

## MEMORANDUM FOR THE RECORD

**Date:** April 7, 2022, 2:00 p.m.  
SC Education Television / Attendees via Zoom

**Subject:** Minutes of the Revenue and Fiscal Affairs (RFA) Board Meeting

**Attendees:** *Board Members* – Edward Grimball, Chairman, Emerson Gower, and Curtis Hutto. Frank Rainwater, Executive Director; *Division Directors* - Paul Athey, Lisa Jolliff, and David Patterson; *Staff* – Ciara Andrews, Sandra Kelly, Byron Kirby, Kaowao Strickland, and Lisa Wren; *Guest* – Debbie Glenn. *Eighteen additional attendees via Zoom (see attached).*

Note: Guests were invited to attend virtually. An email invitation was sent to the Distribution list and the meeting notification was posted on the RFA website and in the Rembert Dennis Building. Meeting information and log-in instructions were posted online. Meeting materials were shared via Zoom.

- I. Chairman Grimball called the meeting to order at 2:00 p.m.
- II. Chairman Grimball presented the February 15, 2022 meeting minutes which previously had been shared with the Members and asked if any Member had edits or questions. Hearing no amendments or objections, Chairman Grimball declared the minutes approved as written. (*see minutes*)
- III. Employee Service Awards  
On behalf of the agency, Mr. Rainwater recognized Kaowao Strickland, Ciara Andrews, Lisa Wren, and Paul Athey for their years of service. He thanked each of them and presented them with a certificate.  
Mr. Rainwater recognized Ms. Debbie Glenn for her contributions to the agency as Human Resources Director. He congratulated her on her retirement and presented her with a gift.
- IV. Agency Updates  
Mr. Rainwater introduced the presenters and provided a summary of the meeting.
  - Sandra Kelly provided an overview of the South Carolina Notable State Documents Award received by the agency in recognition of its website.
  - The South Carolina State Library instituted this award program to recognize exemplary state publications released in the previous calendar year.
  - Librarians and other state agency employees serve as judges and select winners based on criteria including the document's ability to provide significant information to the public.

- Byron Kirby shared the results of the 2021 Customer Satisfaction Survey which was the first survey the agency conducted since the pandemic. Highlights included:
  - Overall Customer Satisfaction rating of 4.80 on a 5-point scale
  - Significant shift from a 'Neutral' or 'Satisfied' rating to a 'Very Satisfied' rating for overall satisfaction with the agency's redesigned website

*Members commented on the information presented and asked questions which generated further discussions between Members and staff.*

*Mr. Rainwater noted the scores are very good given we had significant staff changes throughout the year which indicates we are getting good people and they are doing the right things. We have a staff of seventy who are dedicated to what they do.*

*Chairman Grimball commended Mr. Kirby on a 'job well-done'.*

- V. Other Items for Discussion
- VI. The next scheduled meeting, if necessary, is May 12, 2022, upon adjournment of BEA Meeting.
- VII. The meeting was adjourned at 2:35 pm by Chairman Grimball.

Public Notice of this meeting was posted at: <http://rfa.sc.gov> and at the Rembert Dennis Building.

The meeting agenda and presentation are posted on our website: <https://rfa.sc.gov/about>

These minutes were approved on June 16, 2022

Sandra Kelly 

## RFA Board Zoom Webinar Attendee Report

*Staff:*

Carrie Bundrick

Mary Katherine Miller

Matt Wellslager

Ragan Griffith

Sarah Crawford

Shannon Fields

Stephen Gardner

Will Tipton

*Guests:*

Jake Scoggins

Shelley Allen

Yarley Steedly American Heart Association