



# Employment Services Manual

SC Department of  
Employment and Workforce

December 2024

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# OVERVIEW OF MANUAL

## PURPOSE:

- Provide information about Employment Services (ES) policies and procedures
- Highlight how ES supports the primary mission of the SC Department of Employment and Workforce (DEW) and the local workforce system

## OBJECTIVES:

- Establish a comprehensive resource for ES information and operational guidance
- Communicate expectations for program design and service delivery
- Ensure a consistent level of service

## OVERVIEW:

To combat the effects of the Great Depression, President Franklin D. Roosevelt signed the Wagner-Peyser (WP) Act into law on June 6, 1933, establishing a nationwide network of public ES offices to channel jobseekers into available private sector jobs and government-funded public service jobs. The WP Act has seen a number of evolutions since it became law. Some key legislation instigating these changes include the following:

- Area Redevelopment Act of 1961
- Manpower Development and Training Act of 1962
- Economic Opportunity Act of 1964
- Comprehensive Employment and Training Act (CETA) of 1973
- Job Training and Partnership Act (JTPA) of 1982
- Workforce Investment Act (WIA) of 1998
- Workforce Innovation and Opportunity Act (WIOA) of 2014

In 2014, WIOA re-envisioned WIA, amending the WP Act, the Adult Education and Family Literacy Act (AEFLA) of 1998, the Rehabilitation Act of 1973 (Rehab Act), and more. A bill to reauthorize WIOA is currently pending review in Congress. WIOA coordinates the four core programs of federal investment in skill development, which includes

employment and training services for adults, dislocated workers, youth, and WP employment services, administered by the US Department of Labor (DOL), as well as adult education and literacy programs and Vocational Rehabilitation (VR) state grant programs that assist individuals with disabilities in obtaining employment, both administered by the US Department of Education (ED).

In an effort to provide services more efficiently and successfully to jobseekers and employers, WIOA requires coordination of services across programs and identifies the following entities as required partners in the workforce system:

- Adult Formula Program (WIOA Title I)
- Dislocated Worker (DW) Formula Program (WIOA Title I)
- Youth Formula Program (WIOA Title I)
- Job Corps (WIOA Title I)
- YouthBuild (WIOA Title I)
- Native American Programs (WIOA Title I)
- Migrant and Seasonal Farmworker (MSFW) Programs (WIOA Title I)
- Adult Education and Family Literacy Act (AEFLA) Program (WIOA Title II)
- Wagner-Peyser (WP) Act Employment Service (ES) (WIOA Title III)
- Vocational Rehabilitation (VR) Program (WIOA Title IV)
- Senior Community Service Employment Program (SCSEP)
- Carl D. Perkins Career & Technical Education Act (Perkins)
- Trade Adjustment Assistance (TAA or Trade)
- Jobs for Veterans State Grants (JVSG) Programs
- Community Services Block Grant (CSBG) Employment and Training Programs
- Housing and Urban Development (HUD) Employment and Training Programs
- Unemployment Compensation (UC) Programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF)



## SC Works Centers and the One-Stop Delivery System

The One-Stop delivery system brings together workforce development, educational, and other human resource services from separately funded programs in a seamless customer focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. SC Works is the brand name of the American Job Centers (AJCs) statewide and for South Carolina's public workforce system, which includes the collective workforce partners. Jobseekers and employers can access SC Works services online or through a variety of access points to workforce system services, including comprehensive, affiliate, and specialized centers, as well as outreach locations and connection points. An access point is a physical location where jobseekers and employers can receive services and/or information on how to access programs, services, and activities available through South Carolina's workforce system.

✔ A continuously [updated listing](#) of access points by local area may be found at [scworks.org](http://scworks.org) under Find a Center.

**Comprehensive Center.** Local Workforce Development Boards (LWDBs) are required to have at least one comprehensive SC Works center in each LWDA. A comprehensive

✔ LWDBs must evaluate their comprehensive and affiliate SC Works centers at least once every three years based on the SC Works Certification Standards issued by state instruction.

center, as described in TEG 16-16, "is a physical location where jobseekers and employer customers can access the programs, services, and activities of all required One-Stop partners (section 121(b)(1)(B) of WIOA), along with any additional partners as determined by the

[LWDB]." In addition to comprehensive centers, LWDBs may utilize additional access points to enhance the range and quality of services throughout the LWDA, including affiliate and specialized SC Works centers, as well as Outreach Locations and Connection Points.

**Affiliate Center.** "An affiliated site, or affiliate One-Stop center, is a site that makes available to jobseeker and employer customers one or more of the One-Stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required One-Stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level" (20 CFR 5

✔ Affiliate centers were formerly known as "satellite centers" under WIA.

678.310(a)). TEGL 16-16 provides further clarification by stating that “[p]ublic libraries are an example of an additional access point that [LWDBs] can use as affiliate American Job Centers. In addition to offering public computers and internet access for jobseekers and individuals, many libraries also provide space for businesses to host career fairs and networking events.”

**Specialized Center.** A specialized center is a site “that address[es] specific needs, including those of dislocated workers, youth, or key industry sectors, or clusters” (20 CFR § 678.300(d)(3)). Specialized centers, as described in 20 CFR § 678.320, “must be connected to the comprehensive One-Stop center and any appropriate affiliate One-Stop centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them.”

TEGL 16-16 states, “Based on local workforce needs, the [LWDB], in conjunction with the partners and One-Stop operator(s), may determine that a specialized center, as described in 20 CFR § 678.320, 34 CFR § 361.320, and 34 CFR § 463.320, is more appropriate to serve a particular population and may choose to operate a specialized center(s). For example, a specialized center may be established to serve a specific group of dislocated workers affected by a regional lay-off. In this example, the specialized center would provide a variety of services tailored to the needs of the dislocated workers, including career coaching, networking opportunities, comprehensive assessment, and employer meetings.” Specialized centers are not subject to the SC Works Certification Standards.

**Outreach Location.** An outreach location is a site established to provide services to those that are unable to reach comprehensive and affiliate centers within the LWDA due to transportation and/or other barriers. Outreach locations can provide services at the same location for no more than once a week, for a 180-day consecutive period. If a LWDB determines that staff presence is needed at an outreach location for more than once a week and/or beyond 180 days to adequately serve individuals within the LWDA, then the site would be considered an affiliate center. Outreach locations are not subject to the SC Works Certification Standards.

**Connection Point.** A connection point is a site established by DEW, or by LWDA in collaboration with DEW area directors and regional managers, to house outreach materials and/or electronic access to workforce system services. While staff may ensure outreach materials are present, no SC Works staff-assisted services are provided onsite. Connection points are not subject to the SC Works Certification Standards.

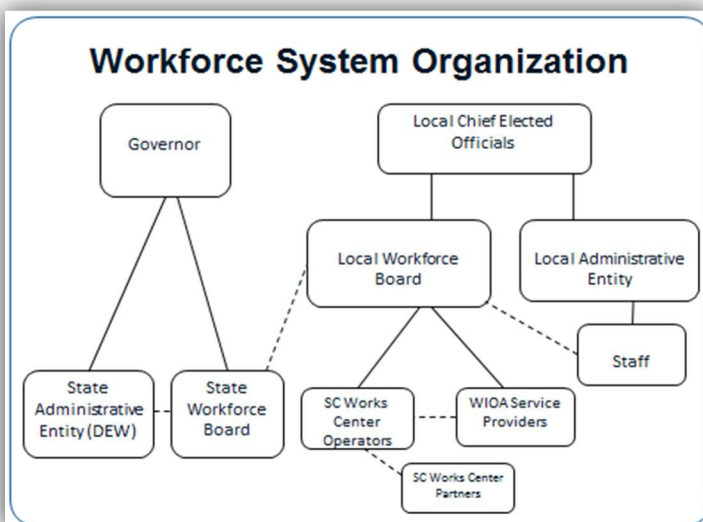
With centers located throughout the State, employment representatives are available to help both employers and jobseekers find the best resources and services to meet their needs. A continuously updated listing of comprehensive and affiliate SC Works centers and connection points by local area may be found at [scworks.org](http://scworks.org) under Find a Center.



## ES Programs

The basic purpose of ES programs is to improve the functioning of the labor market by bringing together individuals who are seeking employment and employers who are seeking workers. DEW, in partnership with the [SC Works](http://scworks.org) system, provides jobseekers with career guidance, job referrals, assessments, and resume assistance. Free tools to assist employers include posting job openings, recruiting and screening candidates, and reviewing job market trends. South Carolina’s twelve LWDBs administer the SC Works centers throughout the state.

## SC Department of Employment and Workforce



The Workforce Development Division (WDD) at DEW is responsible for the administration and operation of the WIOA and TAA programs; while the ES Division administers the WP, JVSG, and MSFW programs. These programs focus on providing a variety of employment related services as seen below.

Employment-related services for jobseekers include the following:

- Assist with job searches, referrals, and placements
- Assist in finding employment that the jobseeker is qualified for and that will provide long-term employment stability and earnings potential
- Facilitate job matching between employers and jobseekers
- Provide reemployment services for UI claimants
- Ensure UI claimants meet the work test requirement through SC Works Online Services (SCWOS) registration assistance
- Provide information regarding labor market conditions
- Address, or assist in addressing, labor issues in regard to state and federal laws

Depending on the needs of individuals, other services may also be available:

- Assessment of skill levels, abilities, and aptitudes
- Career guidance
- Job search workshops
- Referral to training
- Referral to other partner programs and services, as appropriate

Services for employers may include the following:

- Referring jobseekers to available job openings
- Assisting in the development of job orders
- Matching jobseekers with job requirements, skills, and other attributes
- Assisting employers with special recruitment needs
- Arranging job fairs
- Assisting employers with analyzing hard-to-fill jobs
- Helping employers with layoffs

## DEW Staff Descriptions

Most ES staff who provide services directly to the public work in comprehensive and affiliate SC Works centers across the states. The ES local area staff generally consists of the following positions:

- **Area Directors** are state-level staff who oversee the operation of ES services throughout the state.
- **Regional Managers** oversee the DEW staff in all comprehensive and affiliate centers in their assigned regions. The twelve regional managers report directly to two Area Directors.
- **Senior Business Services Consultants (SCBCs)** serve as points-of-contact for DEW business services on a regional level and foster collaboration within the four WIOA Planning Regions for both internal and external stakeholders. SCBCs also work to improve DEW Business services processes and implement best practices to ensure programmatic success.
- **Workforce Consultants** provide intensive case management and career planning activities to identify barriers to employment and develop solutions for TAA and WP participants. Workforce Consultants educate individuals regarding SC Works programs, policies, and services.
- **Business Consultants** provide consistent and effective services to businesses that demonstrate clear connections between workforce development activities and employer needs. Business Consultants market and promote the services offered through the SC Works centers to employers.
- **Workforce Specialists** deliver a broad range of frontline services to assist individuals in resolving barriers to employment and increasing skills in order to obtain or maintain employment. Workforce Specialists educate individuals regarding SC Works programs, policies, and services, and make referrals as appropriate.
- **Employment Solutions Coordinator** hold one of the ES positions—Workforce Specialist, Workforce Consultant, or Business Consultant—and manage both regional and state projects as well as other duties.
- **Veterans’ Business Consultants/Local Veterans’ Employment Representatives (LVERs)** are business consultants for Veterans’ services. LVERs provide consistent and effective services to businesses on behalf of veterans that demonstrate clear connections between workforce development activities and employers’ needs. LVERs market and promote the services offered through the SC Works centers.

- **Veterans' Workforce Consultants/Disabled Veterans' Outreach Program Specialists (DVOPs)** are workforce consultants for Veterans. DVOPs conduct case management and career planning activities for disabled veterans to identify barriers to employment and develop solutions for customers. DVOPs educate individuals regarding SC Works programs, policies, and services.
- **Foreign Labor Consultants (FLC)** provide extensive outreach to and maintain contact with agricultural employers to assist with any hiring needs, including guidance for compliance with relevant federal and state laws and procedures.
- **Agricultural Outreach Coordinators (AOC)** identify and contact farmworkers who are not being reached through everyday services at local SC Works centers to provide quality employment services and referrals.
- **Rural Outreach Coordinators** serve as points-of-contact in the four greater workforce regions, coordinate hiring and service events with their regions to ensure rural communities are consistently served and ensure small businesses within their regions are served and registered within the SC Works System.
- **Rural Workforce Specialists** assist the Rural Outreach Coordinators in their responsibilities.
- **Regional Workforce Advisors (RWAs)** drive productive connections among education, business, and community to build a globally competitive talent pipeline.
- **Virtual Engagement Consultants** manage and assist with virtual solutions for Employment Services such as the Virtual Engagement Center (VEC), LinkedIn Marketing, and other services.

## State Plan

Under WIOA, each state must submit a Unified or Combined State Plan to DOL that outlines a four-year strategy for the State’s workforce development system. An approved state plan must be in place to receive funding for core programs. WIOA requires states to plan across core programs and include this planning process in the Unified or Combined State Plans. South Carolina is under a Combined State Plan covering the following programs:

- Six WIOA core programs: the Adult, Dislocated Worker, Youth programs, WP, the AEFLA, and Voc Rehab (includes SC Vocational Rehabilitation and SC Commission for the Blind) programs
- Optional combined state plan programs: TANF, SNAP, TAA, JVSG, and SCSEP.

The [WIOA State Plan for SC](#) can be found by going to [scworks.org](http://scworks.org), scrolling down to “Workforce Resources,” and selecting “See All Resources.” Choose “Document Directory” from the left margin.

## Local and Regional Plans

WIOA requires each LWDB to develop a four-year local plan in partnership with the chief elected official(s) (CEO) in their local areas. Additionally, LWDBs and CEOs are required to engage in a regional planning process that results in the development of a regional plan which incorporates the local plans within the region. The regional and local plans serve as a four-year action plan to develop, align, and integrate service delivery strategies and to support the State’s vision and strategic and operational goals. WIOA requires a modification of the four-year regional and local plans every two years.

There are four planning regions within SC that include the following local areas:

- Link Upstate—Greenville, Upper Savannah, Upstate, and WorkLink
- Central—Catawba, Lower Savannah, and Midlands
- Pee Dee—Pee Dee, Santee-Lynches, and Waccamaw
- South Coast—Lowcountry and Trident

✓ The names of regions may change based on the needs of the region, subject to DEW approval.

## Workforce Programs State Guidance

DEW as the state administering agency issues state policy through “State Instructions.” Other state guidance is issued through memoranda and manuals. State guidance can be found online at <https://scworks.org/workforce-system/policies-and-guidance>.

## SC Works Online Services (SCWOS)

SCWOS, found at [jobs.scworks.org](https://jobs.scworks.org), is South Carolina’s comprehensive job search tool that helps employers and jobseekers connect through the Internet. Employers and jobseekers can register online, browse applicants or job openings, and request matches against job orders and work registrations. SCWOS is also the case management system for the WP, JVSG, TAA, and MSFW programs, as well as the WIOA Title I Adult, Dislocated Worker, Youth programs. SCWOS features are free to the public and partner staff and include the following:

- Online self-registration
- Resume creation
- Online job posting and matching
- Ability to browse jobs or applicants and contact matches for both
- Access to current LMI
- Access to career tools and training resources
- Access to job openings collected, or “spidered,” from other websites

## HOW TO USE THIS MANUAL:



The ES Manual is a training manual for new hires and a reference tool for experienced staff members. Keep an eye out for the green check mark throughout for useful Pro Tips.

State Instructions relevant to each part are listed following each part. All listed State Instructions are current as of the issuance of this manual. Review new State Instructions as they are released to keep up-to-date on current state policy between manual revisions.

DEW maintains the ES Manual on the [scworks.org](https://scworks.org) “Policies and Guidance” page. Updates to the manual are issued through memoranda, indicating that the manual has been revised. Part 7 of this manual lists the revisions, section and date revised, and a brief explanation of each.



## OVERVIEW: RELEVANT STATE INSTRUCTIONS

SI 11-11, Change 1: SC Works Center Leadership Team Roles and Responsibilities

SI 15-08: Identification and Alignment of WIOA Planning Regions

SI 15-16, Change 2: Regional and Local Planning Guidance

SI 16-03: Changes to SCWOS Terms and Conditions

SI 19-03, Change 1: SC Works Centers and the One-Stop Delivery System

SI 24-01: SC Works Certification Standards

SI 24-03: Program Year 2022 Regional and Local Plan Modifications

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# PART 1: EMPLOYER SERVICES

## 1.1 WIOA AND SERVICES TO EMPLOYERS

The role of the SC Works system is to deliver high quality services to jobseeker and business customers that improve the employment outcomes for both groups. WIOA requires employer services to be an integral component of the local workforce system.

**Employer services** provided through the SC Works system include the following:

- Outreach to promote the use of SC Works facilities and services
- Entry, review, and maintenance of job orders in SCWOS
- Referrals of qualified candidates for job openings
- Specialized testing
- SCWOS technical assistance
- Recruitment assistance, including job fairs
- Information on employment-related issues
- Training services for new and incumbent workers
- Employer plans/recruitment plans
- Layoff aversion services
- Rapid response to layoffs and business closures
- Labor market data
- Federal bonding
- Work Opportunity Tax Credit (WOTC)

 [Resources for Employers, on jobs.scworks.org](https://jobs.scworks.org), are available for employers to learn more about accessing and using services in SCWOS.

An **employer** is a person, firm, corporation, or other association or organization that meets the following requirements:

- Located in the United States
- Proposes to employ a worker within the United States
- Hires, pays, fires, supervises, and controls the employee's work
- Withholds and submits quarterly payroll taxes as applicable thresholds are met
- Issues IRS form W-2 showing the employee's wages, tips and other compensation earned, and taxes withheld while the employee is employed by the employer.

**NOTE:** Entities seeking only independent contractors are not considered employers under this definition. Independent contractors receive IRS 1099 forms, rather than receiving paychecks as an employee from an employer.

### 1.1.1 EFFECTIVENESS IN SERVING EMPLOYERS (ESE) & ACTIVITY CODE ENTRY

Employer registration in SCWOS is a key step in meeting the hiring needs of business and finding authentic employment opportunities for jobseekers. One of the primary indicators of performance required by WIOA is Effectiveness in Serving Employers (ESE). This indicator is measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers. The new WIOA ESE Performance Indicator final rule took effect on March 25, 2024, and defined ESE as Retention with the Same Employer in the second and fourth quarters following a participant’s exit.

The number of employer establishments is defined by the Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) program. For employers with more than one physical location, the QCEW reports each work site as a separate establishment and therefore, the total number of business establishments receiving services is counted this way.

To track South Carolina’s ESE, employer service activity codes have been mapped to eight employer service categories specified by DOL. Employer service activity codes are revised regularly. Current activity codes and definitions are maintained in SCWOS under Staff Online Resources. The ESE performance indicator makes tracking employer services in SCWOS vitally important. **Employers that receive the following SC Works services must be registered and approved in SCWOS:**

E02: Job Fair/Hiring Event Services	E42: LinkedIn Recruiter - Marketing
E03: Provided Job Order Assistance and Follow-up	E43: LinkedIn Recruiter - Job Slots
E04: Provided Mass Recruitment Services	E46: STAYS Program - Enrolled
E12: WorkKeys Job Profile	E47: STAYS Program - Referred Veteran for Interview
E13: WIOA OJT Agreement	E48: LinkedIn Recruiter - Employer
E20: RR-Funded IWT Agreement for Layoff Aversion	E64: YES Program - Employer
E23: Federal Bonding*	E65: YES Program - Job Posting
E25: readySC Recruitment Activity	E66: YES Program - Follow-up
E27: Participation in a WIOA-Funded Registered Apprenticeship Program	E85: Field Checks/Inspections*
E30: TAA OJT Agreement	E88: Assisted with Employer Services
E32: WIN Job Analysis	E90: Referred Qualified Applicants
E37: Employer SCWOS Password Reset Code	E92: Notification to Employer of Potential Applicant
E40: WIOA State or Local IWT	E93: Notification to Employer or Resumes Via Virtual Recruiter

*\*These codes must be entered by state level staff only.*



Visit SCWOS Staff Online Resources for up-to-date employer service codes and service code definitions.

Providing these services to unverified employers could expose customers to fraudulent data and result in liability for SC Works system partners. Entering employer service codes on unverified employer accounts could result in revocation of SCWOS privileges. Additionally, providing services that require employer verification to non-verified employers, including but not limited to, job fair/hiring event service, Incumbent Worker Training (IWT) contracts, or On-the-Job Training (OJT) contracts, could result in **disallowed costs**.

**Exception:** Employer verification in SCWOS may be waived for job fairs and hiring events due to mass layoffs and closure activities or worker shortages. **Waivers must be authorized at the state level.** If approved, the LWDA(s) will be notified. Any local requests for a waiver must be submitted using the online Local Area Hiring Event Waiver Request form accessed in SCWOS under Staff Online Resources.

Some SC Works services may be provided to employers who have a Marketing Lead account or to employers who have a Recruiting account and are in “pending verification” status in SCWOS. In order to receive credit for services provided to these employers, employer service activity codes for these services must be recorded in SCWOS for performance purposes. Work Items do not count.

### 1.1.2 VIRTUAL EVENTS IN THE BRAZEN PLATFORM

Virtual services are necessary to provide jobseeker customers with resources, tools, and program services vital to education, skill development, and training in order to meet business demand. Employers rely on virtual services that provide aid with layoff aversion, downsizing or layoff assistance, and recruitment and hiring support to supply qualified candidates to meet particular business needs. As such, the SC Works system has the responsibility to increase the availability and delivery of virtual workforce services for jobseekers and employers to align with changing workforce conditions.

The Brazen Virtual Event Platform allows attendees to enter a virtual lobby to engage with and connect to employers in a web-hosted experience, including hiring events, opportunity events, community resources events, and virtual workshops. The Brazen platform is an extension of SCWOS, and staff must adhere to all state issued policies, including State Instruction 17-01, Change 3: Required Employer Registration in SCWOS and Effectiveness in Serving Employers.

