REVENUE AND FISCAL AFFAIRS
BOARD MEETING
June 10, 2021

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE
Transforming data into solutions for South Carolina

Adoption of Meeting Minutes

Summary of Accomplishments
FY 2020-21

Customer Focus

- Responded to 412 requests for fiscal analysis for policy-makers.
- Developed new econometric models to project revenues.
- Agreed to assist 11 counties and 8 municipalities with redistricting
  - Developed two documents to facilitate the redistricting process with local governments:
    - Redistricting Process – outlines the process RFA and local government will follow
    - Redistricting Report – to document the analysis and maps for the redistricting of the local government
  - Created a document that provides an overview of redistricting in SC to share with partners and the public at meetings and via our website.

Customer Focus (continued)

- Finalized the verification of three county boundary segments.
  - Newberry/Union
  - Berkeley/Charleston (Deyton's Shipyard)
  - Charleston/Colleton (Edisto Island)
    - Window for appeals closes July 4, 2021
- Worked with DHHS's Community Engagement Initiative to develop a tailored approach to promoting better health outcomes and financial independence by providing access to resources to the most vulnerable South Carolinians.
  - RFA's role is to provide data linkages in support of the initiative

Workforce Development

- Completed a review of all positions throughout the agency as part of the process to align employee evaluations with the agency's mission, vision, and values.

- Developed a workforce Compensation Model that can be used to identify compensation changes and comparisons by industry.

- Revised the agency's Compensation Policy in order to encourage professional development and exceptional performance.

- With the Department of Administration's procurement of the LinkedIn Learning library of training materials, supervisors now have the means to customize and monitor training to specific positions.

Continuous Improvement

- Completed the first year of an agency-wide, monthly privacy awareness campaign designed to inform and encourage staff to respect data privacy and safeguard data.

- Relocated the back-up and recovery site to TierPoint in Charlotte, the state approved back-up data center.

- Procured Tableau, a data visualization tool, to enhance analysis through the use of charts and graphs. This tool will be used primarily by the fiscal analysts and statisticians and will replace Necto on our public website.

Tableau Dashboard
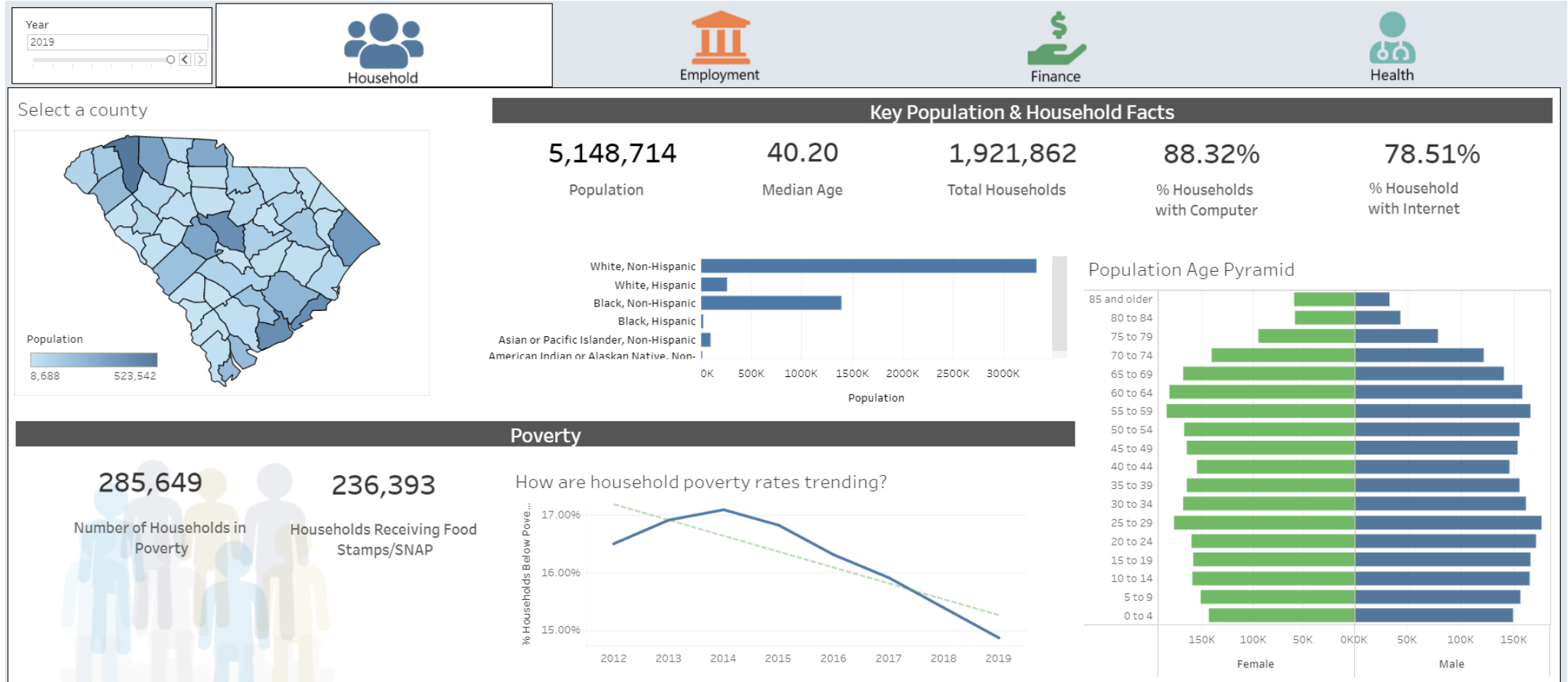
Strategic Plan
2022 - 2026

