post online documents commissioners are required to sign, including, but not limited to, those in which they acknowledge their duties as a commissioner.</li> </ol>

Accountability

RECOMMENDATION #1. Complete a review of agency regulations; during the review, consider changes necessitated by relevant judicial opinions. Publish a notice of drafting to begin the formal process of updating the regulations.

Regulations pertaining to the State Ethics Commission are set forth in Chapter 52 of the South Carolina Code of Regulations and have not been amended in at least two decades.<sup>36</sup> Statutory and case law have evolved since then (e.g., candidates no longer must register with the agency as a prerequisite for being on the ballot). Also, state statute requires agencies to conduct a formal review of their regulations every five years.<sup>37</sup> During the study, agency personnel indicate they intend to complete a regulation review and publish a notice of drafting by the end of 2021.<sup>38</sup> Additionally, agency personnel indicate once the 2021 review is complete, they

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Study Report Links

Videos

Meeting #1  
December 9, 2019  
Full Committee

The full committee selects the agency for study. Discussion begins at [8:40](#).

S.C. House Legislative Oversight Committee: 2021 Study of the State Ethics Commission

**RECOMMENDATIONS**

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-----------------------	--

Accountability

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## Study Report Links

### Videos



Meeting #1  
December 9, 2019  
Full Committee

The full committee  
selects the agency for  
study. Discussion begins  
at [48:10](#).

# Benefits of New Design

- **Visual Hierarchy**
  - User knows what info is the most important
  - Indicated by different font sizes and colors
- **Better organization**
  - Easier for user to sort through info
- **Search Bar**
  - User can easily search for the content they need
- **More visually appealing for user**
- **No Instructions**
  - Guides user to what is most important
  - Not necessary for this design

# Dashboard and Website

# House Legislative Oversight Committee - Study Dashboard

*Legislative Oversight  
Committee*



Stream Loading - Please Stand By...

← Previous Document

2021 Department of Health and Human Services ▾

Print Document



## Instructions:

Use the Study Report Links to easily find information.

- Links under Downloads allow you to view or download the full documents referenced on this page.
- All other links take you directly to the relevant page of the content documents.
- You may navigate back to the previous document by using the Back button above.
- You may also print the document currently being viewed by using the Print button above.

This site uses a responsive layout, and the information may be displayed in a different format depending on the size and orientation of the device you are using to view this page.

## Videos

- Presentation
- Meetings

Play from the start or hover over the video to see topics discussed and pick the part you wish to view.

## Downloads

- Presentation
- Executive Summary
- Full Report
- Services, laws, and performance measures

## Study Report Links

### Findings about...

- Medicaid Beneficiaries
- Medicaid Providers
- Agency Resources

### Changes

- Implementation status of recommendations (link pending)

### Additional Agency Details

Agency Study Page

### Recommendations to...

- General Assembly
  - Accountability
- Department of Health and Human Services
  - Accountability
  - Effectiveness
  - Interagency Collaboration
  - Transparency



**Study of the Department of Corrections**

Committee meeting June 30, 2022

**MORE RESOURCES**

**Twitter feed**



**Link to Executive Summary**



**SC House of Representatives**



South Carolina Legislative Services Agency  
223 Blatt Building  
1105 Pendleton Street  
Columbia, SC 29201

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# House Legislative Oversight Committee STUDY DASHBOARD

VIDEOS

DOWNLOADS

STUDY REPORT LINKS

INSTRUCTIONS



## Study of the Department of Corrections

Committee meeting June 30, 2022

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## MORE RESOURCES

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### Twitter feed



### Link to Executive Summary



### SC House of Representatives



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South Carolina Legislative Services Agency  
223 Blatt Building  
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Columbia, SC 29201

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## House Legislative Oversight Committee

Wm. Weston J. Newton, *Chairman*

Kambrell H. Garvin

Rosalyn D. Henderson-Myers

Max T. Hyde, Jr.

Kimberly O. Johnson

John R. McCravy, III

Travis A. Moore

Melissa Lackey Oremus

Marvin R. Pendarvis

John Taliaferro "Jay" West, IV

Joseph H. Jefferson, Jr., *1st V.C.*

Gil Gatch

William M. "Bill" Hixon

Jeffrey E. "Jeff" Johnson

Josiah Magnuson

Timothy A. "Tim" McGinnis

Adam M. Morgan

Russell L. Ott

Michael F. Rivers, Sr.

