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## 9 A HOUSE RESOLUTION

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11 TO CALL FOR THE RESIGNATION OF LILLIAN B. KOLLER,  
12 DIRECTOR OF THE SOUTH CAROLINA DEPARTMENT OF  
13 SOCIAL SERVICES, AND IN THE ALTERNATIVE  
14 STRONGLY URGE GOVERNOR NIKKI HALEY TO REMOVE  
15 DIRECTOR KOLLER FROM OFFICE.  
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17 Whereas, in early 2011 Governor Nikki Haley appointed Lillian B.  
18 Koller as Director of the South Carolina Department of Social  
19 Services (DSS), a cabinet agency, directly accountable to the  
20 Governor, responsible for the supervision and administration of the  
21 public welfare activities and functions of the State; and  
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23 Whereas, foremost among the department's responsibilities is  
24 providing child protective services to children in this State who are  
25 at risk for abuse or neglect; whereby, the State is charged with  
26 establishing a system for protecting these endangered children  
27 from injury and harm and with safeguarding their well being and  
28 development; and  
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30 Whereas, Mrs. Koller took office February 10, 2011, and by the  
31 summer and fall of 2012, reports, concerns, and complaints about  
32 the department and its leadership and direction began to surface;  
33 the Joint Citizens and Legislative Committee on Children, at one  
34 of its fall public hearings, received, among other items, a  
35 disturbing report on South Carolina child death statistics; many  
36 members of the House of Representatives requested an audit by the  
37 South Carolina Legislative Audit Council to determine, among  
38 other things, if the department is following state and federal law  
39 for child protection; and the Senate Department of Social Services  
40 Oversight Committee was established and is conducting public  
41 hearings and an ongoing investigation of the department; and  
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1 Whereas, complaints received and testimony given have come  
2 from across the State from families, former employees, and  
3 stakeholders in the child welfare system, including a county  
4 guardian ad litem program, law enforcement, and coroners'  
5 offices; overwhelmingly, testimony has demonstrated that, during  
6 Lillian Koller's tenure as director, the department has failed in its  
7 mission to protect the children of South Carolina; and  
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9 Whereas, not only have systemic concerns been raised, including  
10 the department's lack of transparency and cooperation with other  
11 agencies, but also concerns about a hostile work environment that  
12 has become unbearable for many: for those who dedicated their  
13 careers and decades of their lives to providing quality children's  
14 services and who have been dismissed or replaced; for those whose  
15 caseloads have far exceeded the ability to be effectively managed;  
16 for those who have been threatened, humiliated, or degraded, often  
17 in the presence of their peers; for those who have chosen not to  
18 voice concerns for fear of retaliation; and for many of the more  
19 than half of the forty-six county DSS directors who have left the  
20 department since Director Koller arrived; and  
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22 Whereas, unfortunately these systemic concerns are greatly  
23 surpassed by, but also significantly impact, the quality and  
24 effectiveness of protective services that have, or in many cases  
25 have not, been provided to South Carolina's vulnerable children  
26 who are dependent upon this department to keep them safe and  
27 free from harm; and  
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29 Whereas, testimony was presented at an October 2013 public  
30 hearing of the Joint Citizens and Legislative Committee on  
31 Children based on a review of child death cases referred to the  
32 State Law Enforcement Division (SLED) because of suspicious  
33 circumstances in the cause of death. It was reported that the  
34 Department of Social Services had received a report of abuse or  
35 neglect concerning the child: in 312 of the 472 cases referred to  
36 SLED since 2009; and in 41 cases out of a monthly average child  
37 death rate of thirteen each month from January through August of  
38 2013; and  
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40 Whereas, not only is it tragic, and a violation of department policy,  
41 but it is unacceptable, that a four year old autistic boy was beaten  
42 to death following his return from foster care to the home of his  
43 parents when the department had received numerous reports of

1 abuse of this child and had not made a home visit to the child for a  
2 number of months before his death; and it is also unimaginable and  
3 heartbreaking, and a violation of department policy, that for forty-  
4 nine days the department failed to locate the mother of a five  
5 month old baby with apnea who died the fiftieth day after the  
6 department had received a report from a medical professional that  
7 the mother was not complying with a doctor's orders to keep a  
8 heart monitor on this infant twenty-four hours a day, seven days a  
9 week; and

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11 Whereas, the members of the South Carolina House of  
12 Representatives can no longer accept the mismanagement,  
13 deleterious leadership, and, most importantly, the death of innocent  
14 South Carolina children to whom the South Carolina Department  
15 of Social Services owes a duty to protect and keep safe, and  
16 accordingly, the members of the House of Representatives find  
17 that Lillian B. Koller is not capable of effectively carrying out the  
18 duties and responsibilities required of the director of the  
19 department and does not possess the qualifications that this body  
20 and the children and citizens of this State rightfully expect and  
21 deserve from a person in her position. Now, therefore,

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23 Be it resolved by the House of Representatives:

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25 That by this resolution, the members of the South Carolina House  
26 of Representatives, call for the resignation of Lillian B. Koller,  
27 Director of the South Carolina Department of Social Services, and  
28 in the alternative strongly urge Governor Nikki Haley to remove  
29 Director Koller from office.

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31 Be it further resolved that a copy of this resolution be forwarded to  
32 Governor Nikki Haley and Lillian B. Koller, Director of the South  
33 Carolina Department of Social Services.

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