Within the platform, Administrators (“Admins”) build and manage events, assign user roles, and access analytics and reports. To increase collaboration across the state, each LWDA will be granted admin access to one of the following four Regional Accounts in the system:

- Link Upstate Region—Greenville, Upper Savannah, Upstate, and WorkLink
- Central Region—Catawba, Lower Savannah, and Midlands
- Pee Dee Region—Pee Dee, Santee-Lynches, and Waccamaw
- South Coast Region—Lowcountry and Trident

LWDA Business Services Team Leads and DEW Regional Managers will serve as “**Primary Admins**” and be responsible for the following activities:

- Choosing and managing staff that have Secondary Admin privileges
- Alerting [VirtualHiringEvents@dew.sc.gov](mailto:VirtualHiringEvents@dew.sc.gov) of changes in staff access needs, which includes submitting the name and email of staff requiring access and immediately submitting the name and email of staff needing access removed
- Ensuring that large LWDA virtual hiring events (events with 10 or more employers) do not conflict with other LWDA virtual hiring events within the Regional Account
- Managing the activities of the Secondary Admins, event activities, and employer activities in the Local Area Account
- Obtaining approval for and creating events, registering employers, registering jobseekers, marketing events, pulling reports, and other responsibilities within the Brazen platform

“**Secondary Admins**” are assigned by the Primary Admins and are responsible for the following activities:

- Creating Approved Events
- Registering employers
- Registering jobseekers
- Other assigned tasks within the Brazen system
- Assisting with creating and editing booths
- Marketing events
- Running reports as needed

A “**Virtual Booth**” within a virtual job fair is the virtual location within an event where an employer uploads a company logo, content, and job orders for jobseekers to visit and view. The jobseeker can also apply for available job opportunities and/or webchat with the employer while visiting the virtual booth.

“**Booth Owners**” are responsible for the virtual booth within a virtual job fair. The Booth Owner must ensure that Representatives, as defined below, are assigned to work the booth during virtual events. Booth Owners can be employers, organizations, or staff depending on the type of virtual event. Primary and Secondary Admins assign Booth Owners within the Brazen system. If the booth is an SC Works Booth, as outlined below, the Primary Admin must review the booth design to ensure it complies with all state and local policies and guidelines.

A “**Representative**” is an individual assigned to respond to chats within the virtual booth during an event. All virtual booths must have a Representative in order to webchat with jobseekers. Primary Admins, Secondary Admins, and Booth Owners can assign Representatives to booths. However, if the booth is an SC Works Booth, the Primary Admins will be responsible for designating the staff person to be assigned the role of Representative. A Booth Owner and Representative can be the same person for a virtual booth.

SC Works Booths and/or Information Booths are highly encouraged at all virtual events. These booths give jobseekers the opportunity to ask questions throughout the event and to learn more about SC Works services. The Primary Admin must review the booth design to ensure it complies with all state and local policies and guidelines and assign Representatives to work the booth. Representatives of SC Works Booths and/or Information Booths are not required to be Primary Admins, Secondary Admins, or Booth Owners.

## **Event Requirements**

The Brazen platform is an extension of SCWOS, and staff must adhere to all state issued policies regarding SCWOS. In accordance with State Instruction 17-01, Change 3: Required Employer Registration in SCWOS and Effectiveness in Serving Employers, the employer registration requirement in SCWOS may be waived for job fairs and hiring events in response to mass layoffs and closure activities or worker shortages. Waivers must be authorized at the state level and will be communicated to the local workforce area(s). Any local requests for a waiver must be submitted using the online **Local Area Hiring Event Waiver Request** form accessed in SCWOS under Staff Online Resources.

Prior approval for all virtual events within the Brazen platform is required. Additionally:

- All events must include the following questions in the registration form:
  - “Did you serve in the military?”

- “Are you an eligible military spouse?”
- All virtual booths must have at least one Booth Owner and one Representative. The Booth Owner can also be the Representative.
- Prior approval is needed in order to activate the “Open Networking” function, which allows jobseekers to interact with each other during the event with the written interaction being visible to all attendees.
- The Regional Account will be responsible for branding determinations for approved events; however, the SC Works logo that includes the AJC reference is required on all events within the landing screen. The Regional Account determines the location of the logo within the landing screen.
- The employer’s logo may be used for approved individual hiring events.
- The Brazen survey for jobseekers and employers is required.

Upcoming proposed virtual events for approval must be submitted using the online **Virtual Events Proposal Form** accessed in SCWOS under Staff Online Resources. To ensure sufficient review time, all requests for approval **must be submitted within ten business days prior to the proposed event**. Events are approved on a first come, first served basis. If there is a competing event in another region utilizing the same resources or employers, the event may be denied.

**All Primary Admins and Secondary Admins must meet the following responsibilities:**



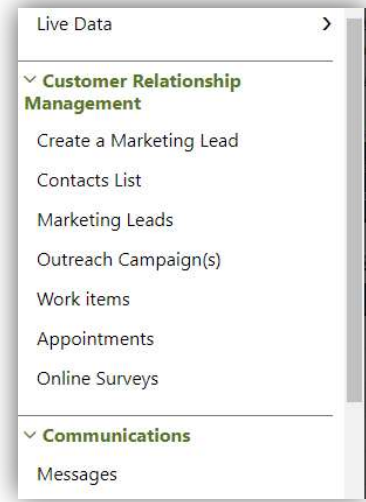
Resources are available in the DEW Brazen Resource Portal:  
<https://eb1x.co/q83MlDf>.

- Complete the Brazen trainings available for Admins located in Brazen U: <https://university.brazen.com/path/brazen-administrators>.
- “Tag” an event with the LWDA’s name. If it is a combined regional event, “tag” all LWDA’s involved.
- Avoid changing or deleting events not created by the LWDA or in which the LWDA or region is not “tagged.”
- Follow the pre-approval event process as outlined above.
- Work events as needed, including but not limited to, setting up the virtual event (selecting dates, times), assisting employers with event registration, including the verification of SCWOS registration status, and listing job postings on the platform.
- Run reports within the Brazen platform as needed or requested.



## 1.2 EMPLOYER ACCOUNT MANAGEMENT IN SCWOS

Entities meeting the definition of employer must establish an account in the SCWOS system to post employment opportunities and receive applicant self-referrals and staff-assisted referrals of qualified applicants. Staff members are encouraged to provide a high level of customer service by entering accounts on behalf of employers when possible. However, employers may establish an account in SCWOS without staff assistance. An employer's SCWOS account must be verified and fully enabled before receiving all services available to employers through the SC Works system, including display of job orders.



There are two types of employer accounts in SCWOS:

- **Marketing Lead**—an account type that identifies a non-registered employer that is not yet ready to utilize SC Works services, but is interacting with the Business Services Team or is receiving Rapid Response services. Marketing Lead accounts do not allow the employer to access recruitment tools.
- **Recruiting**—an account type that offers employers full access to labor exchange functions such as managing job orders, reviewing candidate resumes, and managing virtual recruiter alerts. Recruiting accounts must be verified and approved at the state-level.

When an employer is interacting with the Business Services Team, but has not yet decided to utilize SC Works services, staff may create an employer Marketing Lead account through the mini-registration available in the Customer Relationship Management (CRM) module. If an employer is ready to receive services that can only be provided to a verified and approved employer, staff may bypass the Marketing Lead registration and create a new employer Recruiting account to initiate the verification process. Existing Marketing Lead accounts must be converted to a Recruiting account to place the employer account in a Pending Verification status.

Staff are encouraged to provide a high level of customer service by entering Recruiting accounts on behalf of employers when possible, though employers may establish a Recruiting account in SCWOS without staff assistance.

Recruiting accounts will have one of the following access levels:

- **Pending Verification**—All new Recruiting accounts are created in this status by default for security purposes. Employers in this status will be reviewed by the SCWOS Employer Verification Team.
  - Employers **may**—
    - Login
    - Update their profiles
    - Add locations and additional contacts
  - Employers **may not**—
    - Post a public job order
    - Conduct a candidate search
    - Access the virtual recruiter system
  - Staff may only provide services and enter employer service activity codes that are available to non-verified employers.
  
- **Not Verified**—The SCWOS Employer Verification Team has attempted to contact the employer, but has been unable to complete the verification process. The information requested by the SCWOS Employer Verification Team will appear in case notes on the employer’s account.
  - Employers **may**—
    - Login
    - Update their profiles
    - Add locations and additional contacts
  - Employers **may not**—
    - Post public job orders
    - Conduct candidate searches
    - Access the virtual recruiter system
  - Staff may only provide services and enter employer service activity codes that are available to non-verified employers.
  
- **Locked Out or Revoked**—Any employer account that violates the terms of use or is suspected of suspicious activity will be locked out or revoked. Employer accounts may be locked out if the account is no longer actively used.
  - Employers **may not** login.
  - All active job orders are closed.

- **Enabled**—The SCWOS Employer Verification Team has verified the employer and approved the account. The employer has full employer access rights to SCWOS.
  - Employers **may**—
    - Manage profiles
    - Edit locations and contacts
    - Conduct candidate searches
    - Create virtual recruiters
    - Schedule hiring events
    - Post public job orders
    - Accept jobseeker applications
    - Contact jobseekers using the internal messaging system
  - Staff may enter all employer service activity codes.

## 1.2.1 EMPLOYER RECRUITING ACCOUNT CREATION

### 1.2.1.1 FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN) VERSUS SOCIAL SECURITY NUMBER (SSN)

Generally, an employer account requires entry of the FEIN; however, there are two exceptions to this rule:

- An employer operates a business as a sole proprietor or is employing individuals to work in his/her household—the employer’s SSN may be used.
- A new business is in the process of obtaining a FEIN—the employer’s SSN may be used temporarily.

**NOTE:** The employer should update the account to provide the FEIN when it is obtained.

### 1.2.1.2 THIRD PARTIES ACTING ON AN EMPLOYER’S BEHALF

Third-parties acting on an employer’s behalf may create an account for the employer; however, the employer must ensure that the account will be used appropriately. An account created by a third party will not be enabled without the employer’s written consent.

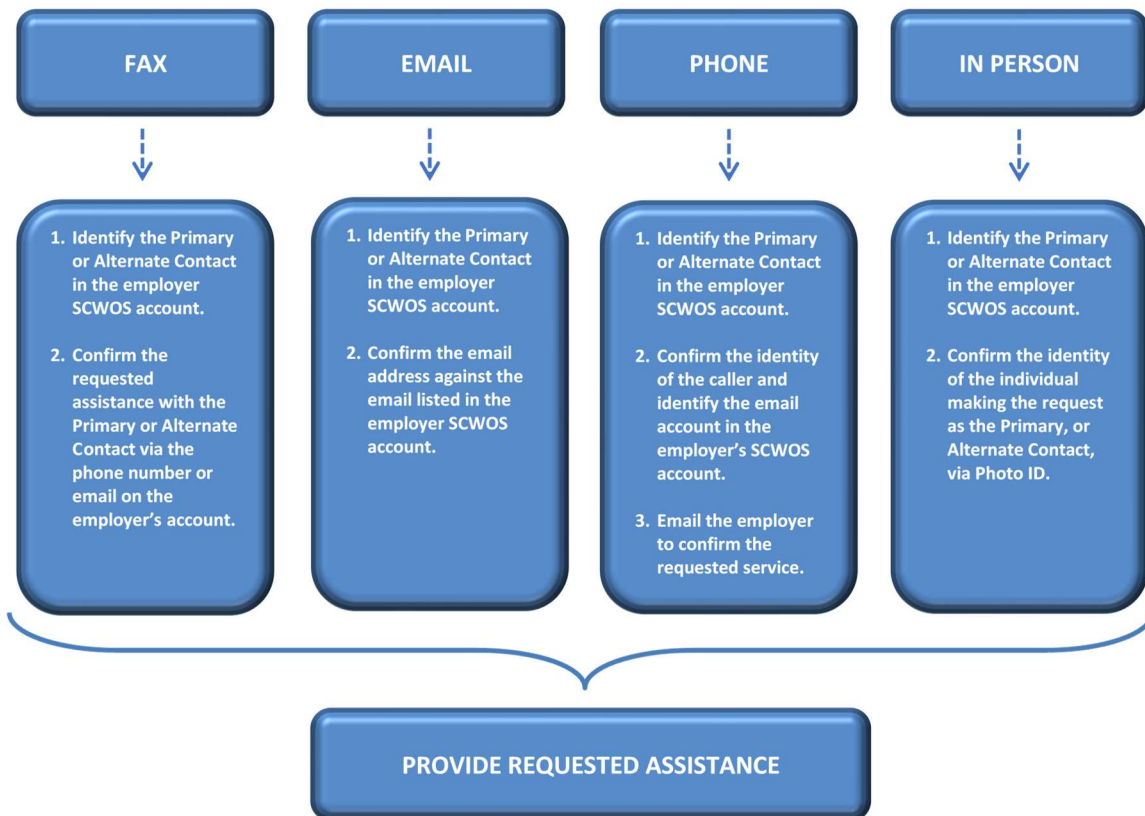
To create an account for the employer, the third-party must complete each of the following steps:

1. Register the account under the employer’s name
2. Use the employer’s FEIN, SC employer account tax number, and mailing address
3. Enter the third-party as the primary contact
4. Include the employer’s contact name, address, phone number, and email address as an alternate contact

## 1.2.2 EMPLOYER RECRUITING ACCOUNT MANAGEMENT

### 1.2.2.1 AUTHORIZED EMPLOYER CONTACTS

A **Primary Contact** is established as an employer-authorized representative with the enabling of a SCWOS employer account. The employer may also choose to add **Alternate Contacts**. Staff must confirm that an individual is one of the authorized contacts on the employer’s account before assisting with the account, including password reset or job order entry. An employer may contact staff in person or by fax, email, or phone. Staff must follow these procedures to confirm that an individual is a designated contact for the employer before assisting with an employer’s SCWOS account:



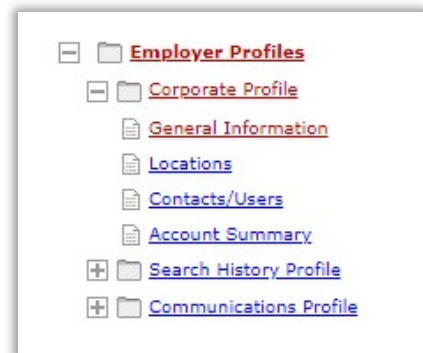
### 1.2.2.2 CHANGING EMPLOYER CONTACTS

Prior to assisting employers with adding or removing contacts on their account, SC Works staff must first confirm that the new contact is a representative of the employer, authorized to act on the employer's behalf. When employers seek staff assistance in modifying the approved contact(s) in their account by **adding or removing an alternate contact**, SC Works staff must confirm the change with the primary contact on record prior to making any additions or removals.

If the employer is asking to list a **new primary contact** on the account, SC Works staff must forward the request to the SCWOS Employer Verification Team at [SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov). State-level staff will then confirm the new primary contact via phone or email. Upon approval, the SCWOS Employer Verification Team will email local staff once the new primary contact has been confirmed. Local staff may then provide all employer services available to the new primary contact on the enabled employer account.

### 1.2.2.3 CHANGING EMPLOYER PASSWORDS

As stated above, staff must confirm that an individual is one of the authorized contacts on the employer's account before resetting the employer's password. An employer's password can be reset by accessing the "General Information" tab on the employer's SCWOS account and by completing the following steps:



1. Select the link, "Reset Employer Account," at the bottom of the Staff Info section.
2. Select the box for "Reset Password." (Staff may select the box for "Reset Security Question/Response" if the employer requests this.)
3. Select the option to "Send Email" under Email Options.
4. Choose to send the email either from the "System account" or from "Your email address."
5. Click "Send."
6. Enter E37: Password Reset Code in SCWOS with a corresponding case note.

Staff should advise employers to expect an email to the email address on the account and to check the "Spam" folder as appropriate. When the employer logs into the account again, SCWOS will prompt the employer to create a new password.

#### 1.2.2.4 SYSTEM REQUIRED EMPLOYER PASSWORD CHANGE/DEACTIVATION

Active employer accounts will require a password reset every 90 days in order to remain active. Employers may reactivate accounts made inactive by contacting [SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov).

#### 1.2.2.5 RESOLUTION OF DUPLICATE EMPLOYER ACCOUNTS

Duplicate employer accounts occur when SC Works staff or an employer creates more than one account for the same employer. Duplicate employer accounts can cause delays for the employer to receive services and could result in inaccurate data for performance reporting. Furthermore, duplicate accounts could lead to noncompliance issues for staff and the LWDA if employer service activity codes are entered on unverified accounts. See [section 1.2.3](#) on the “Employer Account Verification Process” for more information on account verification.

Examples of situations where a duplicate employer account is likely:

- Accounts that have the same company name and contact name
- Accounts that have the same company name and FEIN
- Accounts that have the same name, but are spelled differently (e.g., St. Andrews Cleaners vs. Saint Andrews Cleaners)
- Accounts that have been determined to contain outdated or invalid contact information (e.g., a conversation with the HR Director for ABC, Inc., reveals that a contact on the account, John Smith, left 3 months ago, and the SC Works staff discovers that the employer has been using a different SCWOS account.)

**NOTE:** Some employers may have separate accounts with the same FEIN, but for different locations. Those accounts should not be merged unless the employer requests the accounts to be merged.

When a duplicate account is suspected, staff must follow the instructions attached to the SCWOS Duplicate Employer Account Merge Form before submitting the form to Workforce Reporting and Compliance (WRC) at [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov). The merge request form with attached instructions can be found on SCWOS under Staff Online Resources.

## How to request an employer account merge:

1. Download the **SCWOS Duplicate Employer Account Merge Form** from the SCWOS Staff Online Resources page. The form is fillable and should be filled out electronically.
2. Complete the form with the required information and identify which employer account will be the “master” account.
  - a. **NOTE:** A merge will not change the verification status of the master account. If an enabled account is merged into a “master” account that is unverified, the newly merged account will remain unverified.
  - b. If the desired “master” account does not have the correct FEIN, fill in the information of the account with the correct FEIN in the second section of the form, “Which account contains the employer’s correct FEIN” (highlighted in yellow).
3. **Attach verification** (e.g., an email or case note) that the employer was contacted and approves of the requested merge.
  - a. Duplicate accounts will not be merged without the required verification documentation.
  - b. **If the employer cannot be reached:**
    - i. If the employer does not respond to a contact attempt within **5 days**, staff must make a follow-up contact attempt.
    - ii. If the employer does not respond to the follow-up contact attempt within **5 days**, select the box labeled, “Employer was contacted, but did not respond—inactivate duplicate accounts.”
    - iii. State staff will then inactivate the duplicate accounts to ensure that no data is lost until the employer approves the account merge.
4. Once the form is completed and proof of employer approval/contact attempts is attached, staff must email the form to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov).

### 1.2.2.6 LOCKING AN EMPLOYER ACCOUNT

SC Works staff will provide employment services to all employers, consistent with federal and state laws, regulations, and guidance. Any employer account that violates the terms of use or is suspected of suspicious, prohibited, or illegal activity will be locked out. All business services will be discontinued to employers who misuse the SC

Works system until such time as the prohibited activity is corrected or has ended. State-level staff will place an employer account into “Locked Out” status if:

- An employer can no longer be positively identified as a legitimate business.
- The account is believed to have been hacked or compromised.
- It is determined that an employer has violated the SCWOS Terms and Conditions or Equal Employment Opportunity Commission (EEOC) guidelines.


Employers in this status are unable to login and all active job orders are closed. Employer accounts established by individuals or organizations found to be posing as an employer will be placed in “Locked Out - Scam” status.

### 1.2.2.7 SCWOS EMPLOYER SERVICES ALERTS

In order to better manage employer services, business services staff has access to alerts in SCWOS that can be set as reminders for required actions on employer and job order profiles, including the following:

- **Employer Profile**
  - Employer changed general Profile Information
  - Employer changed Worksite Profile Information
  - Employer changed Contact Information
  - Employer Created Job Order by Assigned Case Manager
  - Employer Referral to Job Order by Assigned Case Manager
- **Job Order**
  - Job Orders about to Expire
  - Employer Posted/Modified a Job Order

### 1.2.3 EMPLOYER ACCOUNT VERIFICATION PROCESS

 For issues related to employer SCWOS account verification, email the SCWOS Employer Verification Team:

[SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov)

DEW and other partners of the SC Works system have an obligation to the jobseekers who use the system to ensure that promoted employment opportunities represent legitimate job openings. The SC Works system also has a responsibility to partner with business and industry.

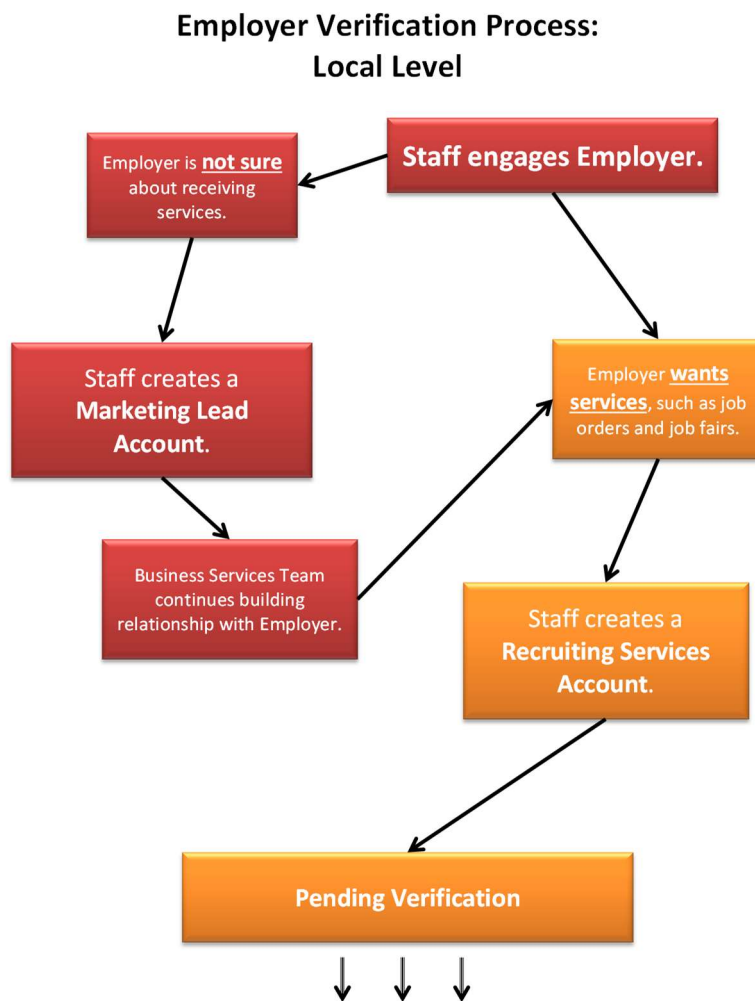


Employer registration in the SCWOS database is a key step in meeting the hiring, training, and retention needs of businesses, while ensuring authentic employment opportunities for jobseekers. The employer verification process is one of the safeguards that helps ensure the integrity of the system.