REVENUE AND FISCAL AFFAIRS OFFICE
2022 – 2026 STRATEGIC PLAN

MISSION STATEMENT

To provide insightful research, analysis, and resources to facilitate informed policy decisions and administration of services

CUSTOMER FOCUS	CONTINUOUS IMPROVEMENT
VISION To be a leader in value-added public service by providing the most trusted, customer-focused information and solutions	
WORKFORCE DEVELOPMENT	STRATEGIC PLANNING

Integrity   Service   Excellence   Innovation

CUSTOMER FOCUS

Promotes an innovative approach to delivering insightful information, resources, and solutions to our customers.

➤ Foster a commitment to excellence that delivers exceptional services to our internal and external stakeholders
➤ Facilitate informed decision-making with accurate, reliable information
➤ Collaborate with partners to maximize the gathering and sharing of information
➤ Provide analysis and solutions that exceed current standards or customer expectations
➤ Support public well-being and infrastructure by delivering efficient support services
➤ Enhance data availability to our customers via our website

CONTINUOUS IMPROVEMENT

Focuses on enhancing internal process efficiencies, optimizing resources, and securing the agency's IT infrastructure and assets.

➤ Ensure IT Operational and Security objectives align with the agency's mission and balance priorities across technology, security, and customer needs
➤ Exceed industry standards for protecting the agency's infrastructure and data by elevating awareness and reducing risks
➤ Optimize financial planning and fiscal accountability to ensure efficient utilization and complete transparency of state resources
➤ Meet or exceed national standards for internal operations and external services

WORKFORCE DEVELOPMENT

Drives the development of the agency's workforce and initiates programs that align the workforce with our vision.

➤ Promote subject matter expertise through professional development opportunities
➤ Support strategies that motivate employees towards realizing our vision
➤ Champion an environment that encourages teamwork and innovation

STRATEGIC PLANNING

Cultivates a planning process that guides current initiatives and establishes the roadmap for achieving the agency's vision.

