

**INSTRUCTION LETTER**

**INSTRUCTION NUMBER: 16-13**      **WIOA**

**TO:** All Grantees

**SUBJECT:** UI Resources for SC Works Staff

**DATE ISSUED:** May 1, 2017      **DATE EFFECTIVE:** Immediately      **DATE EXPIRES:** Indefinitely

**BACKGROUND:** Unemployment Insurance (UI) programs play a vital role in the integrated workforce system by providing income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities and other workforce services, such as UI-approved training through Workforce Innovation and Opportunity Act (WIOA) programs. The SC Works system is a key source of services to support the reemployment of those workers. WIOA requires that SC Works center staff be well-versed in UI claims filing and claimant rights and responsibilities to provide customers with a seamless experience that includes a knowledgeable and professional level of service.


**PURPOSE:** To educate and prepare all SC Works Upstate center staff and partners to be able to provide meaningful assistance to SC Works center customers seeking to file UI claims.

**POLICY:** All SC Works Upstate center staff, including partners, must view and complete the UI FAQ training and become familiar with UI claims filing. The PowerPoint presentation must be viewed as a slide show in order to appropriately complete the training. This training is available to partner staff in SCWOS on the Staff Online Resources page under Unemployment Insurance, and also includes the following UI Resources:

- My Benefits Video (16 minutes long);
- Guide to Creating a MyBenefits Account;
- Guide to Filing an Initial Claim Online; and
- Claimant Frequently Asked Questions.

**ACTION:** All SC Works Upstate center managers shall schedule UI FAQ training for all current staff and partners, and ensure that staff and partners complete the training in a timely manner. Managers shall also make this training part of the required curriculum for all new staff and partners.

**INQUIRIES:** Should you have any questions concerning this instruction, please contact Dana Wood at (864) 596-2028 (TTY: 711 or [wood@upstateworkforceboard.org](mailto:wood@upstateworkforceboard.org)).

  
Ann Angermeier, Director

# INSTRUCTION LETTER

**INSTRUCTION NUMBER: 16-13**      **WIOA**

**TO:** All Grantees

**SUBJECT:** UI Resources for SC Works Staff

**DATE ISSUED:** April 28, 2017      **DATE EFFECTIVE:** Immediately      **DATE EXPIRES:** Indefinitely

**BACKGROUND:** Unemployment Insurance (UI) programs play a vital role in the integrated workforce system by providing income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities and other workforce services, such as UI-approved training through Workforce Innovation and Opportunity Act (WIOA) programs. The SC Works system is a key source of services to support the reemployment of those workers. WIOA requires that SC Works center staff be well-versed in UI claims filing and claimant rights and responsibilities to provide customers with a seamless experience that includes a knowledgeable and professional level of service.

**PURPOSE:** To educate and prepare all SC Works Upstate center staff and partners to be able to provide meaningful assistance to SC Works center customers seeking to file UI claims.

**POLICY:** All SC Works Upstate center staff, including partners, must view and complete the UI FAQ training and become familiar with UI claims filing. The PowerPoint presentation must be viewed as a slide show in order to appropriately complete the training. This training is available to partner staff in SCWOS on the Staff Online Resources page under Unemployment Insurance, and also includes the following UI Resources:

- My Benefits Video (16 minutes long);
- Guide to Creating a MyBenefits Account;
- Guide to Filing an Initial Claim Online; and
- Claimant Frequently Asked Questions.

**ACTION:** All SC Works Upstate center managers shall schedule UI FAQ training for all current staff and partners, and ensure that staff and partners complete the training in a timely manner. Managers shall also make this training part of the required curriculum for all new staff and partners.

**INQUIRIES:** Should you have any questions concerning this instruction, please contact Dana Wood at (864) 596-2028 (TTY: 711 or [wood@upstateworkforceboard.org](mailto:wood@upstateworkforceboard.org)).

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Ann Angermeier, Director

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**Source: April 21, 2017 Memo from Pat Sherlock, SCDEW Director of Policies and Procedures**

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*Issue as  
Local 16-13*

**Henry McMaster**  
Governor

**Cheryl M. Stanton**  
Executive Director

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**To:** Local Workforce Area Administrators  
WED Regional Managers

**From:** Pat Sherlock, Director of Policies and Procedures *ps*

**Subject:** UI Resources for SC Works Staff

**Date:** April 21, 2017

Unemployment Insurance (UI) programs play a vital role in the integrated workforce system by providing income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities and other workforce services, such as UI-approved training through Workforce Innovation and Opportunity Act (WIOA) programs. The SC Works system is a key source of services to support the reemployment of those workers. WIOA requires that SC Works center staff be well-versed in UI claims filing and claimant rights and responsibilities to provide customers with a seamless experience that includes a knowledgeable and professional level of service. In an effort to provide meaningful assistance to SC Works center customers seeking to file a UI claim, all DEW staff have viewed and completed training regarding UI Frequently Asked Questions (FAQ). This training is available to partner staff in SCWOS on the Staff Online Resources page under Unemployment Insurance. It is recommended that all center staff, including partners, view and complete the UI FAQ training and become familiar with UI claims filing. The PowerPoint presentation must be viewed as a slide show in order to appropriately complete the training. The SCWOS Staff Online Resources page under Unemployment Insurance also contains the following UI resources:

- MyBenefits Video Tutorial (16 minutes long and may take about 60 seconds to load);
- Guide to Creating a MyBenefits Account;
- Guide to Filing an Initial Claim Online; and
- Claimant Frequently Asked Questions.

As you are aware, we are modernizing the UI benefits system with a projected launch in the coming months. We will communicate changes and update resources that align with the new UI benefits system to ensure SC Works staff can provide meaningful assistance to customers filing a UI claim.

Please ensure that SC Works operators are informed of the UI resources in SCWOS.