There are two stages to the Employer Verification Process: Local Level and State Level.

### Employer Verification Process: Local Level

Local staff reaches out to area employers about available SC Works services. If the employer is unsure about receiving services, local staff creates a Marketing Lead Account while the Business Services Team continues building a relationship with the employer.



When an employer decides to utilize SC Works services, such as posting job orders and participating in SC Works job fairs, the employer may independently create a Recruiting Account, or local staff can create a Recruiting Account for the employer or convert a Marketing Lead Account into a Recruiting Account.

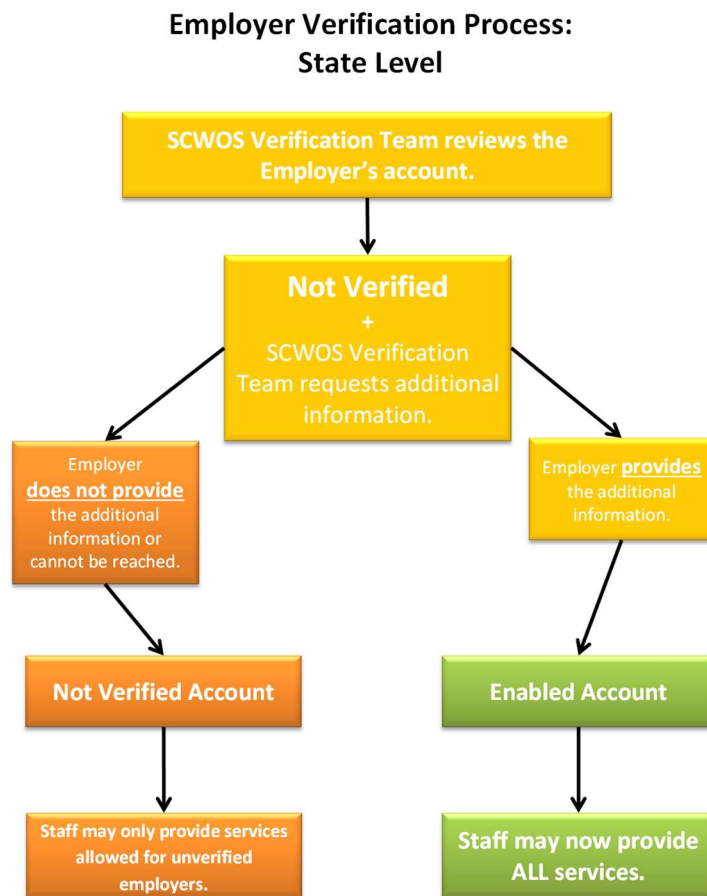
When an employer decides to utilize SC Works services, such as posting job orders and participating in SC Works job fairs, the employer may independently create a Recruiting Account, or local staff can create a Recruiting Account for the employer or convert a Marketing Lead Account into a Recruiting Account.

This step puts the employer's account into Pending Verification status, triggering the state-level verification process.

## Employer Verification Process: State Level

Once the state-level verification process is triggered, the SCWOS Employer Verification Team reviews the employer accounts that are in Pending Verification status and takes reasonable steps to verify the authenticity of the employer.

Steps may include, but are not limited to: (1) corresponding with the registrant by telephone or e-mail; (2) reviewing the company's web site, using various Internet search systems to corroborate the information given in the registration; and, (3) cross-referencing the FEIN and SC UI tax account number provided in the registration with existing DEW records, and/or reviewing the employer's records in the similar state system if the registrant is an out-of-state employer.



Registrant information to be verified for all employer accounts must include:

- FEIN or SSN
- SC UI Tax Account Number\*
- Company telephone number, address, and corporate address, if applicable
- Human Resources contact name, telephone number, and email address

\*All employers are required to establish an account in the State Unemployment Insurance Tax System (SUITS) in order to receive a SC UI Tax Account Number; however, some employers may not be liable for SC unemployment taxes. Employers who are not liable will receive a letter confirming this information. This letter will be filed by the

SCWOS Employer Verification Team in lieu of requiring a SC UI Tax Account Number. Employers should be prepared to provide their SC UI Tax Account Number or a denial letter during the employer verification process.

The SCWOS Employer Verification Team places the employer into Not Verified status pending receipt of employer confirmation or submission of any additional required information. Once the employer provides the requested information to the SCWOS Employer Verification Team, state-level staff will change the account status to Enabled. Staff may provide all services available to employers at this point. If the employer cannot be reached or does not provide the required information, the employer's account will remain a Not Verified account, only eligible for employer services that are allowed for unverified employer accounts. The SCWOS Employer Verification Team will enter a corresponding case note in SCWOS indicating why the employer's account has not been enabled.

Typically, the review process will be completed within three business days of receiving the registration. Employers receive an alert notification in SCWOS once their account is verified and fully enabled. For additional information about the types of services available to Not Verified or Enabled employer accounts, see [State Instruction 17-01, Change 3: Required Employer Registration in SCWOS and Effectiveness in Serving Employers](#).

### Employer Account Status

To view an employer's account status in SCWOS, select the appropriate employer account and open the **General Information** tab. Employer access rights will be listed as "Enabled" for fully registered and approved employers.



## Work Items in the CRM Module

Previously, staff was required to record all services for non-verified employers through Work Items in the CRM module rather than employer service activity codes. However, under the new WIOA ESE performance indicator requirements, employer service activity codes must be recorded for these services to accurately reflect employer engagement efforts. The following employer service codes should be entered in place of the Work Items as listed below:

### E01: On-Site Consultation Services

- Site Visit

### E07: Promotional Contact

- Email
- Mail
- Face-to-Face Meeting
- Phone Call
- Research
- Webinar/Demo

## 1.3 JOB ORDERS

A **job order** is an online record of an employer's requirements for filling a vacant position. Job orders must contain the qualifications that a worker must have to successfully perform a job, any specific hiring requirements, and referral instructions.

A job order **must not contain** any of the following:

- Wording that is sexually explicit, obscene, libelous, defamatory, threatening, harassing, abusive, or hateful
- Wording that is embarrassing or offensive to another person or entity
- Request for personal services implying or requiring sexual or any other illegal activity
- Discriminatory language

Additionally, staff **must remove** job orders that do any of the following:

- Contains discriminatory specifications that would exclude applicants based on race, color, religion, national origin, sex, age, or political affiliation or belief
- Seeks to fill a position involved in a labor dispute

- Requires a jobseeker to pay a fee to be referred to an employer
- Requires a monetary investment by the jobseeker
- Requires the applicant to attend unpaid training
- Indicates that the jobseeker will not be paid according to the state's minimum wage laws
- Indicates the jobseeker will not receive overtime pay for working over 40 hours in any week, unless the position is considered exempt
- Requires/refuses labor organization membership
- Pre-designates a list of job candidates that the employer will consider to the exclusion of other qualified jobseekers
- Exists when there is no immediate vacancy
- Requires the jobseeker to perform an illegal activity
- Asks jobseekers to report to an address that is not a normal place of business, such as a hotel or motel room
- Contains explicit sexual or vulgar language

**NOTE: Job orders for independent contractors are not allowed in SCWOS.** Independent contractors receive IRS form 1099, rather than IRS form W-2, and are generally considered to be self-employed. Organizations submitting these job orders are not employers for the purposes of the SC Works system and are not eligible for services to employers.

DEW will refuse or remove job orders that are in conflict with any federal or state laws, regulations, and guidance.

### 1.3.1 EQUAL EMPLOYMENT OPPORTUNITIES

Employers must provide equal employment opportunities without regard to race, color, religion, gender, age, national origin, disabilities, or political affiliation or belief in compliance with federal and state laws and amendments including the Immigration and Nationality Act of 1952 (INA), the Equal Pay Act of 1963 (EPA), the Civil Rights Act of 1964, the Equal Employment Opportunity Act of 1972, the Age Discrimination in Employment Act of 1967 (ADEA), the Rehabilitation Act of 1973 (Rehab Act), the Vietnam Era Veterans Readjustment Act of 1974 (VEVRAA), the Pregnancy Discrimination Act of 1978, the Bankruptcy Reform Act of 1978, the Immigration Reform and Control Act of 1986, the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 (ADAAA), the Genetic Information Nondiscrimination Act of 2008 (GINA), and WIOA.

### 1.3.2 LABOR DISPUTES

During a labor dispute, such as a strike or employee lockout, no job order will be accepted, and no job referral will be made directly or indirectly to fill a job opening that is at issue in the labor dispute. Staff must not accept or work existing job orders from temporary staffing companies or staff leasing companies for positions at issue in a labor dispute. SCWOS may not be used as a service to recruit replacement workers in a labor dispute.

### 1.3.3 FEES FOR CONSIDERATION

The Wagner-Peyser Act and associated regulations prohibit DEW from accepting job orders for positions for which the individual must pay an employer:

- A fee in order to be considered for employment (i.e., an agency or employer fee)
- A fee for employer-provided training in order to be considered for employment (i.e., training fee)
- A fee to invest in materials, goods, services, equipment
- A fee to go into business (e.g., franchise fees, licensing fees, purchase of Direct Selling “kits”) or any similar arrangement that requires an individual to pay the advertising employer or third-party acting on behalf of the employer

If a jobseeker, responding to a job order, reports to DEW staff that the employer has asked for money or payment of any type of fee similar to the fees/payments described above, DEW will cease referrals and will not display the job order while investigating the matter.

### 1.3.4 UNION OR NON-UNION SPECIFICATIONS

DEW does not accept job orders with language that conflicts with the South Carolina Right to Work law (S.C. Code Ann. § 41-7-10 *et seq.*), to include denial of job orders that require/refuse labor organization membership in order to be considered for employment.

### 1.3.5 SUBMISSION OF JOB ORDERS

Employers may enter job orders at any time after creating a Recruiting Account; however, **the account must be verified before job orders display to the public.**

Employers or staff, at the employer's request, may enter job orders; however, staff must verify that the individual requesting the job order is a representative of the employer with authority to recruit on behalf of the employer (see [section 1.2.2.1](#)).

### 1.3.6 REVIEW OF JOB ORDERS

The review of an employer-posted job order in SCWOS is conducted by ES staff to identify deficiencies and ensure the employer and jobseeker can be matched appropriately. It is the responsibility of Business Consultants to correct orders that do not follow the SCWOS standards for job orders. Requirements for the job must be clearly stated and the process of applying must be clearly defined. State level staff monitor job orders marked as "reviewed" by local staff for consistency in ensuring guidelines are followed as directed.

Staff must review job orders on enabled accounts within 2 business days of receipt of the job order. As part of this review process, staff must complete each of the following steps.

1. Verify that the employer has an enabled account.
2. Review the job order for clarity and completeness.
3. Make minor technical adjustments or edits needed for the job order to display properly.
4. Contact the employer to review the recruitment plan and to review any changes to the job order necessary to conform to federal and state laws, regulations, and guidance.
5. Match the job order against qualified veterans in SCWOS and notify qualified veterans about the job order.
6. Match the job order against qualified general public individuals in SCWOS and notify qualified individuals about the job order.
7. Refer the qualified candidates per the employer's instructions in the job order.

**NOTE:** DEW uses a variety of means to refer qualified candidates to job orders posted by employers. DEW does not have access to criminal history records. Reviews of candidates' backgrounds are limited to work and educational history. DEW does not conduct any further investigations, such as criminal background checks, before referring a candidate.

### Private/Temporary Employment Agencies

Staff may refer jobseekers to private employment agencies. However, staff must advise jobseekers who are referred to these job orders, including UI claimants, that the positions are being filled through a staffing company. Staff can only accept job orders from staffing companies if the staffing company meets the following requirements:

- Valid employer
- Current and available job vacancy with the client/employer
- Does not require fees to secure or keep the job

## 1.3.7 POSTING A JOB ORDER

### 1.3.7.1 VETERAN HOLD REQUIREMENT IN SCWOS

All new job orders are placed in a “Veteran Hold” status to allow qualified veterans and other covered persons the exclusive opportunity to view and receive a referral prior to non-veterans. In SCWOS, veteran holds are released during overnight processing on Monday - Friday. Overnight processing does not run on national holidays. The job order will be opened to the general public after the veteran holding period has expired.

**Example:** A job order is entered Wednesday at 6:00AM. The “Veteran Hold” will be lifted at 12:01AM Friday during overnight processing. The “Vet Hold” was in place for at least 24 hours and over the course of one full business day.

### 1.3.7.2 JOB POSTINGS TIME PERIODS

The default setting for displaying job orders is 90 days. Employers may adjust the job order display time if desired. However, employers who are posting jobs for Foreign Labor Certifications (see [section 1.5](#) below) visas are required to recruit for the specified times outlined by the DOL. Program requirements, summarized below, are subject to change, and exemptions may apply in certain cases. For additional information, see: <https://foreignlaborcert.doleta.gov/>.

Permanent and H1B Specialty Workers	H-2A Agricultural Guest Worker Program	H-2B Non-agricultural Guest Worker Program
Post/recruit for 30 consecutive days	Post/recruit for half of the contract period	Post/recruit for 10 consecutive days



**NOTE:** Job orders submitted to meet Foreign Labor Certification requirements are reviewed by state-level staff who specialize in Foreign Labor Certification requirements, and thus local staff may not edit or close these job orders.

### 1.3.7.3 FEDERAL CONTRACTORS' REQUIREMENT TO POST JOB ORDERS

Most employers are not legally required to post any job listing, although many do so to avoid the appearance of illegal discrimination. However, some contractors who do business with the US government are required to post most of their employment opportunities through the state job listing service.

Under the Vietnam Era Veterans Readjustment Assistance Act of 1974 (VEVRAA), employers with federal contracts or subcontracts of \$100,000 or more must list their job openings with the state workforce agency job bank. Contractors covered by the regulations are required to post their job openings with state and local job banks so those organizations can let qualified veterans know about the job opening. The regulation exempts job postings for executive or high-level managerial positions, internal hires, and temporary jobs lasting three days or less. SCWOS is the state workforce agency job bank in South Carolina.


### 1.3.8 JOB ORDER REFERRALS

After an employer enters a job order in SCWOS, the process of referring qualified candidates to the employer should begin immediately. A Job Order Referral is the record of referring a qualified applicant or group of applicants who are available for specific job openings to an active job order in SCWOS. Jobseekers registered in SCWOS are the primary source for qualified candidates. SC Works staff must adhere to the following guidelines for the referral and placement process:

- Give eligible Veterans priority over all other equally qualified individuals in the receipt of services funded in whole or in part by DOL. This process is also automated in SCWOS during the “Veteran Hold” period (see [section 1.3.7.1](#)).
- Do not extend referral preference to any jobseeker or group of jobseekers, except in accordance with legal requirements, such as the veterans’ priority of service provision.
- Ensure that only jobseekers suitably qualified for job openings are referred to employers. Referring an unqualified jobseeker to an employer is a disservice to both the employer and the jobseeker. Failure to screen jobseekers according to

the employer's specifications results in the loss of the employer's confidence and will eventually compel the employer to seek assistance elsewhere.

- Do not recruit for a position where the services to be performed or the terms or conditions of employment violate federal or state law. Such postings should be removed, and the account put on hold while the employer is contacted by local staff to ensure a similar job order is not posted in the future.
- Search for jobseekers with occupational experience similar to that of the job order. If this approach fails, extend the search to include related occupations.
- When possible, refer jobseekers to job orders that use their highest skills.
- Discuss the job opening with the jobseeker to ensure the terms and conditions of the job are acceptable prior to making the referral.
- Enter all job order contacts and referrals in SCWOS at the time the referral is made.

 Job referrals **do not include** directing a jobseeker to attend a job fair or sending mass emails about a job fair.

#### 1.3.8.1 SELF-REFERRAL PROCESS

A jobseeker can submit a self-referral without the direct aid of SC Works staff by selecting the “Apply” button at the top of the screen. Staff should review the self-referral within 24 hours to confirm that the jobseeker is qualified for the job as outlined by the employer. If qualified, staff approves the referral and the jobseeker receives a referral notice explaining the remaining steps to apply for the position. The jobseeker receives a generic message if he or she is not qualified for the position. To access a list of self-referred candidates:

1. Select “Manage Labor Exchange” from the left margin under “Services for Workforce Staff.”
2. Select “Referrals Pending Review.”
3. Choose the local area.
4. Choose the One-Stop Location.
5. Click Search.

#### 1.3.8.2 IN & OUT JOB ORDERS

Staff receives hire lists and notices periodically from employers and other organizations that use SC Works employment services. This information should be reviewed to

determine if a previously made referral or job development attempt (JDA) resulted in a positive outcome for a SC Works customer. A JDA occurs when a staff member contacts a registered employer on behalf of an individual or group of individuals to develop a possible employment opportunity where no known job openings or active job order currently exists. An In & Out Job Order is the process of reopening or creating a non-existing job order for the purpose of capturing a positive outcome for a legitimate referral or JDA for which the outcome was unknown at the time the job order closed or the JDA occurred.

An In & Out Job Order should not be displayed to the public and should clearly indicate it was reopened or created solely for the purpose of capturing a positive outcome. The In & Out Job Order must include the original job order number (if applicable) and the original date of the referral or JDA.

### **Placement Reporting Process:**

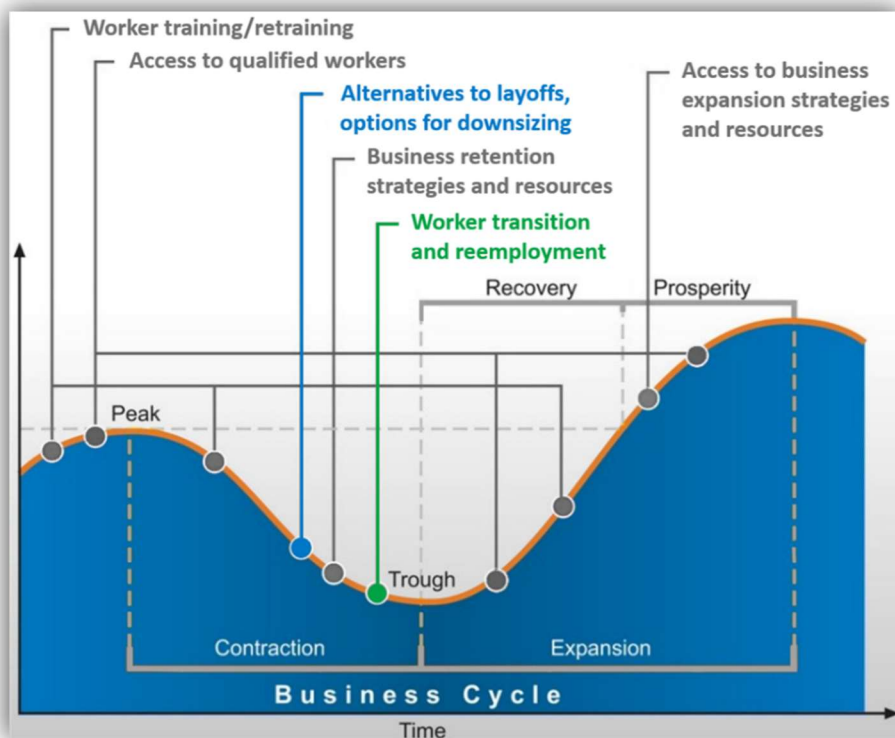
1. Look up each newly hired individual in SCWOS using their state ID and/or customer personal contact information. **Ensure the individual's account has an active WP Application** before reporting the placement:
  - a. No Individual SCWOS Account—contact the customer to create account and complete WP Application.
  - b. SCWOS Account exists without an active WP Application—contact the customer to complete the WP Application.
  - c. Account exists and has an active WP Application—continue to Step 2.
2. Review the referrals and JDAs listed in the individual's SCWOS account to see if a referral or JDA was made to the hiring business.
3. Complete the following actions to capture the placement, as appropriate:
  - a. Individual received a job referral to the listed business and job opening—
    - i. Reopen the job order
    - ii. Record the positive outcome
    - iii. Immediately close the job order
  - b. Individual received a JDA to the hiring business—
    - i. Create a job order
    - ii. Record the positive outcome
    - iii. Immediately close the job order
4. Record any JDAs:
  - a. Enter activity code 123: Job Development Attempt/Contact

- b. Enter a case note with the following information:
- i. Employer's name
  - ii. Result of the JDA
  - iii. Job title(s), if available

✓ Aim to promote long-term, stable employment, rather than obtaining a temporary placement credit.

## 1.4 RAPID RESPONSE

Rapid Response is a required activity funded by DOL which enables affected workers to return to work as quickly as possible following a layoff. The SC Rapid Response Team identifies and responds to downsizing and closures that impact South Carolina workers. Rapid Response services can be utilized at various stages within the Business Cycle, not just during the contraction or downsizing phase. For instance, while a company is expanding, relocation of jobs will create a need for Rapid Response assistance.