➤ Pioneer, monitor, and adjust initiatives for accomplishing the agency's vision
➤ Align and prioritize resources to fulfill our mission

Anticipated Budget Request
FY 2022-23

FY 2022-23 Budget Request

- Anticipate requesting a budget increase of approximately $450,000:
  - Develop and retain a competitive workforce
  - Support IT operations and security

- Agency has not requested a recurring budget increase in seven years
  - Implemented cost savings and efficiencies to absorb increased costs and new initiatives

- Will present formal request in August meeting

Business License Renewal Portal

Business License Renewal Portal Contract with Municipal Association of South Carolina (MASC) – Key Points

- Portal allows businesses operating in South Carolina to renew local government business licenses online.

- RFA is responsible for hosting and managing the business license renewal portal, to include:
  - Manage security of the system and databases
  - Review and approve the Standard Business License Class Schedule
  - Provide for periodic audits to ensure payment accuracy

- Contract will build upon existing MASC/RFA portal
  - MASC will utilize third party contractors to maintain the portal and process payments
  - Audits will be conducted by the State Auditor's Office
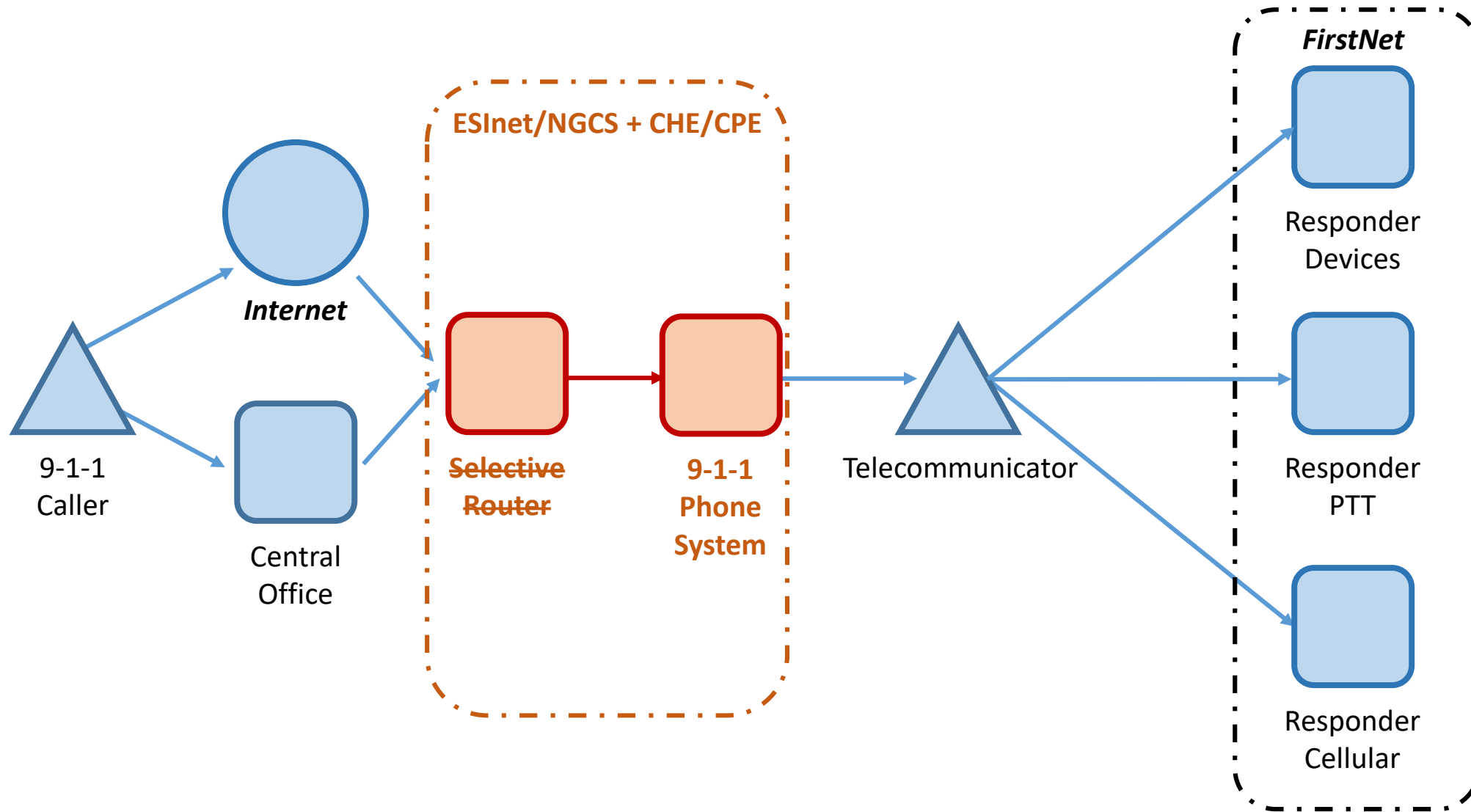
NG9-1-1 Implementation Update