Chris Wooten

Scheduled Meetings as of 09/21/2022 11:42am EDT



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### Video Archives

#### Committee Vision

For South Carolina agencies to become, and continuously remain, the most effective state agencies in the country through processes which eliminate waste and efficiently deploy resources thereby creating greater confidence in state government.

#### Committee Mission

Determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether they should be continued, curtailed or eliminated. Inform the public about state agencies.

[Hide All](#)

[+ How to Submit Input about Agencies](#)

[+ How the Committee Serves You](#)

Click on any heading to sort the table by that column.

<a href="#">Study Information</a> (Click on agency name or issue to open webpage with information from the Committee's study) ▲	<a href="#">Current Status of Study</a> ▲	<a href="#">Current Subcommittee</a> (Click on name to see members of subcommittee) ▲	<a href="#">Executive Summary of Study Report</a> ▲	<a href="#">Complete Study Report or Video/Dashboard</a> (Click link for report) ▲
<b>Accident Fund, State</b>	Under Study	<b>Healthcare and Regulatory</b>		<b>2022.06 - Study Video/Dashboard</b>
<b>Adjutant General</b>	Completed in 2018	<b>Executive</b>	▲	<b>2018.07 - Study Report</b>
<b>Administrative Law Court</b>	Not yet studied	<b>Law Enforcement and Criminal Justice</b>		
<b>Aeronautics Commission, S.C.</b>	Completed in 2019	<b>Executive</b>	<b>2019.10 - Executive Summary</b>	<b>2019.10 - Study Report</b>
<b>Aging, Department on</b>	Under Study	<b>Executive</b>		
<b>Agriculture, Department of</b>	Completed in 2017	<b>Economic Development, Natural Resources, and Transportation</b>	▲	<b>2017.11 - Study Report</b>
<b>Alcohol and Other Drug Abuse Services, Department of</b>	Completed in 2020	<b>Health and Regulatory</b>	<b>2020.03 - Executive Summary</b>	<b>2020.03 - Study Report</b>

# House Legislative Oversight Committee

List of members

Scheduled Meetings

About the Committee

Information and Resources

Vision & Mission

Committee Structure and Process

Legislative Authority

How the Committee serves you

Committee Studies of Agencies and Issues

Submit Information about Agencies

Video Archives

Further information

Search by Agency

Search by Issue

# Weekly Newsletter

Semaj Shaul, Daniel Neath,  
Fabianna Echeverri, Jady Velpula

**Icons**



**Economic Development,  
Transportation & Natural  
Resources**



**Education & Cultural Affairs**



**Law Enforcement  
& Criminal Justice**



**Executive**



**Health & Regulatory**



# Alternative Icons



**Above The Fold**



House  
Legislative  
Oversight  
Committee

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Committee Update - July 22, 2022

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A full Committee  
meeting is  
scheduled for  
Tuesday,  
August 9, 2022,  
at noon  
in Blatt Room 110.



[Click here to view agenda with links to materials to be discussed](#)

Before



South Carolina  
House of Representatives  
Legislative Oversight Committee

## COMMITTEE UPDATE

MM/DD/YY



### Announcement

#### Lorem Ipsum Dolor

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip.

[Click Here for More Information](#)

### Materials



[Full Committee](#)



[Economic Development,  
Transportation, and  
Natural Resources](#)



[Education and  
Cultural Affairs](#)



[Executive](#)



[Healthcare and  
Regulatory](#)



[Law Enforcement and  
Criminal Justice](#)

# After

# Timeline

## Economic Development, Transportation, and Natural Resources Subcommittee

*Rep. Hixon (Chair); Rep. Morgan; Rep. Ott; and Rep. Pendarvis*



### Department of Commerce

- The Subcommittee Chair has extended the deadline from June until August for staff to draft the report and provide a copy to members.

### Jobs Economic Development Authority

- Scheduling efforts are underway for meetings.