There are four stages to Rapid Response:

1. **Discovery and Notification**—the State Rapid Response Team is notified of a potential layoff or closure.
2. **Management Meeting**—a Management Meeting Team meets with the employer to discuss the circumstances for the anticipated layoff, along with the demographics of affected workers, and provides descriptions of informational sessions and services.
3. **Group Informational Sessions**—Impacted workers are informed of available reemployment services and prepared for job search activity prior to their anticipated layoff.
4. **Onsite Reemployment Services**—if the employer chooses to allow these services, customized onsite services to address workers’ unique needs for reducing unemployment are provided to the impacted workers. These services can include resume building, interviewing skills, SCWOS registration, basic computer literacy, UI benefits, etc. Job fairs may also be offered and can be held either onsite or offsite.

Early intervention helps affected workers make informed decisions concerning their future. Providing workers information and adjustment/re-employment services before layoffs also generates a more positive attitude toward employer and better maintains production. Pre-layoff meetings benefit employers, employees, the workforce system, and the community, ensuring a smoother transition and better re-employment success for layoff-affected employees and families.

Local staff is often the first to know about workforce transitions—to allow the maximum amount of time for the development and implementation of aversion and reemployment strategies, **it is critical that SC Works staff quickly notifies the State Rapid Response Team of any actual or suspected layoff events.**

For more information on Rapid Response services, refer to the most recent Rapid Response Manual available on SCWOS under Staff Online Resources.

 After learning of a possible layoff, closure, downsizing, etc., email the State Rapid Response Team:

[RR@dew.sc.gov](mailto:RR@dew.sc.gov)

Include the company name, company point of contact, and relevant information.

### 1.4.1 RAPID RESPONSE INCUMBENT WORKER TRAINING (IWT)

DOL encourages state and local Rapid Response operators to design innovative solutions for both businesses and workers in transition, including developing, funding, and managing IWT programs or other worker upskilling approaches as part of a layoff aversion strategy or activity. Rapid Response IWT provides funding for training to assist a business or group of businesses in averting a layoff or closure. A layoff is considered averted:

- When a worker's job is saved with an existing employer that is at risk of downsizing or closing
- When a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences a minimal period of unemployment

Rapid Response IWT can only be used when IWT is part of a broader layoff aversion strategy or activity and is restricted to skill attainment.

For more information, refer to [State Instruction 20-13, Change 1: Rapid Response Incumbent Worker Training Policy](#), and see [section 3.2.5](#) about IWT programs.

## 1.5 FOREIGN LABOR CERTIFICATIONS

Hiring foreign workers for employment in the US normally requires approval from several government agencies. For ES purposes, all foreign labor issues are handled at the State level. The employer's request for labor certification is processed by DOL. Currently, the only program DEW is directly involved with is the H-2A, temporary agricultural program. The H-2A program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the US to perform agricultural labor or services of a temporary or seasonal nature. Employment is of a seasonal nature when it is tied to a certain time of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer's need to fill the position with a temporary worker will, except in extraordinary circumstances, last no longer than one year. DOL must determine the following:

- There are not a sufficient number of able, willing, and qualified US workers available to perform the temporary and seasonal agricultural employment for which nonimmigrant foreign workers are being requested.
- The employment of H-2A workers will not adversely affect the wages and working conditions of similarly employed US workers. The DOL Wage and Hour Division is responsible for enforcing provisions of worker contracts.

The foreign labor certification process is the responsibility of the employer, not the employee; however, the employee can benefit from understanding these programs. First, employers must seek labor certification through DOL. Once the application is certified, the employer must petition US Citizenship and Immigration Services (USCIS) for a visa. Approval by DOL does not guarantee a visa issuance. The Department of State (USDOS) will issue an immigrant visa number to the foreign worker for US entry. Applicants must also establish that they are admissible to the US under provisions of the Immigration and Nationality Act of 1952.

Although each foreign labor certification program is unique, there are similar requirements that the employer must complete prior to the issuance of a labor certification. In general, the employer will be required to complete these basic steps to obtain a labor certification:

- The employer must ensure that the position meets the qualifying criteria for the requested program.
- The employer must complete the ETA form designated for the requested program. This may include the form and any supporting documentation (e.g., job description, resume of the applicant, etc.).
- The employer must ensure that the wage offered equals or exceeds the prevailing wage for the occupation in the area of intended employment.
- The employer must ensure that the compliance issues affected upon receipt of a foreign labor certification are completely understood.
- The completed ETA form is submitted to the designated DOL office for the requested program.
- The employer is notified of the determination by DOL.

**H-2A Temporary Agricultural Certification** refers to the process of obtaining one or more foreign workers during a specific activity period. For temporary agricultural work status, employers must file form ETA 9142 and ETA 790, the Agricultural Clearance Form with the DOL Regional Office. The Regional Office contacts FLC to place a job

clearance order and obtain a prevailing wage survey for the particular job in the area. Seasonal applications must be filed at least 60, but not more than 120 days, prior to the start date of the job.

**H-2B Temporary Certification** refers to the process of bringing one or more foreign workers into the US to work on a temporary non-agricultural basis. Employers must file form ETA 9142 in duplicate with FLC for initial review. The FLC transmits the application to the DOL Regional Office for final review and determination. Temporary Labor Certification is good for one year.

Additional information regarding Foreign Labor Certifications, including required forms, can be found at <https://www.dol.gov/agencies/eta/foreign-labor>. Information regarding posting a job order under Foreign Labor Certifications can be found in [section 1.3.7.2](#).

## 1.6 EMPLOYER TAX CREDITS INCENTIVES

Employer tax credits provide financial benefits to businesses and contribute to the growth and development of their communities. Specifically, the Work Opportunity Tax Credit and Apprenticeship Training tax credits can offset the employer's federal tax liabilities and stimulate economic growth in underserved communities. Moreover, they can be used for the same worker simultaneously.

### 1.6.1 WORK OPPORTUNITY TAX CREDIT (WOTC)

WOTC is a federal tax credit incentive provided to private-sector businesses that hire individuals from the following nine target groups that have historically faced significant barriers to employment:

- Temporary Assistance for Needy Families (TANF) Recipients
- Supplemental Nutrition Assistance Program (SNAP) Recipients
- Designated Community Residents (Empowerment Zone (EZ), Summer Youth EZ, or Rural Renewal Counties)
- Vocational Rehabilitation Participants
- Ticket-to-Work Participants
- Recently Convicted or Released Ex-Felons
- Supplemental Security Income (SSI) Recipients
- Disabled Veterans



- Unemployed Veterans
- Long-Term Unemployment Recipient

Employers must submit the WOTC certification request within 28 days from the new hire's starting date. The WOTC program enables these targeted employees to move to self-sufficiency and provides employers with employees they wish to retain as employees once the tax credit has ended. Employers may seek additional information or help setting up their WOTC online portal account by emailing [WOTC@dew.sc.gov](mailto:WOTC@dew.sc.gov).

### 1.6.2 SOUTH CAROLINA APPRENTICESHIP TRAINING TAX CREDIT

Apprenticeship Training is a federal or state-sponsored training program which cultivates highly skilled workers through a combination of on-the-job training (OJT) and classroom related education. Businesses can receive a South Carolina state tax credit of \$1,000 per apprentice per year, for up to four years.

### 1.6.3 COMBINED WOTC & APPRENTICESHIP TRAINING TAX CREDITS

Businesses can claim both the federal and state tax credits for the same worker simultaneously. Exceptions to this allowance include the following:

- Apprenticeships that develop the skills of a current employee; WOTC applies only to new hires.
- WOTC cannot be taken against federally subsidized wages. If the apprenticeship includes federally funded payments to the business for OJT, only the wages paid after the OJT has ended may qualify for the WOTC. However, the time spent by the employee during the OJT period applies toward the required minimum 400 hours. (This applies to OJT even when it is not part of an apprenticeship.)

## 1.7 LABOR MARKET INFORMATION (LMI) FOR EMPLOYERS

The LMI Division is responsible for a wide variety of statistical and analytical programs and data, including LMI. The LMI Division provides accurate and timely workforce data to public and private decision makers involved in workforce and economic development through publications, electronic dissemination, mail, and telephone. This division conducts special studies upon request and makes presentations to a wide variety of customer groups across the state.

Employment statistics, job forecasts, prevailing wages, demographics, and other LMI data help public and private organizations, researchers, and others better understand today's complex workforce. The information helps monitor and forecast national, state, and local economic trends, enabling employers and jobseekers to make informed career and education decisions. Better understanding of employment trends and statistical trends helps promote stable employment and economic growth. For example, if a company was considering SC as a location for possible expansion of its business, LMI would be a valuable tool in surveying the area's demographic, economic, and educational statistics.

A [Community Profile Report](#) is a comprehensive report with economic, demographic, industry, occupation, and education level statistics for counties, metropolitan statistical areas, LWDAs, and regions. Business services staff should rely heavily on the reports, especially when assisting local employers with the following:

- Job openings information (reviewing potential candidates, assessing the local labor supply)
- Occupation details (typical work experience and education requirements, education training programs)
- Statistical information (employment wage statistics, occupational outlook, projected annual openings)

The [Community Profile Desk Reference](#) is available to assist staff with understanding, utilizing, and effectively communicating information found in the report. Staff is strongly encouraged to keep the document readily available for use when working with employers and jobseekers.

## 1.8 CAREER READINESS SYSTEM

DEW collaborates with Worldwide Interactive Network, Inc. (WIN Learning or WIN), to provide career readiness courseware, assessments, and credentials for South Carolina's workforce system and its partners through WIN Learning's Career Readiness System. This career readiness system is designed to prepare learners for career and college success by providing courseware and assessments that yield nationally recognized credentials in academic skills, soft skills, and digital skills. Additionally, successful completion of the Essential Soft Skills assessment and the Digital Literacy assessment results in the South Carolina Professional Skills Credential. All credentials are state-

sponsored and recognized by employers statewide. WIN Learning also offers [WIN Job Analysis](#) services, linking the assessment standards and resulting credentials to support employer hiring and training requirements.

When ES staff proctor exams and/or provide testing locations, staff must follow the WIN Test Administration Manual and the Wagner-Peyser process for entering activity codes in SCWOS. For more information, contact [sccareerreadiness@dew.sc.gov](mailto:sccareerreadiness@dew.sc.gov) or visit <https://www.winlearning.com/>.

## 1.9 HIRE VETS MEDALLION PROGRAM

The purpose of the HIRE Vets Medallion Award Program is to recognize employers who hire and retain veterans by establishing employee development programs and veteran specific benefits to improve retention. Award recipients will have the opportunity to utilize the medallion in the marketing of their firm as a veteran-ready business, valuable in both recruiting and promotion. Competition for the award should lead to an increased focus on hiring and retaining veterans for the significant skill sets they bring to the American workforce. Given the unique role SC Works has in working with employers and veterans, the system can be a strong advocate for the HIRE Vets Medallion Program, ensuring that local employers are recognized for their commitment to hiring our nation's veterans.

Applications from employers that meet the criteria established will receive a HIRE Vets Medallion Award for each year they apply. Employers may apply annually. There are two award tiers, Platinum and Gold, for large (500+ employees), medium (51-499 employees), and small employers (50 or fewer employees). Details on current criteria for each award tier can be found at [www.HIREVets.gov](http://www.HIREVets.gov).

DOL uses the following timeline in awarding HIRE Vets Medallion Awards:

- January 31—DOL begins requesting applications by this date.
- April 30—Applications are due to DOL.
- October 11—DOL notifies employers that will receive the HIRE Vets Medallion Awards.
- Veterans Day—DOL announces the names of award recipients around Veterans Day each year.

Local areas should develop strategies to expand the awareness of and participation in the HIRE Vets Medallion Program, including but not limited to:

- Utilizing local business services teams, including LVERs, to inform local employers about the program and its benefits
- Engaging other WIOA partners to further promote the program

All SC Works staff are encouraged to visit [www.HIREVets.gov](http://www.HIREVets.gov) and view the [Workforce GPS HIRE Vets Medallion Webcast](#) to become familiar with the program and review the resources available, including program fact sheets, which should be incorporated with local employer outreach materials. Employer inquiries, including how to apply for the program, should be referred to the DOL HIRE Vets Medallion Program website or by email to [HIREVets@dol.gov](mailto:HIREVets@dol.gov).

Staff must enter **employer service code E31: HIRE Vets Medallion Program** in SCWOS when program information is shared with an employer. A **corresponding case note** must also be entered that includes the employer's name and date the HIRE Vets Medallion program was promoted.

## 1.10 SERVICES FOR LARGE EMPLOYERS

Following the passage of the Statewide Education and Workforce Development Act in 2023 ([S.C. Code Ann. 41-30-110 et seq.](#)), DEW hired Senior Business Service Consultants (SBSCs) to increase awareness and business participation in programs that help businesses obtain employees, lead business services programmatically, and ensure service delivery and employee support for large (key) accounts within the four Greater Workforce Regions.

SBSCs execute the following activities to benefit employers:

- Coordinate monthly regional collaboration meetings between DEW staff and key partners:
  - DEW Staff—regional workforce advisors, rural initiatives coordinators, rapid response coordinators, regional managers, regional workforce insights analysts, and business service leads in the assigned area
  - Key Partners—readySC, economic development, community leaders, guest speakers, and more

- Support sector partnerships and foster relationships with business stakeholders within an assigned region
- Serve as a point of contact for DEW Business Services within assigned region
- Develop the Personalized Employer Plan (PEP) process
- Lead the Business Services Team recruitment strategy for significant employer recruitment needs (e.g., readySC project, existing industry expansion, and state agency referrals).

The **Personalized Employer Plan (PEP)** covers all relevant areas of employer-centered needs. The plan is a living document that evolves with the employer and the project and provides oversight and clarity as teams develop. Through this planning process, the employer's voice remains the driving force in all decisions. These plans include the job match program, virtual job fairs, recall assistance, and enhanced referrals.

## PART 1: RELEVANT STATE INSTRUCTIONS

SI 11-05: Work Opportunity Tax Credit and Apprenticeship Training

SI 11-09: Veterans and Eligible Persons Job Referral Priority

SI 12-07: Business Size Classifications

SI 17-01: Change 3: Required Employer Registration in SCWOS

SI 18-10: HIRE Vets Medallion Program

SI 19-01: Managing Employer Accounts in SCWOS and the Employer Verification Process

SI 19-02: Managing Job Orders in SCWOS

SI 20-13: Change 1: Rapid Response Incumbent Worker Training Policy

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## PART 2: JOBSEEKER SERVICES

## 2.1 CAREER SERVICES

Career services include basic and individualized services and can be provided in any order as there is no sequence of service requirement under WIOA. Any job candidate authorized to work in the United States may register for labor exchange services in SCWOS without regard to place of residence, current employment status, or occupational qualification. Labor exchange services are the primary services provided by ES staff and fall under basic career services. Basic career services include services such as LMI, job listings and referrals, and information on partner programs. Individualized career services are to be provided as appropriate to assist individuals in obtaining or retaining employment. A key component in determining which level of service is needed is an initial assessment of a customer's knowledge, skills, aptitudes, and abilities to support the employment goal, and to identify supportive service needs.

Services to jobseekers are provided in all SC Works centers. Computer savvy jobseekers may choose to conduct business from a remote site rather than visit an SC Works center while others will prefer on-site services. Customers with little or no computer experience will be the candidates most in need of direct staff assistance. Public access computer areas, such as a SC Works center resource room, should be monitored closely by staff to watch for jobseekers wanting or needing staff-assisted services.

### 2.1.1 BASIC CAREER SERVICES

Basic career services must be made available to all jobseekers and include the following:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker (DW), or youth programs
- Outreach, intake (including identification through the Worker Profiling and Reemployment Services system of UI claimants likely to exhaust benefits), and orientation to information and other services available through the SC Works delivery system
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs



- Labor exchange services, including:
  - Job search and placement assistance
  - Career counseling, when needed by an individual, which includes:
    - Provision of information on in-demand industry sectors and occupations (as defined in WIOA § 3(23))
    - Provision of information on nontraditional employment (as defined in WIOA § 3(37))
- Provision of referrals to and coordination of activities with other programs and services, including those within the SC Works delivery system and, when appropriate, other workforce development programs
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - Job vacancy listings in labor market areas
  - Information on job skills necessary to obtain the vacant jobs listed
  - Information relating to local in-demand occupations and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system
- Provision of information relating to availability of supportive service or assistance, and appropriate referrals to those services and assistance including:
  - Childcare
  - Child support
  - Medical or child health assistance available (Medicaid Program and Children's Health Insurance Program)
  - Benefits available through SNAP
  - Assistance through the earned income tax credit
  - Housing counseling and assistance services sponsored through HUD
  - Assistance, other supportive services, and transportation provided under TANF
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim

### 2.1.1.1 JOB SEARCH READY

Customers who possess the following are considered “job search ready” and must be provided basic career services that include information on the following:

- An occupational goal with a favorable market outlook (determined by using LMI and tools in the SCWOS database)
- The knowledge, skills, aptitudes, and abilities required for the occupational goal
- No barriers that prevent obtaining and retaining employment

These individuals should not require referral to a Workforce Consultant or provision of individualized career services. However, individuals who are job search ready should be provided job search and placement assistance, including referrals to other SC Works center activities, such as resume building and/or interview skills development. Individuals initially considered job search ready may subsequently be determined to need individualized career services.

### 2.1.2 INDIVIDUALIZED CAREER SERVICES

WP staff may also provide individualized career services as needed, particularly for those individuals with barriers to employment. Individualized career services are to be provided as appropriate to assist individuals in obtaining or retaining employment. Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.

Individualized career services include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an Individual Employment Plan (IEP)
- Group and/or individual counseling
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training

- Internships and work experiences that are linked to careers
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs

Individualized career services are to be provided by a Workforce Consultant. In a comprehensive SC Works center, an initial assessment must be given prior to referral of WP customers to a Workforce Consultant. WP customers likely to need individualized career services are those who:


- Do not possess an occupational goal
- Do not possess the requisite occupational knowledge, skills, and abilities to readily find work related to their occupational goal(s)
- Have barriers that potentially prevent obtaining and retaining employment
- Require further training

Individuals initially considered job search ready may subsequently be determined to need individualized career services. Individuals initially determined to need individualized career services will likely benefit from basic career services as well. If WP staff determines that the individual is not job search ready and needs occupational or remedial training, the individual should be referred to the appropriate SC Works partner for further assistance in accordance with local partner referral procedures (see [section 2.3.4](#)). Referral to an SC Works workshop, such as resume writing or interviewing skills, may be necessary, especially for jobseekers who have not conducted a job search in recent years.

## 2.2 DETERMINING AND PLANNING APPROPRIATE CAREER SERVICES

### 2.2.1 WP INITIAL ASSESSMENT PROCEDURES (COMPREHENSIVE CENTERS ONLY)

The purpose of the initial assessment is to understand the customer's occupational goals, existing skills, and work search readiness, and to determine if any barriers to employment exist. This initial assessment is conducted within the context of local labor

 Staff in affiliate centers may also use the WP Initial Assessment to quickly evaluate jobseeker needs.

market conditions and services that may be articulated by the customer, such as a desire to pursue training or education. The initial assessment will result in a determination of next steps for the customer, which may include referral to a Workforce Consultant for individualized career services and the development of an IEP.

The WP Initial Assessment Form, available on SCWOS Staff Online Resources, **must be completed before staff refers an individual to a Workforce Consultant within Comprehensive Centers.** Though the Initial Assessment is only required in Comprehensive Centers, staff in affiliate centers may use this assessment to quickly evaluate jobseeker needs.

The WP Initial Assessment Form is for **staff use only** and can assist staff with the interview process when gathering the information necessary to conduct a thorough initial assessment. This form is used to quickly identify the customer's occupational goals, existing skills, and work search readiness, and to determine if barriers to employment exist. This form **may contain sensitive information** and should be protected from public access and view. Additionally, staff are prohibited from printing the form due to its confidential nature.

The WP Initial Assessment Form must be completed to evaluate the following:

**Occupational Goal(s)**—Evaluate the customer's occupational goal as favorable or not favorable in the labor market.

- If the customer does not have a clear occupational goal, or the outlook for the occupational goal is not favorable, then the customer is identified as in need of individualized career services and must be referred a Workforce Consultant.

**Knowledge, Skills, Aptitudes, and Abilities**—If the goal is for an occupation or occupational cluster that has a favorable outlook in the labor market, then review the customer’s skills to determine if the customer has the necessary educational proficiency, experience, training, and aptitude to compete in the current job market.

- If barriers to employment exist and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.

**Barriers to Employment**—If the customer has the necessary knowledge, skills, and abilities, then any barriers or obstacles that may prevent the customer from finding and retaining employment should be identified (examples: health and physical considerations, poor work history, lack of references, childcare or elder care issues, criminal record, transportation issues, limited English skills, homelessness, or other personal issues).

- If barriers to employment exist and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.

**Job Search Skills**—The customer’s job search planning, preparation, and job seeking skills must also be evaluated. These skills include interviewing and communication skills, knowledge of where to look for work and how to research companies, knowledge of how to appropriately update a resume, basic computer skills to apply for work online, ability to conduct internet-based job searches, social networking and self-marketing skills, motivation to find work, and a work search plan.

- If job search skills are deficient and cannot be addressed during the initial assessment or a subsequent appointment, then the customer must be referred to a Workforce Consultant.



Enter **Activity Code 137** after completing the WP Initial Assessment Form.

Upon completion of the WP Initial Assessment Form, **activity code 137: WP Initial Assessment** must be entered into SCWOS. A **corresponding case note** indicating the outcome of the assessment (i.e., referral to a Workforce Consultant or job search

ready) must be entered with the completed **WP Initial Assessment Form attached as a PDF** to prevent a viewing rights issue. If the completed WP Initial Assessment Form

indicates a referral to a Workforce Consultant is required, staff must also enter **activity code 188: Interagency Referral** in SCWOS. A corresponding case note detailing the nature of the referral must be **sent to the Workforce Consultant** with the completed **WP Initial Assessment Form attached as a PDF**. The **Workforce Consultant** will then **schedule an appointment** with the customer to provide the appropriate individualized career services as determined by the form.