9-1-1 Call Flow – ESInet + NGCS Transition
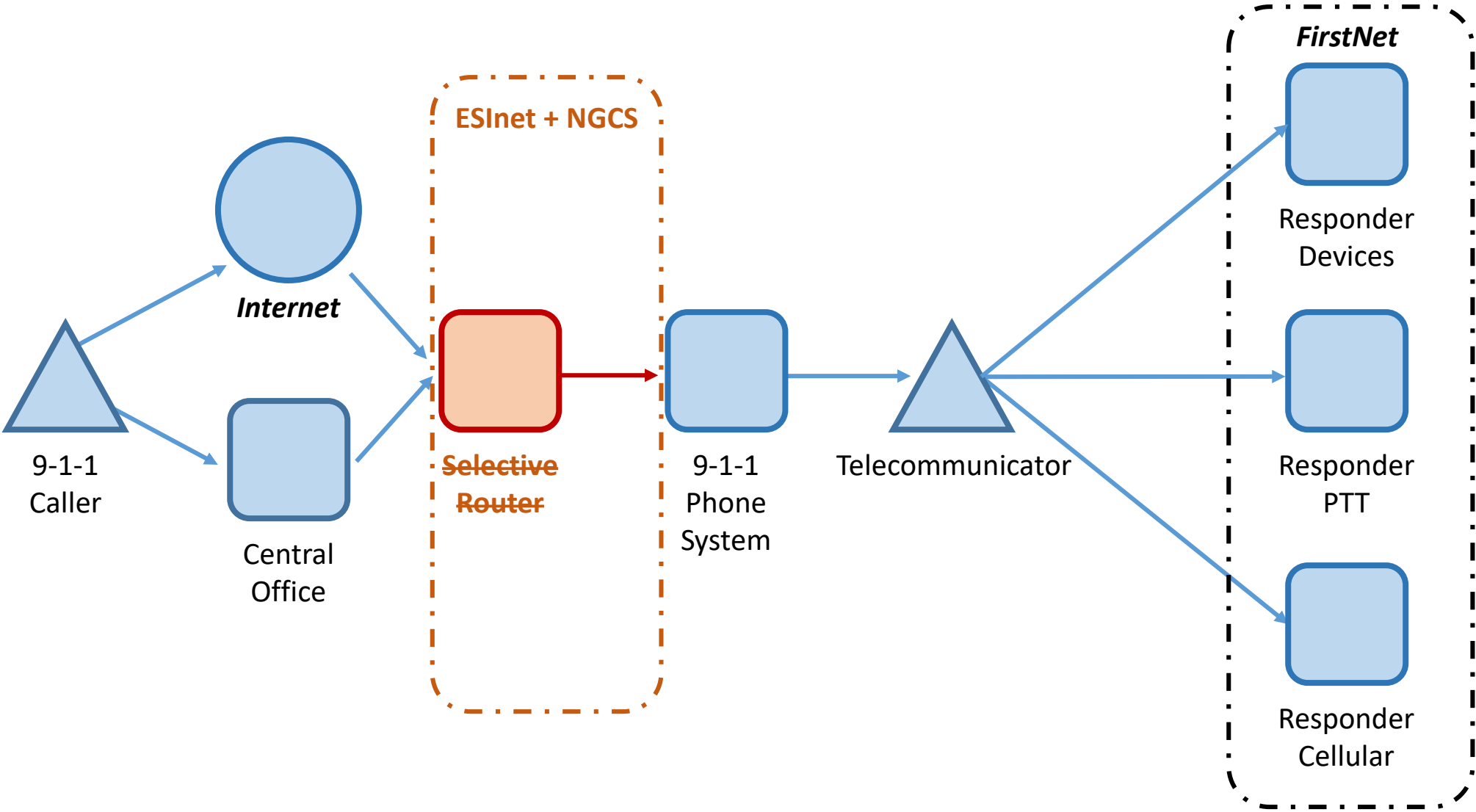
9-1-1 Call Flow – ESInet/NGCS + Phone System Transition