# Before

## Economic Development, Transportation, and Natural Resources Subcommittee

Rep. Hixon (Chair); Rep. Morgan; Rep Ott; and Rep. Pendarvis

### Agency selection and initial information from agency and the public

Jobs Economic Development Authority

Scheduling efforts are underway for meetings

### Subcommittee meetings with agency

### Drafting of Subcommittee report

Department of Commerce

The Subcommittee Chair has extended the deadline from June until August for staff to draft report and provide a copy to members

### Agency selection and initial information from agency and the public

Same as above for the other three subcommittees

# After

**Footer**



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**Available for Review on the  
Committee's Internal Website**

- Constituent correspondence received via email

Click Here to Access the Committee's Internal Website

*To access the Committee's internal website off-site: (1) visit [office.com](#); (2) log in using your State House email address and password; and (3) access the "House Legislative Oversight Committee Team."*

**Questions?** Email [HCommLegOv@schouse.gov](mailto:HCommLegOv@schouse.gov)

*State House graphic created by Caitlin McCullough*

**[Unsubscribe](#)**

This message was sent to [CharlesAppleby@schouse.gov](mailto:CharlesAppleby@schouse.gov) from [HCommLegOv@schouse.gov](mailto:HCommLegOv@schouse.gov)

House Legislative Oversight Committee

# Before



[Click Here to Access the Committee's Internal Website](#)

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#### Subcommittees

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[Economic Development, Transportation, and Natural Resources](#)

[Education and Cultural Affairs](#)

[Security](#)

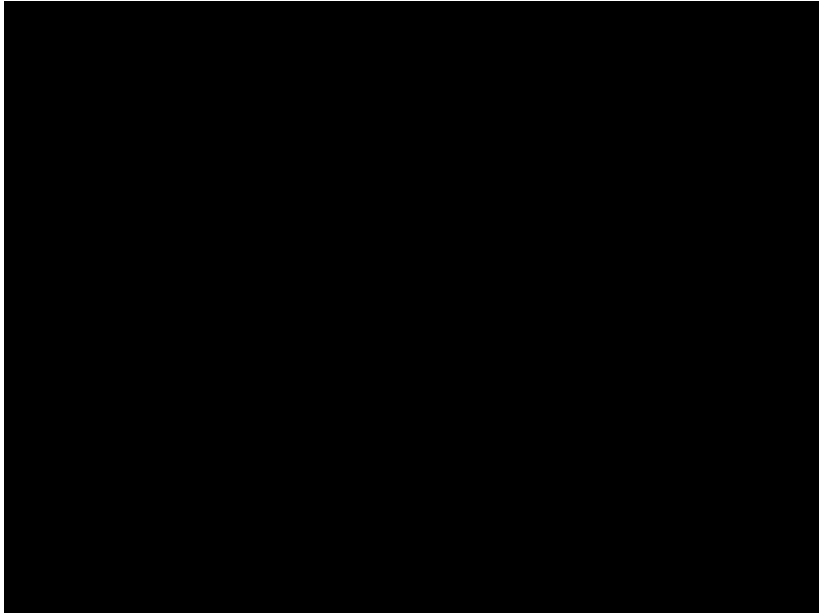
[Healthcare and Regulatory](#)

[Law Enforcement and Criminal Justice](#)

Questions? Email  
[HCommLegOv@schouse.gov](mailto:HCommLegOv@schouse.gov)

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# After



**Demo**



# Weekly Newsletter in iContact

# Style Guide



PDF

## Color



**Digital:**

HEX: #021d49

RGB: R: 2 G: 29 B: 73

**Print:**

CMYK: C: 81 M: 36 Y: 0 K: 71



**Digital:**

HEX: #0071ce

RGB: R: 0 G: 119 B: 206

**Print:**

CMYK: C: 81 M: 36 Y: 0 K: 19



**Digital:**

HEX: #65b2e9

RGB: R: 101 G: 178 B: 233

**Print:**

CMYK: C: 52 M: 22 Y: 0 K: 9



**Digital:**

HEX: #ffffff

RGB: R: 255 G: 255 B: 255

**Print:**

CMYK: C: 0 M: 0 Y: 0 K: 0

## Typography

Title – Georgia 28 pt  
Header 1 – Georgia 18pt

Header 2 – Calibri 13 pt

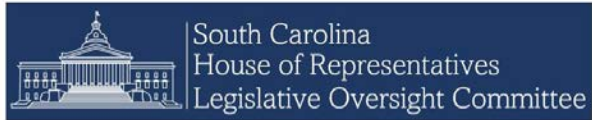
Header 3 – Calibri Light 12 pt

Body – Calibri and Calibri Light 10.5 pt

*Caption – Georgia Italic 10 pt*

*Page – Georgia Italic 10 pt*

## Primary Logos



**Main Logo**

*\*Used on white/lighter backgrounds*



**Secondary Logo**

*\*Used on white/lighter backgrounds*

## Transparent Logos



**Secondary Logo**

*\*Use on darker backgrounds*



**SC Statehouse Logo**

*\*Use on darker backgrounds*







Thank You!

Questions?