**DEW Regional Managers** are responsible for the equitable distribution of referrals within their comprehensive SC Works centers.

### 2.2.2 OBJECTIVE ASSESSMENTS

WP and Veterans' Services staff must complete the Objective Assessment in SCWOS prior to developing the initial IEP. **Activity Code 203: Comprehensive Specialized Assessment** is system-generated upon completion of the Objective Assessment. If an IEP currently exists in SCWOS, but the Objective Assessment has not been completed, the Objective Assessment must be completed prior to updating the IEP. If staff completes the Objective Assessment and then determines that an IEP is not needed for an individual, staff must enter a corresponding case note explaining why an Objective Assessment has been completed, but no IEP has been developed.

### 2.2.3 INDIVIDUAL EMPLOYMENT PLANS (IEPs)

WIOA places a strong emphasis on integration across multiple core and partner programs to ensure alignment in service delivery. In light of this, the primary purpose of an IEP is to outline the provision of services necessary for the participant to achieve his or her employment goals, regardless of program affiliation.

#### 2.2.3.1 DEVELOPING AND AMENDING IEPs

The development of an IEP is an individualized process that is created in partnership with the participant, tailored to meet individual goals and needs, and should be based on the information gathered in the Objective Assessment. The IEP must identify a specific employment goal, or goals, and the appropriate objectives and combination of services necessary to achieve the goal(s). An effective IEP uses the SMART principle to create Specific, Measurable, Attainable, Relevant, and Time-driven goals and objectives.

- **Specific**—Specific goals are easy to read and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
- **Measurable**—Measurable goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by the completion of objectives.
- **Attainable**—Specific goals and objectives are attainable if the participant can be realistically expected to complete the goal within the timeframe given.
- **Relevant**—Goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant’s work history, education, training, special skills, interests, and aptitudes.
- **Time-driven**—Each goal should be limited to a defined period of time and include a specific timeline for each step of the process. Goals are defined as short, intermediate, or long term.
  - Short Term—the goal can be achieved within six months
  - Intermediate Term—the goal can be achieved within seven to twelve months
  - Long Term—the goal will require more than one year to be achieved

At a minimum, IEPs must include the following elements:

- Career goals based on the participant’s work history, education, training, special skills, interests, and aptitudes
- Clearly defined action steps/objectives to be implemented by the participant to meet the employment goal
- Any barriers to employment, supportive service needs, and planned methods to address barriers


Information provided in the IEP should justify each identified career service being provided to the participant, including potential training. An IEP must be developed prior to a participant pursuing any training activities, which should be linked to in-demand industry sectors and occupations. The agreed-upon IEP must be signed by the participant and placed in the participant’s file and saved in SCWOS. IEPs developed under the Reemployment Services and Eligibility (RESEA) program do not require a signature. All participants must receive a copy of the agreed-upon IEP.

An IEP is a living document that will be continually revised and used by staff from multiple programs, as appropriate. If there is a significant change to the IEP, the

amended IEP must be signed by the participant and placed in the participant’s file and saved in SCWOS. Significant changes include, but are not limited to, a change in training or significant change of the participant’s employment goal. Alternatively, additional objectives to the same employment goal that are in line with what the participant has already agreed to in the original IEP is not considered a significant change and does not require a renewed participant signature.

Upon completion or amendment of an IEP, the program specific IEP activity code must be entered in SCWOS with a corresponding case note. At a minimum, the case note must include the following elements, as applicable:

- Participant’s occupational goal
- Labor market outlook for the participant’s occupational goal
- Summary of the participant’s existing skills, which may include transferable and occupational skills, including those gained from hobbies or volunteer work
- Summary of the participant’s skill gaps, remedial education, and supportive service needs, if applicable
- Justification for referrals to any partner programs or services

 Activity Code 205: Development of Individual Employment Plan is system-generated when an IEP is created in SCWOS for the WP, Veterans’ Services, and RESEA programs.

### 2.2.3.2 ALERTS AND IEP FOLLOW-UP

The IEP must be reviewed periodically to evaluate the progress of each participant in meeting the identified objectives and must be updated to reflect any changes. Staff, with the exception of the RESEA Program, should set alerts for all IEP goals and objectives under “My Staff Resources” in SCWOS. These alerts will notify staff when any objective or goal is nearing the estimated review or completion date. The participant should be contacted, and the objectives and/or goal must be updated accordingly by the review or estimated date of completion.

To ensure IEPs are being reviewed and updated in accordance with this policy, supervisory staff should monitor alert settings for case managers by running the “Staff Alerts” report under “Detailed Reports” in SCWOS.



IEP Alerts			
	Alert Description	Days	Notify
<input checked="" type="checkbox"/>	<b>IEP Goals Alert</b> This alert will notify you when any IEP goal is nearing the Estimated Date of Completion.	15 days prior ▼ None Selected 1 day prior 5 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	<b>IEP Objectives Alert</b> This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	15 days prior 30 days prior	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	<b>IEP Objectives Nearing Review Date of Completion for Case Managers</b> This alert will notify you when any IEP Objective is nearing the Review Date of Completion.	None Selected ▼	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after
<input checked="" type="checkbox"/>	<b>IEP Goals Nearing Estimated Completion Date for Case Managers</b> This alert will notify you when any IEP Goal is nearing the Estimated Date of Completion.	None Selected ▼	<input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after

As a participant completes goals and objectives affiliated with a program, those goals and objectives must be closed in the IEP. **The plan itself must be closed by the last case manager assigned to the participant upon exit from the remaining program in which the participant is enrolled.** A new IEP should be opened upon program reentry, as appropriate.

Due to the nature and schedule of the RESEA program, goals and objectives developed by RESEA staff will remain open unless closed during the subsequent RESEA appointment, which may or may not occur. The intent of the RESEA program is to provide UI claimants entry to a wide array of available resources that support reemployment and connect claimants to the direct provision of individualized career services, as appropriate. Thus, RESEA initial appointments will be affiliated with the WP program in SCWOS. A corresponding case note must be entered in accordance with this policy. If an individual returns for a subsequent RESEA program appointment, RESEA staff must review and update the IEP goal(s) and objectives, as appropriate, and enter a corresponding case note. Should an individual in the RESEA program become assigned to another staff member’s caseload, the assigned case manager, regardless of program affiliation, is able to update and revise the IEP, to include closing old or completed goals and objectives.

### 2.2.3.3 AVOIDING DUPLICATED GOALS

To avoid duplicative goals by partner programs for co-enrolled participants, multiple programs should be selected under “Program Affiliation(s)” when adding to the IEP, as

appropriate. Objectives to the goals are program specific, but must be updated rather than duplicated. Co-enrollment may result in different goals and objectives in the IEP, but only one IEP can be open per participant.

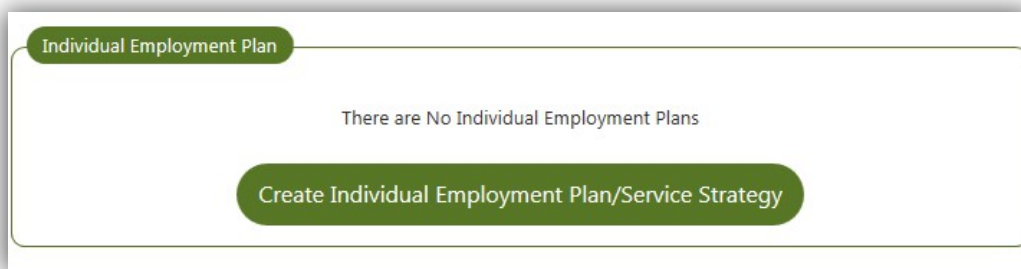
Goal #	Program Affiliation(s)	Type Of Goal	Term Of Goal	Date Established	Estimated Completion Date	Actual Completion Date	Status
1	WIOA, WP	Employment	Intermediate Term	2/17/2018	10/30/2018		Open
<b>Goal Description:</b> Obtain full-time, sustainable employment in welding							

### 2.2.3.4 IEP CREATION PROCEDURES

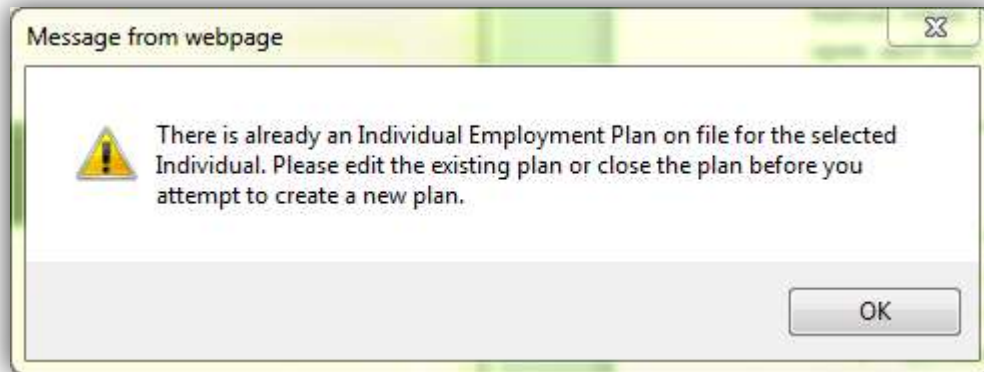
Select the individual in SCWOS for whom you need to create an IEP. Expand the **Staff Profiles** link; expand the **Case Management Profile**; and select **Plan**.



Under the Plan tab of the Case Management Profile, staff must click the **Create Individual Employment Plan/Service Strategy** button.



A participant may have only one plan open at any given time. If staff selects the create IEP/ISS button when a plan is already open, an error message will appear, indicating that a plan is already open, and that Staff will need to close out the plan before attempting to create a new plan.



Once staff has clicked the create IEP/ISS button, staff must enter or select information as follows:

- Enter the **Plan Start Date** using the MM/DD/YYYY format.
- Select the **LWIA/Region** from the drop-down menu.
- Select the **Plan Started in Office Location** from the drop-down menu.
- Review other fields for information.
- Click the **Next** button to save and continue with this IEP record. The next screen will open to Goal Information in order to create your first goal. You may also go to the Goals tab to create a new goal as explained below.

## Goals



Goals must be created using the SMART principle discussed above. Goals must be based on the participant's work history, education, training, interests, and aptitudes.

Under the Goals tab, click the **Add New Goal** link to enter the participant's desired goal.

#	Goal	Date Established	Est. date for Completion	Program	Staff	Status	Action
No History Records							

[Add New Goal](#)

Goals must be added before objectives. Complete the required fields marked with a red asterisk. Select options from the drop-down lists or checkboxes:

- Select a **LWDB/Region**.  
This should prepopulate from information entered on the Create IEP/ISS page.
- Select an **Office**.  
This should prepopulate from information entered on the Create IEP/ISS page.

**Goal Information**

\* LWDB/Region

\* Office

- Select a **Program Affiliation**.
- Select a **Type of Goal**.
- Enter the **Term of Goal**.  
Goals are defined as short, intermediate, or long term. An attainable short-term goal can be completed within six months; an intermediate goal can be achieved between 7 months and 12 months; and a long-term goal can be completed after one year.
- Type the goal description in **Description of Goal**.
- Enter the **Date Established** using the MM/DD/YYYY format.
- Enter the **Estimated Completion Date** using the MM/DD/YYYY format.  
This date should be consistent with the Term of Goal entry entered above.

- Make sure that the **Completion Status** is Open.  
If you were closing the goal, you would select Closed and then indicate the Reason Closed, i.e., Successful or Unsuccessful.
- Enter specific information in the **Goal Details (Comments)** box, as appropriate. The Goal Details should be used in order to clarify the goal entered in the Description of Goal box. **Remember the more specific and clear you can be here, the more useful the IEP will be** for the participant reviewing the plan later and any other partners who may be working with the participant.
- Click the **Save** button.

After the goal is saved, the Goals screen will refresh with the added goal and a link on the right side to Edit or Delete the goal.

#	Goal	Date Established	Est. date for Completion	Program	Staff	Status	Action
319861	Employment - Full-time, sustained employment as a law enforcement officer	05/24/2018	10/31/2019	WP	Smith, Jane	Open	<a href="#">Edit</a> <a href="#">Delete</a>
319862	Training - Obtain a GED	05/24/2018	01/16/2019	WP	Smith, Jane	Open	<a href="#">Edit</a> <a href="#">Delete</a>

[Add New Goal](#)

[Exit Wizard](#)

<< Back      Next >>

Proceed to the Objectives tab by clicking **Next** or by clicking the Objectives tab.

## Objectives



Click the **Objectives** tab. You can add a pre-defined objective or manual objective. Manual objectives are created from beginning to end. You determine the title and nature of the manual objective. Pre-defined objectives are less time-consuming.

Goal Description	Objective	Date Established	Review Date	Program(s)	Staff	Status
No Objective Records						

[Add new objective](#)

[Select pre-defined objectives](#)

For pre-defined objectives, click the **Select pre-defined objectives** link. Staff must enter or select the information as follows:

The image shows a form titled "Objective Information" with the following fields:

- \* Goal:** A dropdown menu with "Obtain a GED" selected.
- \* LWDB/Region:** A dropdown menu with "WorkLink" selected.
- \* Office Location:** A dropdown menu with "Easley Center" selected.
- \* Program Affiliation:** A dropdown menu with "Title III - Wagner-Peyser (WP)" selected.

- Select the **Associated Goal**.  
LWDB/Region and Office Location should prepopulate from information entered earlier during registration.
- Select the **Program Affiliation**.
- Check the box for the **Pre-defined Objective** to be created.

The image shows a list of pre-defined objectives with the following details:

Objective	Start Date	End Date
<input type="checkbox"/> Practice WIN	(mm/dd/yyyy) Today	(mm/dd/yyyy) Today
<input checked="" type="checkbox"/> Take TABE	05/24/2018 (mm/dd/yyyy) Today	06/07/2018 (mm/dd/yyyy) Today
<input type="checkbox"/> Practice Aztec	(mm/dd/yyyy) Today	(mm/dd/yyyy) Today

- Enter the **Date Established**.
- Enter the **Review Date**.
- Click **Save** or click **Cancel** to exit without saving.  
Comments can be added to a generic pre-defined objective after saving the pre-defined objective by selecting **Edit** next to the objective to be edited on the Objective tab.

For **manual objectives**, click the **Add new objective** link. Staff must enter or select the information as follows:

- Select the **Associated Goal**.  
The Goal Date Established will then prepopulate. LWDB/Region and Office Location should already be prepopulated.
- Select the **Program Affiliation**.
- Type the specific **Objective**.
- Enter the **Date Established** using the MM/DD/YYYY format.
- Enter the **Review Date** using the MM/DD/YYYY format.
- Enter **Objective Details (Comments)** to further clarify the objective, as appropriate.
- Click **Save** or click Cancel to exit without saving.

### Working with Existing Plans

Expand the Staff Profiles link; expand the Case Management Profile; and select Plan. An existing IEP will appear under the Individual Employment Plan section of the Plan tab. Staff may edit the plan by selecting the Edit link on the right side of the IEP listed.

Individual Employment Plan							
#	LWIA/Region	Office Location	Status	# of Goals	Staff	Date	Action
186834	WorkLink	Easley Center	OPEN	2	Smith, Jane	05/24/2018	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Display/Print</a>

To avoid duplicative goals by partner programs for co-enrolled participants, multiple programs should be selected under “Program Affiliation(s)” when adding to the IEP, as appropriate. Objectives to the goals are program specific, but must be updated rather than duplicated. Co-enrollment may result in different goals and objectives in the IEP.

Goal #	Program Affiliation (s)	Type of Goal	Term of Goal	Date Established	Estimated Date of Completion	Actual Completion Date	Status
1	WIOA, WP	Employment	Intermediate Term	2/17/1018	10/30/2018		Open
<b>Goal Description:</b> Full-time, sustainable employment in welding							
Comments:							

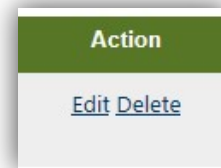
## Closing an IEP

As a participant completes goals and objectives affiliated with a program, those goals and objectives must be closed in the IEP. The IEP must be closed by the last case manager for the participant upon exit from the remaining program in which the participant is enrolled. A new IEP should be opened upon program reentry, as appropriate.

Before closing an IEP, you must close all remaining goals and objectives listed in the IEP. If you do not close the goals and objectives first, you will receive a warning message advising you to close all goals and objectives before closing the plan.

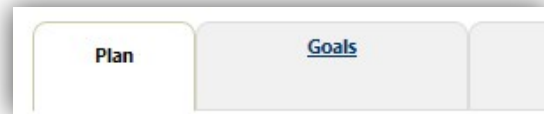
To close an objective, return to the objectives tab and select **Edit** beside the goal to be closed.

- Enter the **Actual Completion Date**.
- Change the **Completion Status** to Closed.
- Select the **Reason Closed**, i.e., Successful or Unsuccessful.
- If appropriate, add comments in the **Objective Details** text box to provide further details or to explain a successful/unsuccessful close.



To close a goal, return to the Goals tab and select **Edit** beside the goal to be closed.

- Enter the **Actual Completion Date**.
- Change the **Completion Status** to Closed.
- Select the **Reason Closed**, i.e., Successful or Unsuccessful.
- If appropriate, add comments in the **Objective Details** text box to explain a successful/unsuccessful close.

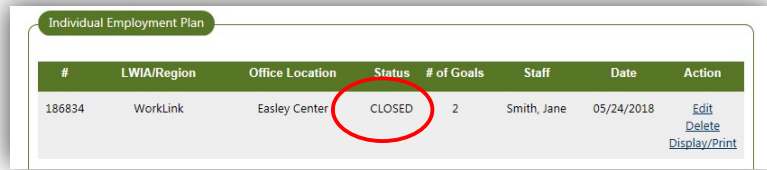


To close the IEP, return to the Plan tab.

- Enter the **Plan closed on** date using the MM/DD/YYYY format.
- Click the **Next** button at the bottom. This will save the entry.
- Click the **Exit Wizard** link.
- Click **Okay** when the system warns about closing without saving. By clicking the next button prior to selecting the exit wizard, changes were saved.



On the Plan tab under the Case Management Profile, the IEP status will now indicate that the IEP status is CLOSED.




#	LWIA/Region	Office Location	Status	# of Goals	Staff	Date	Action
186834	WorkLink	Easley Center	CLOSED	2	Smith, Jane	05/24/2018	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Display/Print</a>

If an IEP is closed in error, it can be reopened.

- Select Edit beside the closed IEP.
- Remove the date from the Plan closed on box.
- Click the Next button at the bottom. This will save the entry.
- Click the Exit Wizard link.
- Click Okay when the system warns about closing the exit wizard without saving.
- The Plan Status will then read as OPEN.

## 2.3 SCWOS INDIVIDUAL ACCOUNT MANAGEMENT

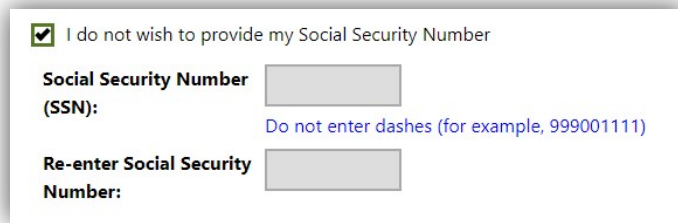
### 2.3.1 REGISTERING AN INDIVIDUAL IN SCWOS WITHOUT A SOCIAL SECURITY NUMBER

 UI claimants must provide their SSN to receive UI benefits.

Federal and state laws restrict the collection, use, maintenance, and disposal of SSNs. Staff cannot require a SSN or deny participation in a workforce program based on an individual's refusal to provide a SSN. When creating an account in SCWOS, individuals will receive the following message:

It is important that you provide a valid social security number. If you are an unemployment insurance claimant, this will be used to determine whether you have met the work registration requirement and whether you have completed your work searches. SC Works Online Services will not display your social security number to employers and will not share it with other entities unless required by law. However, providing your social security number is not mandatory. If you would like to register without providing your social security number, please ask a local SC Works Center representative for assistance. You may click on the following link to find the nearest SC Works center: [Office Locator](#). This process may take up to thirty minutes for staff to collect the necessary information and create a full registration in the SC Works system.

Individuals who choose not to provide their SSN when registering in SCWOS must contact their local SC Works center staff. Upon request, staff must assist the individual with registering in SCWOS without a SSN.



I do not wish to provide my Social Security Number

Social Security Number (SSN):

Do not enter dashes (for example, 999001111)

Re-enter Social Security Number:

Staff should advise individuals that they will still receive a pop-up notification in SCWOS upon login that the individual’s SSN is not included on their account.

**NOTE:** Staff should check for duplicate accounts before creating a new individual user SCWOS account. See [section 2.3.6 Merging Individual User Accounts](#) for more guidance on finding duplicate user accounts.

### 2.3.2 RECORDING JOBSEEKER SERVICES IN SCWOS


WP services are available to any person who wishes to access them without regard to eligibility, employment, or income status. Previously, any engagement with the labor exchange system and/or WP staff (e.g., using SCWOS to look for work, receiving basic information from staff, or referrals to partners or services) would make an individual a WP participant. WIOA now requires states to collect information and report individuals based on their level of engagement with the workforce system. The category of reportable individual allows DOL to identify the individuals who engaged with the workforce development system on an initial level, but who do not receive a significant staff-assisted service. Outcomes of reportable individuals are not included in performance. Only individuals who meet the definition of “participant” are included in performance indicators.

Categories of individuals accessing the workforce system:

- **Reportable Individual**—one who only uses the self-service system or receives information-only services or activities. Reportable individuals **are not** included in WP performance.
  - **Self-service**—occurs when individuals independently access any workforce program’s information and activities either physically (e.g., at an SC Works Center) or remotely (e.g., by phone or internet).