2021 ESInet Migration Overview

Group 1.5 – 4 PSAPs

Group 2 – 9 PSAPs

Group 1 – 7 PSAPs

Group 1 - Tentative Migration Dates

PSAP	Migration Date	Preferred Migration Time
Lexington County Department of Emergency Service	06/22/2021	*Midnight – 6 a.m.*
Lexington County Department of Emergency Services Backup	06/24/2021	*Midnight – 6 a.m.*
West Columbia Police	06/29/2021	*6 a.m. - Noon*
Batesburg-Leesville Police	07/08/2021	6 a.m. - Noon
Barnwell County Sheriff's Office	07/13/2021	6 a.m. - Noon
Bamberg County Emergency Services	07/15/2021	*6 a.m. - Noon*
Allendale County 9-1-1	07/20/2021	*6 a.m. - Noon*

Solacom Hosted Call Handling Solution

South Carolina Revenue and Fiscal Affairs Office

Group 1.5 - Tentative Migration Dates

PSAP	Migration Date	Preferred Migration Time
Clemson University Police	08/03/2021	*Determined in Migration Planning*
Easley Police	08/10/2021	*Determined in Migration Planning*
Pickens County Sheriff Backup	08/17/2021	*Determined in Migration Planning*
Pickens County Sheriff	08/24/2021	*Determined in Migration Planning*

Solacom Hosted Call Handling Solution

Group 2 - Tentative Migration Dates

PSAP	Migration Date
Oconee County Sheriff	Oct-Nov 2021
Oconee County Sheriff Backup	Oct-Nov 2021
Seneca Police	Oct-Nov 2021
Abbeville County 9-1-1	Oct-Nov 2021
Anderson County 9-1-1	Oct-Nov 2021
Clemson Police Department	Oct-Nov 2021
Newberry County 9-1-1	Oct-Nov 2021
Newberry County 9-1-1 Backup	Oct-Nov 2021

Solacom Hosted Call Handling Solution

Locate Me

Locate Me – Web-based District and Boundary Locator

In response to a customer request, staff created a web-based service that returns associated districts when an address is entered or a location is selected on the map. The tool is a comprehensive locator service that also returns population data for geographic boundaries relevant to the address. The boundaries highlighted on the map change to reflect the category selected. Categories include:

Census Boundaries and Population
 County
 Tract
 Block Group
 Blocks
House and Senate Districts
Congressional Districts