- **Information-only services or activities**—those that provide readily available information that does not require an assessment by a staff member of the individual’s skills, education, or career objectives.
- **Participant**—one who receives an individualized career service or a basic career service that is neither self-service nor information-only. Participants are included in WP performance. Examples include the following:
  - Virtually accessing services that provide a level of support beyond independent job or information seeking on the part of an individual
  - Determinations of whether the individual is eligible to receive assistance from the adult, DW, or youth programs
  - Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
  - Labor exchange services
  - Internships and work experiences that are linked to careers
  - Financial literacy services

When a reportable individual becomes a participant by receiving a significant staff-assisted service, the WP Application must be fully completed in order to accurately record activities. Under new federal reporting requirements, staff must complete additional demographic data screens in SCWOS to fully enroll an individual in the WP program as a participant.

 **“WP Activity Codes”** in SCWOS under Staff Online Resources provides up-to-date activity codes and definitions, including if an activity code **triggers participation** and if staff must enter a **case note**.

### 2.3.3 CREATING CASE NOTES

Case notes create a record of events and the timeline in which these events occurred. Case notes should tell a story of an individual’s interactions with SC Works staff and services received. These records can demonstrate progress or lack of success and can be used as legal evidence for appeals. Case notes also allow partner staff or new case managers to pick up where staff left off in working with an individual. A case note checklist is available on SCWOS Staff Online Resources.

Case notes **must** be:

- Clear
- Factual
- Grammatically correct
- Purposeful
- Informative (i.e., answer the questions: who, what, where, when, why, and how)



In SCWOS, there is an option to “**suppress**” a case note. This **does not** adequately protect the customer’s privacy because it does not limit access to staff with a “need to know.”

See [section 6.6](#) below for more information on securing PII.

Case notes **must never** contain medical, legal, or personally identifiable information (PII) **unless it is necessary** to meet the above listed requirements for a case note. If it is necessary to include PII, medical information, or legal information, the **case note must not be entered into SCWOS**. The case note must be put into a **physical, locked file cabinet** in the SC Works center and access to the file must be limited to staff with “need to know.” A case note should be entered into SCWOS indicating that the omitted case note is in a locked file.

### 2.3.4 REQUIRED USE OF SCWOS FOR REFERRALS

A referral is used to introduce an individual to another program or provider of service and to provide a description of the type of service the individual is seeking. A vital responsibility of each SC Works partner is the effective referral of customers to the appropriate partner for services, thereby reducing duplication and building accountability. Additionally, WIOA strongly encourages the use of an integrated system of case management, using technology to achieve alignment in service delivery that meets customers’ needs, including for referrals. In order to facilitate such a system, **WP staff must use SCWOS for all customer referrals**. WIOA Title I, TAA, JVSG, and RESEA program staff must also use SCWOS for customer referrals. By using SCWOS for partner referrals, staff can more efficiently coordinate services with partners and will more effectively be able to track the outcomes of referrals.

See “**Staff Referrals to Providers**” in SCWOS Staff Online Resources for a step-by-step guide.

### 2.3.4.1 REFERRAL REQUIREMENTS

At a minimum, a referral must include all of the following:



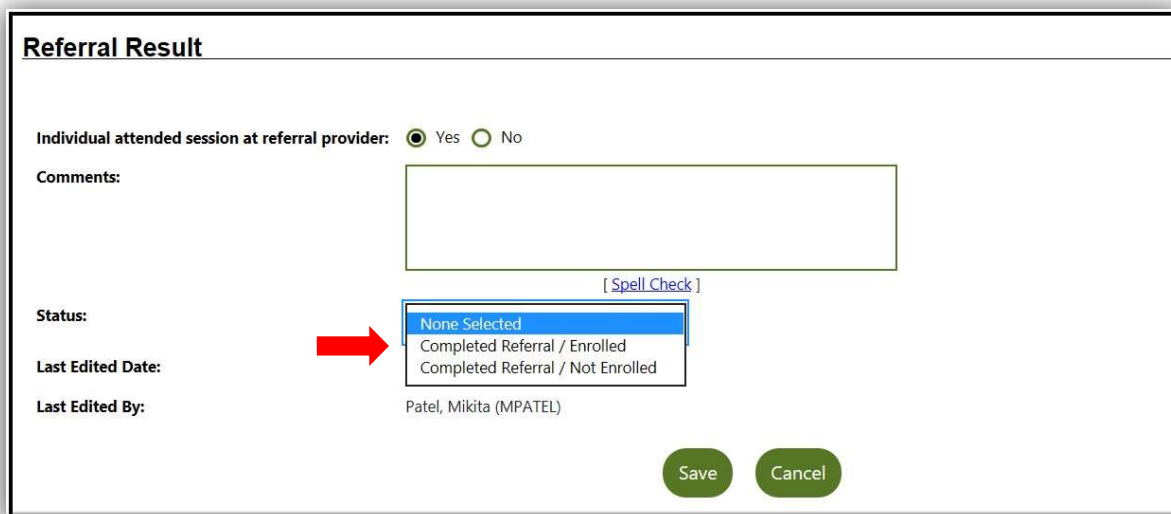
- Name of the participant being referred
- Date Contact Made—referring partner provides referral information to referred partner
- Referral To—partner organization receiving the referral
- Reason for the Referral—why the participant is being referred and/or what services are being sought
- An actively checked email address for the provider receiving the referral

**NOTE:** Staff must also enter a corresponding case note. Supporting documentation, such as a release of information form, may be attached to the case note as appropriate.

Staff from the referring program should complete the referral, but must leave the status open at the time of the referral. This indicates that a referral to a partner program has been made, but that the outcome is not yet known.

### 2.3.4.2 RECORDING OUTCOMES

Referral outcomes are recorded by closing a referral. Upon receipt of a referral from a partner program, the referred to program staff is responsible for closing the referral by recording the appropriate outcome as defined below.



**Referral Result**

Individual attended session at referral provider:  Yes  No

Comments:

[ Spell Check ]

Status:

Last Edited Date:

Last Edited By: Patel, Mikita (MPATEL)

Save Cancel

## Outcome Definitions

- “Completed Referral/Enrolled” – a referral was received by the referred to program and the individual referred was enrolled in the program.
- “Completed Referral/Not Enrolled” – a referral was received by the referred to program, but the individual referred was not enrolled in the program.



If an individual declines to enroll in the partner program referred to, program staff receiving the referral must document the individual’s refusal by:

- Entering a case note in SCWOS outlining that the individual is declining to enroll in the partner program and why
- Completing and attaching the *Program Enrollment Refusal Form* (located in SCWOS under Staff Online Resources) to the case note

To ensure referrals are being closed and outcomes recorded, supervisory program staff should monitor the “Staff Referrals Report” in SCWOS under Detailed Reports.

### 2.3.5 RESETTING PASSWORDS FOR INDIVIDUALS

When a customer forgets their login information, a customer may come in person to an SC Works center, or the customer may call or email.



Staff must first verify the customer’s **identity** before resetting the SCWOS account password.

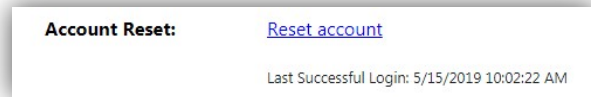
**Step 1:** Access the individual’s account in SCWOS by selecting “Manage Individual,” then “Assist an Individual,” and searching for the individual’s account.


**Step 2: Verify the identity** of the individual requesting the password reset through one of the following methods:

- Photo ID (if in person)
- Confirming at least 3 pieces of identifying information, such as:
  - DOB
  - Zip Code of Physical Address
  - SSN
  - Email Address
  - Phone Number
- Answering the security questions on the account

**Step 3: Reset the individual's account.**

- Select “My Individual Profiles.”
- Select “Personal Profile.”
- Select “Reset account.”
- Check the box for “Reset Password.” Staff may reset the security question/response at this time at the customer's request.
- Send the email to the individual with the stock password.




 Staff **must never** create a password for the customer. This is a security risk.

**Step 4:** The customer must now login to the SCWOS account in order to complete the password reset process. Upon logging in, the customer will be prompted to reset the password.

### 2.3.6 MERGING INDIVIDUAL USER ACCOUNTS

Staff must complete and submit a **SCWOS Duplicate User Account Merge Form** to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov) in order to merge duplicate individual user accounts in SCWOS. Staff may discover multiple individual accounts by searching for duplicate accounts or when an individual reports issues with their weekly job search records in SCWOS which often occurs when a UI claimant is conducting job searches on an account that does not include the individual's SSN.

To search for duplicate individual accounts, use the “General Criteria” search page to locate an individual’s account by entering various combinations of the individual’s information such as name, date of birth, phone number, email address, etc. This ensures the system will pull up the exact individual account.

 If your search returns multiple options based on this search, you may have duplicate accounts.

Once an individual’s account is located, select the username to open the “General Information” tab within the individual’s account. This tab displays an individual’s personal information which can then be used to verify other potential duplicate accounts. If three or more verifying personal information match another account, then there is a duplicate account. Verifying items include:

- Registration IP Location & Registration IP Address (most recent IP address)—these are not usually used for verifying purposes because IP addresses change frequently.
- SSN—click on the link to view.
- Full Name
- Email Address
- Residential Address + Zip Code
- Date of Birth

The “**Potential Duplicate Accounts**” link is another resource for staff in identifying duplicate accounts. This link will list any accounts that SCWOS identifies as possible duplicates. The system checks the current account by first and last name, residential zip code, and date of birth, or matching five SSN digits. If the system finds potential duplicates, **staff must** then use the verifying information from the individual’s “General Information” tab in order to **confirm that the accounts listed are indeed duplicates**.

Once an individual user account duplicate has been identified, staff must use the **SCWOS Duplicate Account Merge Form** found in SCWOS under Staff Online Resources in order to request an individual user account merge. Staff must accurately fill this form out to include the account that the individual chooses as their account, the account that contains the individual’s valid SSN, and any known duplicate accounts. All individual user account merge requests must be sent to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov).



## 2.4 FEDERAL BONDING

The Federal Bonding Program incentivizes employers to hire “high-risk” or hard-to-place job applicants by issuing fidelity bond insurance free of charge to employers. Bond coverage of \$5,000 takes effect on the applicant’s first day of work and self-terminates in six months. For longer bonding, employers may purchase bonds through the contracted insurance company. While federal bonding is a service offered to employers, jobseekers who fall under the categories of high-risk workers below should be made aware of this program. **Federal bonding is a tool that a jobseeker can leverage with the employer to incentivize the employer to hire a jobseeker who otherwise may be passed over without further consideration.**

High-risk workers include the following:

- Judicially involved individuals with a record of arrest, conviction, or imprisonment and anyone who has ever been on parole or probation or has any police records
- Recovering addicts who have been rehabilitated through treatment for alcohol and drug abuse
- Individuals with poor personal credit records or those who have declared bankruptcy
- Individuals who lack a work history
- Individuals who have been dishonorably discharged from the military
- Workers who need bonding in order to prevent being laid off or to secure a promotion
- Anyone else who needs the bond in order to get a job

Local staff should distribute the program brochure and informational letter (on SCWOS Staff Online Resources) to interested jobseekers. Interested individuals may request a Federal Bonding Voucher at their local SC Works centers. The voucher informs potential employers of the individual’s Federal Bonding eligibility and provides the employer instructions on how to apply for the bond if the individual is selected for hire.

Employers must request the bond from the **State Bonding Coordinator** at [FederalBonding@dew.sc.gov](mailto:FederalBonding@dew.sc.gov) after making a firm job offer and setting a start date. The federal bonding process at the local level does not require significant staff involvement, and thus local staff is not required to enter an activity for the provision of information. **Activity Code 124: Federal Bonding Assistance** is entered by **state-level staff only**.

## 2.5 WOTC CONDITIONAL CERTIFICATIONS

The WOTC is a federal tax credit available to employers who invest in eligible job seekers who have consistently faced barriers to employment and can be a tool leveraged by an individual to encourage an employer to hire them over other applicants. DEW administers the WOTC certification procedures and may use funds to develop partner agreements to expedite verification of targeted group eligibility and issue WOTC Conditional Certifications. DEW has recently begun the implementation of Veteran and Ex-Felon Conditional Certifications through internal and external partnerships. These WOTC Conditional Certifications may be presented to center staff by an individual seeking additional information and/or employment services and additional staff support, as appropriate, including providing information about Federal Bonding.

✔ While conditional certifications expedite approval for WOTC, an employer can still utilize the WOTC without an individual's conditional certification.

### 2.5.1 VETERANS CONDITIONAL CERTIFICATION

DEW's WOTC department is the authorized administering authority for the Veteran WOTC Conditional Certifications. Qualified veteran participants may be considered for a WOTC Conditional Certification through a prescreening process by Disabled Veterans' Outreach Program (DVOP) center staff based on any one of the following conditions:

- Veteran is receiving Supplemental Nutritional Assistance Program (SNAP) benefits.
- Veteran is entitled to compensation for a service-connected disability AND was discharged or released from active duty within one year of the hire date.
- Veteran is entitled to compensation for a service-connected disability AND has been unemployed for at least six months in the one year prior to the hire date.
- Veteran is unemployed for at least four weeks in the one year prior to the hire date.
- Veteran is unemployed for at least six months in the one year prior to the hire date.

For more information, DVOPs may access the WOTC Desk Aid for veterans' services staff on SCWOS under Staff Online Resources.

### 2.5.2 EX-FELON CONDITIONAL CERTIFICATION

The SC Department of Corrections (SCDC) is the authorized issuing authority for the Ex-Felon WOTC Conditional Certifications. Qualified Ex-Felons will receive a WOTC Conditional Certification during their exit process from SCDC custody.

**NOTE:** Neither SCDC nor DEW's WOTC department will provide a copy of the WOTC Conditional Certification to an individual if the WOTC Conditional Certification is lost. Recipients should be advised of this and to maintain their copy of the WOTC Conditional Certification. However, staff may advise individuals that employers of eligible jobseekers may seek certification through the normal WOTC employer certification request process. More information is available at <https://www.dew.sc.gov/work-opportunity-tax-credit>.

### 2.5.3 STAFF ASSISTANCE AND WOTC CONDITIONAL CERTIFICATIONS

Staff **must**:

- ✓ Provide the same screening and program qualification services as any other individual entering the center.
- ✓ Obtain a participant's permission before engaging an employer to promote the individual's skills or to notify the employer that the participant possesses the Conditional Certification.
- ✓ Provide a Federal Bonding Voucher, if applicable, and leveraging advice to individuals with a WOTC Conditional Certification.

Staff **must not**:

- ✗ Retain a hard copy or upload an electronic copy of the WOTC Conditional Certification into SC Works Online Services (SCWOS).
- ✗ Provide potential employers a copy of the WOTC Conditional Certification. Only the participant may provide the WOTC Conditional Certification to potential employers.
- ✗ Make any guarantees to employers about final certification.

Employer questions about the WOTC Program should be directed to DEW's WOTC Department at [WOTC@dew.sc.gov](mailto:WOTC@dew.sc.gov). Because the WOTC Department does not provide direct services to participants, staff must not direct individuals to this email address.

## PART 2: RELEVANT STATE INSTRUCTIONS

SI 08-05: Collection and Use of Social Security Numbers for WIA and TAA Participation

SI 17-02, Change 2: Wagner-Peyser Reporting Requirements and Activity Codes

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 18-01: Individual Employment Plans

SI 20-02: Soft Skills Instruction and Activity Code

SI 20-14: Required Use of SCWOS for Referrals

SI 22-03: WOTC Conditional Certifications

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## PART 3: VETERANS, WIOA TITLE I, AND WORKFORCE DEVELOPMENT PROGRAMS

## 3.1 SERVICES FOR VETERANS

With a priority of serving its veterans and eligible spouses, DEW offers a wide range of services designed to support veterans in transitioning to civilian employment. These services include job search assistance, skills training, resume workshops, and providing information and guidance on veterans' education benefits, including the G.I. Bill. Additionally, DEW places a priority hold on job referrals administered through SCWOS (see [section 1.3.7.1](#)).

Through the JVSG program, DEW delivers specialized career services tailored to the unique needs of eligible veterans and eligible persons facing qualifying employment barriers (QEB). It also partners with employers to promote job opportunities for veterans and facilitate veteran-friendly hiring practices.

DEW staff however will continue to provide priority of service to other veteran populations, as described in [section 3.1.1.1 Eligibility](#).

### 3.1.1 PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

The Jobs for Veterans Act of 2002 (JVA) encouraged access for veterans to services within the integrated one-stop service delivery system, including establishing priority of service for veterans and eligible spouses who are eligible for DOL training programs.

Key definitions from the final rule for priority of service for covered persons (20 CFR Part 1010):

***Veterans' Priority of Service***—Covered persons who meet program eligibility requirements must be given priority over non-covered persons for the receipt of all services provided under the program, notwithstanding any other provision of the law.

***Covered Person:***

1. Veteran—a person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.
2. Spouse of any of the following—
  - a. Any veteran who died of a service-connected disability

- b. Any member of the Armed Forces serving on active duty who, at time of application, is listed in one or more of the following categories and has been so listed for more than 90 days: missing in action, captured in the line of duty, or forcibly detained
- c. Any veteran who has a total disability resulting from a service-connected disability as evaluated by the Department of Veterans Affairs
- d. Any veteran who died while a disability indicated above was in existence

**Non-covered person**—Any individual who meets neither the definition of veteran nor eligible spouse as defined above.

Priority of Service for Veterans and Spouses applies to all qualified job-training programs (any program or service for workforce preparation, development, or delivery that is directly funded in whole or in part by DOL), including, but not limited to, the following programs: WIOA Title I Adult and Dislocated Worker (DW) programs, Wagner-Peyser Employment Service (ES) Programs, Trade Adjustment Assistance (TAA) Program, National Dislocated Worker Grant (DWG) Programs, Migrant and Seasonal Farm Worker (MSFW) Program.

In implementing priority of service for covered persons, the following rules apply:

1. A covered person must first meet the program’s eligibility requirements in order to receive priority of service.
2. Once found eligible for services, the covered person must receive the highest priority for the program or service, i.e., the covered person must take precedence over eligible non-covered persons in obtaining services.
3. Veterans’ priority of service cannot be waived.

<b>Examples</b>	The covered person receives access to the service or resource earlier in time than the non-covered person.
	If the service or resource is limited, the covered person receives access to the service or resource before the non-covered person.

### Verifying Status

Staff should attempt to verify status as a covered person at the time of making an eligibility determination and enrolling the individual into a program. Self-attestation is allowed at this time. If self-attestation is used, staff should encourage the participant

to provide additional source documentation after enrollment for data validation purposes.

*Exception for services that require a commitment of financial resources.* However, once the decision is made to enroll a covered person over a non-covered person and to commit financial resources (e.g., classroom training), staff must seek additional source documentation as shown in TEGL 23-19, Change 2, Attachment II.

For more information on data verification and source documentation, see [State Instruction 20-09: Performance Data Validation for DOL Workforce Programs](#); [TEGL 10-09](#); and [TEGL 23-19, Change 2, Attachment II](#).

## WIOA Local Plans

Local Workforce Development Boards (LWDBs) must have policies implementing priority of service for the SC Works centers and other service delivery providers in their Local Plans. Policies should include procedures that:

- Identify covered persons at the point of entry
- Provide information about employment-related rights and benefits for covered persons who apply to or are assisted by a program
- Train staff to collect required data elements for covered persons when enrolling persons into the WIOA Title I programs
- Monitor all grantees/contractors
- Track the local area's service levels of covered persons, including:
  - Percentage of program participants that are covered persons
  - Percentage of participants who are covered persons who receive intensive and training services
  - Analysis of whether the representation of covered persons is in proportion to the incidence of their representation in the labor market

## DOL-funded Grants and Contracts

DOL-funded grants or contracts issued locally must include language to ensure that all LWDA grantees/contractors are fully aware of the JVA requirements and of their obligation to design and deliver services accordingly. Such language may include:



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*This program is subject to the provisions of the Jobs for Veterans Act of 2002 (Public Law 107-288 and 20 CFR Part 1010) which provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job training program directly funded, in whole or in part, by the US Department of Labor. To obtain priority service, a veteran or spouse must meet the program's eligibility requirements.*

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All requests for proposal, grants, contracts, and (where feasible) Memoranda of Understanding or other service provision agreements must be administered in compliance with veterans' priority provisions and must include the language. Existing grants and contracts must be modified to include the language.

### 3.1.2 JVSG PROGRAM

South Carolina's JVSG program provides individualized career and training-related services to eligible veterans and eligible persons with QEBs and assists employers in fulfilling their workforce needs with job-seeking veterans. This veteran-focused program employs Disabled Veterans Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVERs) who are prohibited from performing duties that detract from their ability to meet the employment needs of eligible veterans and eligible populations with qualifying employment barriers.

#### 3.1.2.1 REFERRALS TO DISABLED VETERANS OUTREACH PROGRAM (DVOP) SPECIALISTS

DVOP specialists provide basic and individualized career services (see 20 C.F.R. § 678.430) to eligible participants. Services may include specialized employment services, including resume writing, interview preparation, and vocational training programs. Through personalized support and guidance, DVOP services help veterans achieve their employment goals and successfully reintegrate into the civilian workforce.

 The **DVOP Eligibility Screening Tool** must be completed by intake staff before a veteran is sent to a DVOP specialist.

DVOP specialists must provide services to individuals who meet the following eligibility criteria:

1. Interested in receiving one or more individualized career services
2. Meets at least one of the following criteria:
  - a. An eligible veteran or eligible person and are experiencing at least one QEB
  - b. Member of an additional population eligible for DVOP services

### **Verification and Privacy**

Veterans or eligible persons may self-attest to their veteran status. Staff must accept an individual's verbal, written, or electronic confirmation of their eligibility status and experiences as sufficient evidence for referral to DVOP services. However, verification documents are required for veterans or eligible persons who are undergoing eligibility determination and who are registering or enrolling in a program where payment is required by the program. Additionally, verification documents are required when applicable federal program rules demand verification of veteran or eligible person status.

Staff must protect a participants' privacy to the greatest extent possible. When requesting information about a participant's disability or employment barriers, staff must provide the following assurances:

- The requested information is solely for determining eligibility and service prioritization.
- Participation is voluntary.
- The shared information will be kept confidential.
- The participant may refuse to provide the requested information and doing so will not result in negative consequences.
- The requested information will be used only in compliance with legal guidelines.

### **DVOP Referral Process**

DEW SC Works center staff must use the **DVOP Eligibility Screening Tool** (available on SCWOS Staff Online Resources) before referring veterans or eligible spouses to a DVOP specialist to determine if an individual is eligible for DVOP services.

<b>Step 1: Administer the DVOP Eligible Screening Tool.</b>	
<b>Eligible for DVOP Services</b>	<b>NOT Eligible for DVOP Services</b>
<b>Step 2:</b> Enter Activity Code 189: Referral to Veteran Staff into SC Works Online Services (SCWOS) and a corresponding case note, identifying the receiving staff member.	<b>Step 2:</b> Refer the individual to non-DVOP staff who can further assist these individuals and enter a corresponding case note.
<b>Step 3:</b> The DVOP specialist uses the <b>DVOP Case Note Template for Enrollment</b> (available on SCWOS under Staff Online Resources) and the <b>DVOP Eligibility Screening Tool</b> to enter a DVOP enrollment case note.	<b>Step 3:</b> Provide services on a priority of service basis to veterans and eligible spouses.

See State Instruction 24-05, DVOP Eligibility, for more information.

### 3.1.2.2 LOCAL VETERANS' EMPLOYMENT REPRESENTATIVES

A LVER is a business consultant who exclusively carries out employment, training, and placement services for veterans, as prescribed under Title 38, Chapter 41, section 4104 (a).

LVERs advocate for all veterans and eligible persons to business, industry, and other community-based organizations by participating in appropriate activities. Activities include, but are not limited to, the following:

- Planning, conducting, and participating in job and career fairs
- Conducting employer outreach, including facility tours or interviews with current employees to familiarize themselves with job responsibilities or qualifications
- Assisting with job development for veterans, eligible persons, and other DVOP-eligible populations enrolled in workforce development programs
- Facilitating job search workshops/groups, on behalf of/in conjunction with employers (only if DVOPs and/or other SC Works center staff are available to deliver any needed direct services)
- Working with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training for veterans
- Informing federal contractors of the process to recruit qualified veterans
- Promoting credentialing and licensing opportunities for veterans
- Coordinating and participating with other business outreach efforts, including the efforts of WIOA business service representatives

- Educating and training other center staff in order to ensure easier access to the appropriate employment and training services for job-seeking veterans
- Conducting community outreach and presentations on behalf of employers seeking to hire veterans
- Promoting initiatives and programs such as the [DoD SkillBridge program](#)
- Promoting the [HIRE Vets Medallion Program](#) and assisting local area employers in applying for the award when appropriate (see VPL 02-19 and TEGl 9-18 (or most current guidance) for more information).


LVERs also play an important role in developing the veteran service delivery strategies in the state workforce system, educating all center staff about current veterans’ employment initiatives and programs and providing regular updates on veteran services and programs.

LVERs coordinate with DVOP specialists and other staff who are serving DVOP-eligible customers to provide job opportunities to those individuals. LVERs may speak with the customers to better understand and meet their employment needs. Once the customer is ready for employment, their case manager works with a LVER to help place the veteran into employment.

### 3.1.3 HOMELESS VETERANS’ REINTEGRATION PROGRAM (HVRP)

Veterans who are homeless and want to return to the workforce often face obstacles such as a lack of transportation, lack of permanent housing, lack of proper work attire and/or tools, or involvement with the justice system. The Department of Veterans Affairs (VA) launched the “Ending Veterans’ Homelessness” initiative in 2015, to prevent Veterans and their families from entering homelessness, and to assist those who are homeless in exiting as quickly as possible. This initiative provides comprehensive support, addressing not only housing, but also health care, employment, benefits, and other supportive services. Partnerships with organizations that can provide needed services are an effective way to improve employment and training outcomes for veterans served by HVRP grantees. One effort related to this partnership is to connect homeless veterans with workforce programs available at American Job Centers (AJCs) to ensure they receive appropriate workforce services.

After SC Works center staff have identified a “veteran” or “eligible veteran” who self-attests to experiencing, or at risk of homelessness, must refer the individual to an HVRP grantee for training.

 HVRP grantees do not provide shelter.

If a veteran attests to being homeless, or being at risk of homelessness, SC Works center staff should follow the steps below to refer the individual to an HVRP grantee, if available.

1. Determine if the individual is an eligible veteran for the HVRP.

A veteran is eligible to participate in the HVRP if the individual served in the US Army, Navy, Marine Corps, Air Force, Space Force, Coast Guard, or Reserve component (National Guard Reserve), received a discharge or release under conditions other than dishonorable (38 USC § 101(18)), and meets one of the following criteria:

- a. At least one day of active duty (38 U.S.C. §101(21)) to include time spent in basic training for active-duty members
  - b. Federal active duty for National Guard and Reserve members, excluding inactive duty and active duty for training (38 U.S.C. § 101(22), (23))
  - c. Any period of inactive duty or active duty for training during which National Guard and Reserve members received a service-connected disability rating resulting from a disease or injury incurred or aggravated in the line of duty (38 U.S.C. § 101(24))
2. If the individual is an eligible veteran for the HVRP, locate the nearest HVRP grantee using the “Find a Grantee” search tool available at <https://nvtac.org/find-a-grantee/>.
3. Facilitate communication and coordination between the HVRP grantee and the individual by phone and/or virtual means.
4. The HVRP grantee verifies the individual’s eligibility for the HVRP and enrolls them into the program.

DOL also strongly encourages HVRP grantees to refer HVRP participants to the nearest American Job Center (AJC) for additional support and assistance from Wagner-Peyser staff, DVOP specialists, and Workforce Innovation and Opportunity Act (WIOA) Title I program staff. Because an HVRP may also be eligible for DVOP services, SC Works center intake staff should assist the referred veteran with the DVOP Eligibility Screening Tool, described in the state DVOP eligibility policy and found on SCWOS Staff Online Resources before referring the individual to a DVOP specialist.

### 3.1.4 NON-PAID WORK EXPERIENCE (NPWE) PROGRAM

The VA Non-Paid Work Experience (NPWE) Program provides eligible Veterans and Servicemembers with training and practical job experience. This program is ideal for Veterans and Servicemembers who have clear career goals, learn well in a hands-on setting, and may have a hard time getting a job due to lack of experience. The VA provides a monthly allowance directly to the Veteran.

NPWEs are only available to Federal, state, or local government agencies and are provided at no cost to government agencies. The VA refers only qualified Veterans or Servicemembers. The employer does not pay a salary to the NPWE participant, and the NPWE participant does not count toward the company's number of full-time employees. The VA will support employers during the NPWE to help with training needs. Federal employers may use Special Hiring Authorities to directly hire NPWE participants without a competitive recruitment. The employer may hire a Veteran or Servicemember at any point during their participation in the NPWE.

#### Steps to Set Up a NPWE

An employer must take the following steps to set up a NPWE program:

1. Provide a training outline and a list of required tools, equipment, uniforms, and supplies.
2. Identify specific job objectives for the Veteran or Servicemember to accomplish. NPWE vocational rehabilitation counselors or employment coordinators can help employers identify goals
3. Sign the form designating certifying officials, staff authorized to sign NPWE-related documents.
4. Sign a VA Statement of Assurance of Compliance with Equal Opportunity Laws.
5. Fill out the Monthly Record of Training and Wages form for each Veteran or Servicemember and submit to the NPWE vocational rehabilitation counselor or employment coordinator monthly.
6. Interview the Veteran or Servicemember before beginning the program to ensure the applicant is a good fit.

The VA, vocational rehabilitation counselor, or the employment coordinator assists employers to complete all required forms.

For more information, visit <https://www.benefits.va.gov/vocrehab/employers.asp>.

### 3.1.5 DOD SKILLBRIDGE

The US Department of Defense's (DoD) SkillBridge program is an opportunity for service members to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during the last 180 days of service. DOD SkillBridge connects transitioning service members with industry partners in real-world job experiences.

For service members, DOD SkillBridge provides an invaluable chance to work and learn in civilian career areas. For industry partners, DOD SkillBridge is an opportunity to access and leverage a highly trained and motivated workforce at no cost. Service members participating in DOD SkillBridge programs continue receiving their military compensation and benefits, while industry partners provide the civilian training and work experience.

Installation and unit commanders, who have members about to transition from active duty, bridge the gap between their service members' end of service and the beginning of their civilian careers with DOD SkillBridge participation. Commanders ease this military-to-civilian transition period for their members when they permit SkillBridge participation with trusted employers.

Service members can be granted up to 180 days (normally 90 to 120 days) of permissive duty to focus solely on training full-time with approved industry partners after their chain of command, field grade commander, provides written authorization and approval. These industry partners offer real-world training and in-demand work experience while having the opportunity to evaluate the service member's suitability for future employment.

For more information, see: <https://skillbridge.osd.mil/program-overview.htm>.

## 3.2 WIOA TITLE I PROGRAMS

In South Carolina, WIOA Title I programs are administered through DEW and the 12 LWDA's and include the Adult, Dislocated Worker (DW), and Youth Programs. Policies pertaining to WIOA programs are guided by the State Workforce Development Board (SWDB). Services available through WIOA fall into three main categories: case management, training, and supportive services; however, these services vary by LWDA.

### 3.2.1 ADULT PROGRAM ELIGIBILITY

An individual eligible for services through the WIOA Title I Adult Program must be all of the following:

- A US citizen or a non-citizen who is eligible to work within the US
- Registered with the Selective Service (if applicable)
- 18 years of age or older

**NOTE:** Employees participating in IWT do not have to meet the eligibility requirements for participation in the Adult Program, unless also enrolled as a participant in the Adult Program.

See [State Instruction 15-17, Change 3: Adult Priority of Service under WIOA](#) for more information regarding WIOA priority of service for participants in the Adult program.

### 3.2.2 DISLOCATED WORKER PROGRAM ELIGIBILITY

To be eligible for participation in the WIOA Title I Dislocated Worker (DW) program, an individual must be a US citizen, or a non-citizen who is eligible to work within the US, registered with the Selective Service (if applicable), and meet one of the definitions of DW eligibility listed in WIOA § 3(15).

**NOTE:** Employees participating in IWT do not have to meet the eligibility requirements for participation in the DW program, unless also enrolled as a participant in the DW program.

#### Definition of Unlikely to Return to a Previous Industry or Occupation

For DW eligibility under Category A as outlined in WIOA § 3(15)(A), an individual is unlikely to return to a previous industry or occupation when there is a lack of growth, a decline in job openings or employment opportunities, or the individual has been laid off without a recall date, or the date has passed, and is in need of additional services or training.

Examples include:

- Skill Oversupply - An excess number of workers locally with similar skill sets and experience are seeking limited related employment opportunities.



- **Obsolete Skills** - The applicant no longer meets the minimum requirements of jobs available in their occupation.
- **Local Layoff Impact** - Local business closing(s) or layoffs have had a significant negative impact on the availability of jobs in the applicant's primary occupation and accustomed wage/hour/skill level.
- **No Job Offers Received** - The applicant has been available and looking for work for a number of weeks and has not received an offer of work ("number of weeks" could be two or more weeks, depending upon the occupation, state of local economy, and/or applicant's verified job search efforts).
- **Physical Limitations or Disabilities** - The applicant has newly acquired physical limitations or injuries which limit the individual's ability to perform the job from which they were dislocated.

**NOTE:** An individual laid off on a temporary basis or furloughed with a specific, upcoming return to work date does not meet the definition of "unlikely to return to a previous industry or occupation."

The following forms of documentation can be used to demonstrate "unlikely to return":

- Labor market information (LMI) indicating the applicant's skills are not currently in demand
- LMI indicating the applicant cannot meet the skills requirements for jobs currently available in their chosen occupation
- LMI indicating no jobs or only part-time jobs are available that match the applicant's skills
- Job search records demonstrating no job offers received for a period of weeks prior to WIOA enrollment
- Documentation from a physician or other applicable professional of acquired physical limitations or injuries that make an individual unable to perform the same work as the job of dislocation
- Documentation provided by the individual from employer or UI where no return-to-work date was given or the date has passed with no job availability (For UI documentation, claimants can access their return to work status in the UI My Benefits self-service portal. See also, Unlikely to Return UI Documentation, available on SCWOS under Staff Online Resources.)

### 3.2.3 YOUTH PROGRAM ELIGIBILITY

An individual eligible for services through the WIOA Title I Youth program must be all of the following:

- A US citizen or a non-citizen who is eligible to work in the US
- Between the ages of 14 and 24 at the time of enrollment
- Registered with the Selective Service, if applicable
- An eligible Out-of-School Youth (OSY) or In-School Youth (ISY)

An OSY is an individual who is not younger than age 16 or older than 24 at the time of enrollment, is not attending any school, and is one or more of the following:

- School Dropout
- Youth who is within the age of compulsory school attendance (defined as under the age of 17 in South Carolina), but has not attended school for at least the most recent complete school year calendar quarter (based on how a local school district defines its school year quarters)
- Low-income individual who is a recipient of a secondary school diploma, or its recognized equivalent, and is either basic skills deficient or an English language learner
- Offender
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), a runaway, an individual who is in foster care or who has aged out of the foster care system, a child eligible for assistance under the Social Security Act § 477, or an individual who is in an out-of-home placement
- Individual who is pregnant or parenting
- Individual with a disability
- Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

An ISY is an individual who is not younger than age 14 or older than 21 at the time of enrollment, is attending school, is low-income, and is one or more of the following:

- Basic skills deficient
- English language learner

- Offender
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), a runaway, an individual who is in foster care or who has aged out of the foster care system, a child eligible for assistance under the Social Security Act § 477, or an individual who is in an out-of-home placement
- Individual who is pregnant or parenting
- Individual with a disability
- Individual who requires additional assistance to complete an educational program or to secure or hold employment

For more, see [State Instruction 19-05, Change 1 WIOA Youth Program Guidance](#).

### 3.2.4 NATIONAL DISLOCATED WORKER GRANT (DWG)

National Dislocated Worker Grants (DWGs) are discretionary grants awarded by DOL under WIOA § 170 to provide employment-related services for dislocated workers. DWGs are supplemental, time-limited funding assistance in response to major economic dislocations or other events that cause significant impact on states and local areas that exceed the capacity of existing formula funds and other relevant resources. Disaster Recovery is one type of DWG intended to provide disaster relief and humanitarian assistance employment, as well as employment and training services, as appropriate, to minimize the employment and economic impact of federally declared disasters and emergency situations in disaster-declared areas as defined in 20 CFR § 687.110(b). DWG projects should align with other state and local programs, including Rapid Response, layoff aversion, and the WIOA Title I Dislocated Worker Program, and should focus on addressing employment and training needs in states and local areas.

An individual eligible for services through a Disaster Recovery DWG must be one of the following:

- A worker temporarily or permanently laid off as a consequence of the disaster
- A DW as defined by WIOA § 3(15)
- A long-term unemployed worker
- A self-employed individual who became unemployed or significantly underemployed as a result of the disaster or emergency

## Long-Term Unemployed Worker

A long-term unemployed worker is unemployed at the time of eligibility determination and meets any one of the following:

- No employment history
- Incarcerated previously or within 180 days of release from incarceration
- Unemployed for 11 or more nonconsecutive weeks over the last 26 weeks

## Significantly Underemployed

A self-employed individual is significantly underemployed at the time of eligibility determination if any of the following apply:

- Employed less than full-time (less than 30 hours per week), but seeking full-time employment
- Employed in a position that is inadequate with respect to their skills and training
- Employed, but meets the definition of a low-income individual in WIOA § 3(36)
- Employed, but current earnings are not sufficient compared to their earnings before the disaster or emergency

For more, see [State Instruction 20-05, Change 1: Disaster Recovery National Dislocated Worker Grants](#).

### 3.2.5 INCUMBENT WORKER TRAINING (IWT)

IWT is a reimbursement grant program wherein the business is reimbursed for actual training costs following the completion of training. IWT is funded through local WIOA Title I Adult and DW program funds (local IWT) and Governor's Reserve or Statewide program funds (statewide IWT). Rapid Response also provides funding for IWT to assist a business or group of businesses in averting a layoff or closure (see [section 1.4.1](#)). To receive funding for an IWT program, employers must apply for an IWT grant.

IWT provides both workers and employers with the opportunity to build and maintain a skilled workforce. Training is intended to assist with expansion, new technology, retooling, new services/product lines, and/or new organizational structuring, or to be used as part of a layoff aversion strategy. The employer commits to retain the incumbent worker(s) trained and to increase the competitiveness of the employee and the employer. IWT should result in training completions, credential attainment, employee retention, wage increases, and promotions.

The ideal IWT is one where a participant acquires new skills allowing him/her to move

into a higher paying position within the company, allowing the company to hire a jobseeker, through the WIOA program, to backfill the worker’s position.

IWT is tracked in SCWOS as both an employer service and a participant activity.

Employer Service Codes	Individual Activity Codes
E20: RR-Funded IWT Agreement for Layoff Aversion	355: Rapid Response-Funded IWT
E40: WIOA State or Local IWT	325: Locally-Funded IWT
	360: WIOA State or Local IWT

### Business Eligibility

An employer that is eligible to apply for IWT funding must meet all of the following requirements:

- South Carolina for-profit or non-profit business
- At least one full-time employee other than the owner of the business
- Current on all state tax obligations
- Registered in SCWOS and have an enabled employer account
- Agree to comply with [State Instruction 20-08: Local and Statewide IWT Policy](#)

Training entities and government employers (city, county, state, and/or federal) are not eligible for IWT funding. Businesses receiving services through readySC™ and/or other training providers may be eligible for IWT as long as the training funded is not a duplication of services provided through another funding source. IWT funds are not available to a business that has relocated, if that relocation resulted in the loss of jobs at the original location, until the company has operated at that new location for 120 days. A business that has recently relocated to, or is expanding into, a LWDA must complete the WIOA IWT Program Pre-Award Review in order to receive IWT funding from that LWDA.

A group of employers may form a training consortium for the purposes of receiving IWT. Common examples of training consortia include, but are not limited to business associations, industry councils, chambers of commerce, or downtown/community development corporations. The training consortium, or a third party representing the training consortium, may apply for IWT on behalf of the group of employers but cannot serve as the training provider and is not eligible to receive any funding as payment for

their services. IWT funding may not be used for members of a training consortium who would otherwise be ineligible for IWT, i.e., training entities and city, county, and state governments.

### **Employee/Worker Eligibility**

To qualify as an incumbent worker, the worker must meet the following requirements:

- Employed
- Meet the Fair Labor Standards Act requirements for an employer-employee relationship
- Established employment history with the employer for six months or more

Individuals who do not have an employer-employee relationship include the following:

- Employees who are placed through a staffing or temporary agency
- Employees who receive a 1099 for tax filing purposes

When IWT is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six months or more as long as a majority of the employees being trained meet the employment history requirement. Employees do not have to meet the eligibility requirements for participation in the WIOA Adult or DW programs, unless also enrolled as a participant in the Adult or DW programs.

### **Training Services**

Businesses are typically in the best position to assess employee skill needs and to select the type of training and training provider that can fulfill those needs. Training that results in a credential or helps an employee advance along a career pathway in high-growth, high-demand occupations is prioritized under the program.

Training funded through IWT cannot be provided by employer staff, regardless of the staff person's position or credentials. Training must be provided by a training provider external to the business, and may be conducted at the business' own facility, the training provider's facility, online or remotely, or at a combination of sites.

The following types of training are **not eligible** for IWT funding:


- Periodic safety and refresher courses such as all forms of Occupational Safety and Health Administration (OSHA) trainings
- First Aid and CPR certifications
- Hazardous material handling training

International Organization of Standardization (ISO) training may be eligible for the purposes of developing a quality management system in order to earn ISO certification.

For more, see [SI 20-08: Local and Statewide Incumbent Worker Training Policy](#) and [SI 20-13, Change 1: Rapid Response Incumbent Worker Training Policy](#).

## 3.3 SERVICES FOR MIGRANT AND SEASONAL FARM WORKERS (MSFWs)

Under 20 CFR § 653.101, as South Carolina’s Workforce Agency, DEW is required to ensure that Migrant and Seasonal Farmworkers (MSFWs) have access to all the services of the workforce development system in a way that takes into account their preferences, unique needs, and skills. Each SC Works site, a part of the AJC Network, must provide services to MSFWs that are equivalent and proportionate to the services provided to non-MSFWs. The program focuses on using outreach to talk about and offer MSFWs the full range of career and supportive services, benefits and protections, and job and training referral services available through SC Works centers.

 On November 24, 2023, DOL made changes to MSFW service provision through the [WP Act Staffing Final Rule](#).

### 3.3.1 MSFW ELIGIBILITY

MSFWs include migrant farmworkers and seasonal farmworkers:

- **Migrant farmworker**—a seasonal farmworker (as defined below) who travels to the job site so that the farmworker is not reasonably able to return to their permanent residence within the same day.
- **Seasonal farmworker**—an individual who is employed, or was employed in the past 12 months, in farmwork (as defined below) of a seasonal or other temporary nature and is not required to be absent overnight from their permanent place of residence. Labor must be:
  - **Seasonal.** Labor is performed on a seasonal basis where, ordinarily, the employment pertains to or is of the kind exclusively performed at certain seasons or periods of the year and which, from its nature, may not be continuous or carried on throughout the year.  
**NOTE:** Workers who move from one seasonal activity to another, while employed in farmwork, are employed on a seasonal basis even though they may continue to be employed during a major portion of the year.
  - **Temporary.** Workers are employed on a temporary basis where they are employed for a limited time only or their performance is contemplated for a particular piece of work, usually of short duration. Generally, employment which is contemplated to continue indefinitely is not temporary.