County Council
Council of Government
Municipalities
Magistrates
School Districts

Locate Me

1000 ASSEMBLY ST, COLUMBIA, 29201

> Magistrate District: Columbia Magistrate Jury Area

> U.S. Congressional District: 6

> SC Senate District: 020

> SC House District:072

∨ School District: Richland County School District One

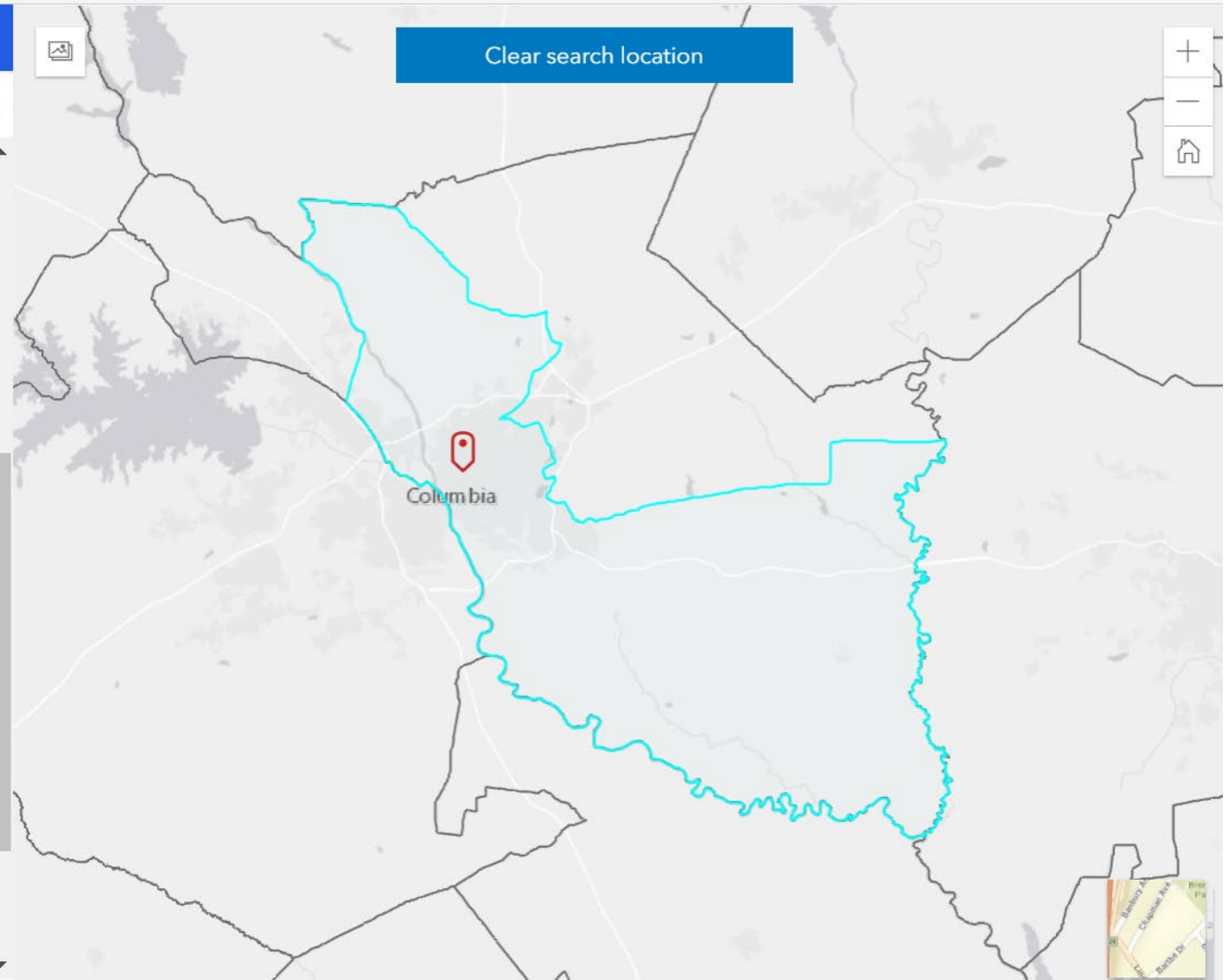| School District	Richland County School District One

> Census 2020 Block: 044

> Census 2020 Block Group: 2

> Census 2020 Tract: 003100

> Census 2020 County: Richland

> Census 2010 Block:046

Clear search location

Columbia

Other Business