MSFW status is based on information obtained from the customer for the previous 12 months *at the time of service*. MSFW status is subject to change over time and must be re-determined on an ongoing basis each time the customer receives desk-side assistance. The designation should be supported by the customer’s employment history in SCWOS.

**NOTE:** Foreign agricultural workers with an H-2A visa are also MSFWs but cannot be registered and enrolled in SCWOS due to the employment restrictions tied to their visas.

**Definition of Farmwork**

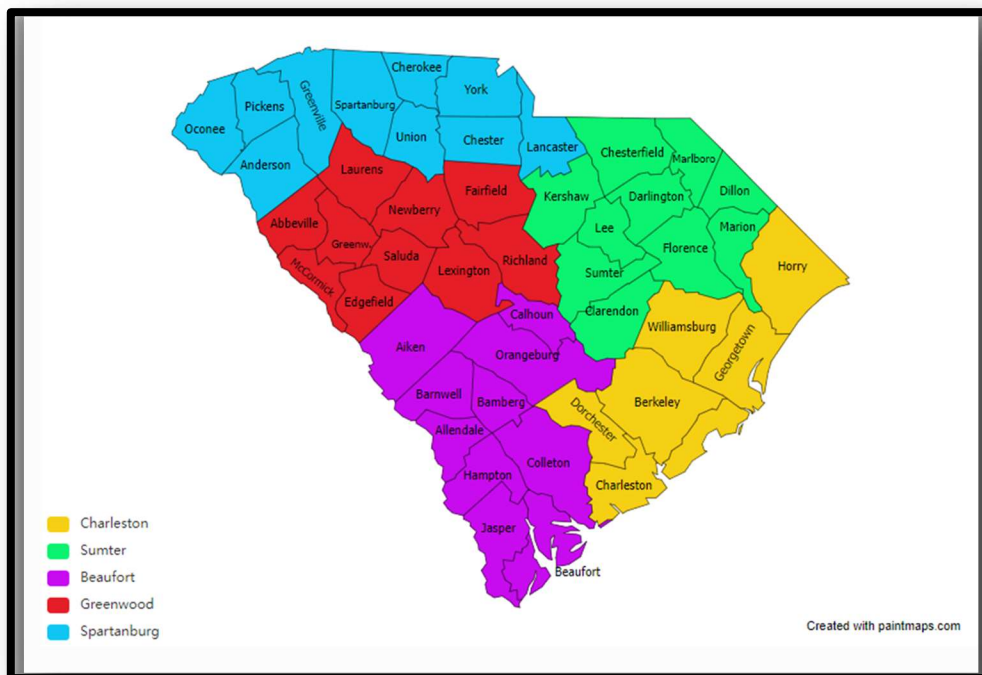
Farmwork includes the following:

Farmwork Defined (Four Categories)	
Production, Growing, and Harvesting of Agricultural/Horticultural Commodities	Raising of Livestock, Bees, Fur-bearing animals, Poultry, Fish Farming, practices like Forestry or Lumbering performed by a farmer or on a farm as an incident to or in conjunction with the farming operation
Preparation for market, delivery to storage or to market or to carriers for transportation to market. Handling, planting, drying, packing, packaging, processing, freezing, or grading prior to delivery for storage of any Agricultural/Horticultural Commodity in its Unmanufactured State	Cultivation/Tillage of the Soil

Farmwork also includes any service or activity covered under [29 CFR 500.20\(e\)](#) and/or [20 CFR § 655.103\(c\)](#), governing non-immigrant workers performing agricultural work, and any service or activity identified by DOL guidance.

### 3.3.2 FOREIGN LABOR CONSULTANTS AND AGRICULTURAL OUTREACH COORDINATORS RESPONSIBILITIES

#### MSFW Significant Office Locations and Outreach Service Regions



**Agricultural Outreach Coordinators (AOCs)** conduct outreach to MSFWs throughout the state with responsibilities described in [20 CFR 653.107\(b\)](#). The objective of AOC outreach is to communicate the full range of workforce development services, including the following:

- Referrals to training,
- Supportive services
- Specific employment opportunities
- Information on the ES and Employment-Related Law Complaint System
- Information on other organizations serving MSFWs in the area, and
- A basic summary of farmworker rights

The interaction between MSFW and non-MSFW staff is critical to the success of providing services to MSFW customers through the SC Works centers. AOC staff must locate and

contact MSFWs who are not being reached through the normal intake activities conducted by SC Works staff. As long as the focus remains on serving farmworkers, it is appropriate for AOC to work alongside other staff to serve employers by:

- Obtaining job orders
- Referring MSFWs to open jobs
- Verifying placements of MSFWs referred to jobs
- Resolving MSFW or employer concerns or complaints informally
- Providing wage and hour related information or referrals to other agencies
- Providing information on the Agricultural Recruitment System (ARS) and the H-2A program

Agricultural Outreach Coordinators are assigned to each outreach service region to conduct outreach to the agricultural community and can travel to and provide services in any of the counties within their assigned region.

The **State Monitor Advocate (SMA)** monitors DEW and SC Works offices for compliance with ES regulations governing services to MSFWs on an ongoing basis and serves as an advocate to improve services for MSFWs, among other duties. The SMA's responsibilities are outlined by federal regulations found at [20 CFR § 653.108](#).

**Foreign Labor Consultants (FLCs)** provide extensive outreach to employers by matching agricultural job openings with qualified MSFWs throughout the state and informing agricultural employers of services available through the SC Works system. These staff operate out of three (3) SC Works Centers (Spartanburg, Florence, and Aiken). Their duties include the following:

- Agricultural labor needs assessments
- Compliance guidance for federal and state laws
- Assistance with Farm Labor Contractor registrations and renewals
- Coordination of services and assistance to the employer's current farmworkers
- Local, regional, and national recruitment assistance
- Screening job applicants
- Provision of information such as crop conditions, labor supply, and LMI
- Connection and coordination of services with government and community agencies
- Technical assistance with Foreign Labor Certification
- Soliciting and filling job orders

- Disseminating information on farm-related rules and regulations
- Farm labor contractors registration
- Conducting prevailing wage and practice surveys
- Providing consultant inspections of migrant housing
- Referring complaints to proper enforcement agencies

**Non-MSFW SC Works Center Staff** can serve MSFW customers and must be trained in identifying, registering, and serving MSFWs, and making referrals to community resources. Because services provided to MSFWs must be equivalent and proportionate to those provided to non-MSFWs, service delivery to MSFWs **must not** be assigned to MSFW outreach staff only.

✓ All ES staff, including non-MSFW staff, are expected to know how to access language access services for Limited English Proficient (LEP) customers.

[State Instruction 24-04: Language Access Services for Limited English Proficient \(LEP\) Individuals](#) provides guidance for ES staff providing language access services. Additional resource guides and forms are available on the ES DEWConnect page.

### 3.4 TRADE ADJUSTMENT ASSISTANCE (TAA OR TRADE) PROGRAM

The TAA or Trade Program is a federal program that assists US workers who have lost their jobs as a result of increased imports or shifts in operations due to foreign trade agreements. TAA seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. Based on the date when the individual became eligible for TAA services, trade benefits and services may include the following:

- Career and Case Management Services
- Training
- Income Support—Trade Readjustment Allowances (TRA)
- Job Search Allowances
- Relocation Allowances

✓ TRA is a benefit available under TAA and is not its own program.

TRA available to provide income support to eligible participants while enrolled in full-time training. The amount of each weekly TRA payment is based on the weekly UI

benefit amount received. To receive TRA, participants must have exhausted all UI benefits.

### 3.4.1 TAA PROGRAM REVERSION 2021 AND SUNSET PROVISIONS

Without congressional action prior to July 1, 2022, the TAA program expired, triggering the TAA program's "sunset" or termination provisions. Termination follows a one-year period from July 1, 2021 - June 30, 2022, known as Reversion 2021, which limited group eligibility, reduced program funding, and restricted benefits available to workers.

**Training and Other Activities Funds.** Funding for fiscal years 2022, 2023, and 2024 (upon request) remain available for expenditure under the terms and conditions of their awards and subject to the regulations of the TAA program under which an individual worker is certified, as well as operating instructions listed in section four of [TEGL 13-21](#).

**Eligibility.** Participants enrolled in the TAA program prior to June 30, 2022, will continue to be funded by TAA after the sunset date, so long as they remain eligible for the TAA program. Additionally, individuals not enrolled prior to July 1, 2022, may still be eligible for the TAA program. To be entitled to TAA benefits and services on, and after, July 1, 2022, a worker must meet the following conditions:

- Fall under a petition filed and certified on, or before, June 30, 2022
- Be an adversely affected worker (AAW), under 20 CFR § 618.110, who was totally or partially separated from adversely affected employment on, or before, June 30, 2022

**NOTE:** For the 2015 Program, adversely affected incumbent workers (AAIW), defined in 20 CFR § 618.110, who were threatened with total or partial separation on, or before, June 30, 2022, are eligible for TAA; however, AAIWs are not eligible for services under Reversion 2021.

- Meet or continue to meet the individual eligibility requirements in accordance with relevant operating instructions and regulations at 20 CFR part 618, including any applicable deadlines.

**Older Worker Wage Subsidies.** For TAA-eligible workers, 50 years of age or older, Alternative Assistance (ATAA) and Reemployment Trade Adjustment Assistance (RTAA)

can subsidize 50% of the difference in the wages earned at the time of separation from the TAA-certified employment and the wages earned in reemployment. Participants who were eligible for older worker wage subsidies, and had received at least one payment on, or before, June 30, 2022, will continue to receive this benefit for as long as they remain eligible for the benefit. Eligible individuals who did not begin receiving this benefit prior to July 1, 2022, are not eligible for these benefits under the TAA sunset provisions.

**Petitions.** Only petitions that are filed and certified on, or before, June 30, 2022, may allow a worker in the covered group to be eligible for TAA after June 30, 2022. Petitions filed before July 1, 2022, that have not been certified will remain in a pending status. If legislation is issued reinstating the TAA program, the reauthorizing legislation will govern how pending petitions are handled. DOL will not process any petitions filed after July 1, 2022, unless and until the TAA program is reauthorized.

**Reporting Requirements.** There are no changes to the reporting requirements under the TAA program on or after July 1, 2022.

**Operating Instructions.** Operating instructions for administering the benefits and services to workers under the TAA program are as follows:

- 2002 Program—TEGL 11-02 and Changes 1, 2, and 3, unless modified by 20 CFR part 618
- 2009 Program—TEGL 22-08 and Change 1, unless modified by 20 CFR part 618
- 2011 and 2015 Program—20 CFR part 618
- Reversion 2021—20 CFR part 618 and TEGL 24-20 and Change 1
- Ongoing Operations of the Trade Adjustment Assistance (TAA) for Workers Program During Phase-Out Termination - TEGL 07-23

### 3.5 LMI FOR JOBSEEKERS

LMI is a key ingredient to understanding the workplace and the dynamics which influence job search and career choices. LMI data forms the foundation of an effective job search by providing a wealth of information to help formulate an actionable plan. Jobseekers can use Labor Market Profiles as a guide to locate wages, benefits, training, and other information to explore career opportunities.



### 3.6 TICKET TO WORK PROGRAM: EMPLOYMENT NETWORK

The Ticket to Work Program provides more choices for receiving employment services to individuals receiving Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) who are between the ages of 18 and 64. Under this program, eligible beneficiaries may choose to assign “tickets” to an Employment Network (EN) of their choice in order to obtain employment services, vocational rehabilitation services, or other support services necessary to achieve their employment goal(s). DEW operates as an EN for the Ticket to Work Program. As an EN, DEW coordinates and provides appropriate services through the SC Works system to help the beneficiary find and maintain employment. For more information about the Ticket to Work Program, visit <https://choosework.ssa.gov/index.html>.

### 3.7 COORDINATING COUNCIL FOR WORKFORCE DEVELOPMENT (CCWD)

Previously under the Department of Commerce, the Coordinating Council for Workforce Development (CCWD) [transitioned to DEW](#), following the passage of the Statewide Education and Workforce Development Act on May 19, 2023 ([S.C. Code Ann. 41-30-110 et seq.](#)). This new law endeavors to reach the workforce potential of South Carolina by coordinating, aligning, and enhancing all publicly funded workforce development services and by centralizing oversight of the entities providing workforce services.

Similarly to WIOA, goals of the new law include:

- Promoting a customer-centric workforce system so that the available opportunities are easy to access, highly effective, and simple to understand
- Gathering workforce development resources and services to meet the immediate and future needs of specialized industry workforce demands and economic development commitments of South Carolina

The CCWD must engage in detailed discussions, foster collaboration, and share critical information with relevant stakeholders to build an adaptive and resilient workforce capable of driving South Carolina’s economic development.



The [first USP](#) was released July 23, 2024, on the DEW website.

Under the direction of the Chairman of the CCWD, DEW’s executive director, the CCWD establishes a comprehensive statewide education and workforce development plan—the Unified State Plan (USP)—that provides a systemwide approach to streamline and unify efforts of entities involved in education and workforce development in South Carolina. By leveraging technology, data analytics, and other innovative tools, the USP aims to identify skills gaps, develop training programs, and align workforce education with industry needs in an effort to create a workforce that is “future ready.”

The full CCWD has 38 members. The executive committee of the CCWD consists of the following members:

- DEW Executive Director (Chair)
- Office of the Statewide Workforce Development Director
- Department of Commerce Secretary
- State Superintendent of Education
- State Board for Technical and Comprehensive Education Executive Director
- Commission on Higher Education Executive Director
- House Speaker appointee with professional expertise in economic development and workforce issues
- Senate President appointee with professional expertise in economic development and workforce issues



### 3.8 REGIONAL WORKFORCE ADVISORS (RWA)

Like the CCWD ([section 3.7](#)), the Regional Workforce Advisors (RWAs) transitioned from the Department of Commerce to DEW with the passage of the Statewide Education and Workforce Development Act on May 19, 2023 (S.C. Code Ann. 41-30-110 *et seq.*). RWAs were established by the Education and Economic Development Act of 2005 to coordinate and facilitate the delivery of information, resources, and services to students, educators, employers, and the community to bridge the workforce skills and awareness gap. These responsibilities include but are not limited to:

#### **Support for creating a workforce (students, parents, and adult learners) by:**

- Providing opportunities for engagement with business leaders
- Connecting students to employment opportunities and higher education
- Guiding students in workforce preparation and work ready development
- Providing professional development related to college and careers
- Informing students and parents of opportunities and career facts

#### **Support to educators by:**

- Providing resources to make learning relevant to workforce needs
- Communicating South Carolina industry workforce needs
- Assisting in workforce development, college, and career preparation
- Providing professional development related to college and careers
- Connecting educators and industry leaders

#### **Support to the business community by:**

- Connecting business partners with schools to develop a workforce initiative
- Outreaching to students, educators, and parents about jobs and industries
- Relaying information to educators about workforce needs
- Bridging the gap between workforce needs and workforce development
- Advocating industry needs inside the education system
- Serving as a support system for the emerging workforce

**Organization.** The 12 RWAs serve each of the Local Workforce Development Areas (LWDAs). Each RWA must have an advisory board, comprised of local leadership:

- District Superintendent
- High School Principal
- Local WDB Chair
- Technical College President

- Four-year College President or University Representative
- Career Center Director or School Career and Technical Education Coordinator
- Parent-Teacher Organization Representative
- Business and Civic Leaders

Advisory boards are appointed by local delegation members. RWAs fall under Employment Services and works in partnership with SC Works Center staff.

**RWA Statewide Initiatives.** RWAs participate and develop opportunities tailored to the needs of each community. The following outlines various initiatives facilitated by RWAs annually.

RWA Statewide Initiatives Snapshot		
Student leadership development  Career Expos for middle school and high school students  Hiring events for high school seniors	Educator professional development and leadership academies  Educators in the workplace  School and workforce partners advisory boards  CTE Comprehensive Local Needs Assessment	SC Workforce Business Champion

## PART 3: RELEVANT STATE INSTRUCTIONS

SI 11-09: Veterans and Eligible Persons Job Referral Priority

SI 15-17: Change 3: Adult Priority of Service under WIOA

SI 19-05, Change 1: WIOA Youth Program Guidance

SI 20-05, Change 1: Disaster Recovery National Dislocated Worker Grants

SI 20-08: Local and Statewide Incumbent Worker Training Policy

SI 20-13, Change 1: Rapid Response Incumbent Worker Training Policy

SI 20-15, Change 1: Participant Eligibility for WIOA Title I Programs

SI 23-02: Updated Federal Income Guidelines

SI 24-01: Priority of Service for Veterans and Spouses

SI 24-04: Language Access Services for Limited English Proficient (LEP) Individuals

SI 24-05: Disabled Veterans' Outreach Program (DVOP) Eligibility

SI 24-06: Homeless Veterans' Reintegration Program (HVRP) Referrals

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## PART 4: ES AND UI COORDINATION

## 4.1 UNEMPLOYMENT INSURANCE (UI) BENEFITS


Workers who lose their jobs through no fault of their own may be eligible for unemployment benefits, which are funded by a state employer tax. 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 for suitable work. The workforce system is a key source of services to support the reemployment of these workers. The integrated workforce system established by WIOA is intended to provide participants with a seamless experience that includes a knowledgeable and professional level of service.

Staff must enter **WP activity code 139: Staff-Assisted UI Claim Assistance** to record when staff provides **meaningful assistance filing an initial UI claim online**, if requested, or if the individual is identified as needing the service due to barriers such as limited English proficiency, lack of computer skills, or other barriers.

## 4.2 SUITABLE WORK

A claimant must be **able, available, and actively seeking suitable work** for which the individual is qualified in order to receive UI benefits. SC Regulation 47-23 requires that a claimant must look for and accept employment that pays at least 90% of the wage earned from the most recent bona fide employer. Once a claimant has been paid eight weeks of unemployment benefits, suitable work is then defined as employment which pays 75% of the wage earned during the most recent bona fide employment for any subsequent weeks. The suitable work wage cannot be reduced below the minimum wage.

Claimants are required to accept suitable work referrals and offers in order to continue receiving UI benefits. **Claimants whose wage demand exceeds the suitable work amount must be advised of the potential for denial of benefits and given the opportunity to adjust their minimum acceptable wage.** If it is determined a claimant has refused a suitable referral or job offer, the individual will be disqualified from

 Job searches must be performed in SCWOS using the individual's registered username and password to be recorded as a verifiable job search.

benefits until returning to work and earning eight times the weekly UI benefit amount. **The SC legislature currently requires claimants to make at least two job search contacts weekly through SCWOS.**

## 4.3 UI-APPROVED TRAINING—GED PROGRAM AND STATE TECHNICAL COLLEGE TRAINING

A claimant who is not available and seeking work due to enrollment in training may have those requirements waived if the training is considered approved for the UI program. Claimants receiving UI benefits who are in an UI-approved training or program are not required to be available for work and are not required to make an active search for work. Additionally, those claimants will not be disqualified for refusal to accept work or failure to apply for work so long as training is satisfactorily progressing toward completion in accordance with the program provider.

Claimants' participation in and receiving of GED services and participation in one or more of the following short-term programs (up to 16 weeks) at a state technical college will be considered approved training by UI:

- **Patient Care Technician (PCT)** - This healthcare program teaches individuals how to administer basic care to patients. PCTs interact directly with patients to provide assistance with daily tasks.
- **Emergency Medical Technician (EMT)** - Instruction on the basic knowledge and skills necessary to stabilize and safely transport patients ranging from non-emergency and routine medical transports to life-threatening emergencies.
- **Medical Billing and Coding** - With this program, individuals will gain the skills necessary to translate medical reports into codes used within the healthcare industry and to process claims with health insurance companies on behalf of healthcare providers.
- **Computing Technology Industry Association (CompTIA) A+ Certification** - The industry standard for establishing a career in IT, this program teaches individuals how to support today's core technologies from security to cloud to data management and more.
- **Commercial Driver's License (CDL)** - This program offers hands-on training and in-depth classroom instruction necessary to understand and master the daily requirements of a career in professional truck driving.
- **Manufacturing Technician (ManuFirstSC)** - A basic manufacturing certification for individuals needing entry-level eligibility for manufacturing employment. Covers the areas of manufacturing safety, quality awareness, production and processes, and maintenance awareness.

- **Manufacturing Skill Standards Council (MSSC) Certification** - This program helps individuals learn the basic skills and knowledge required for advanced manufacturing and supply chain logistics jobs.
- **Occupational Safety and Health Administration (OSHA) Certification** - Instruction about common job-related safety and health hazards during this 10-hour or 30-hour training course.
- **LEAN Six Sigma** - Instruction on how to help an organization operate more efficiently by analyzing and improving their processes with the tools that individuals learn in this training program.
- **Welding** - Instruction on various welding techniques through a wide selection of course offerings.
- **Heavy Equipment Operator** - A combination of in-class and hands on instruction, this training will prepare individuals for a variety of construction jobs by teaching equipment safety, identification, operation, and basic maintenance.
- **Lineman Technician** - Instructions on the tools and equipment required for safe installation and repair of underground and overhead utilities through a combination of work in the classroom and field settings.
- **Forklift Operator** - Instruction on how to safely operate a forklift.

The following WP activity codes must be recorded when a reportable individual or WP participant is receiving GED services or participating in one of the approved programs listed above while receiving UI benefits:

ACTIVITY CODE	ACTIVITY NAME	DEFINITION	TRIGGERS PARTICIPATION	REQUIRES CASE NOTE
U04	UI Claimant in GED Program	This code should be entered on a Registered Individual or a Wagner-Peyser participant (including JVSG and MSFW). This code will allow UI claimants who are receiving GED services to be exempt from the UI work search requirement. This code is used for internal tracking purposes only and is not included in performance.	No	Yes

U05	UI Claimant Attended Orientation	This code should be entered on a Reportable Individual or a Wagner-Peyser participant (including JVSG and MSFW). This code will allow UI claimants who explored training options at a state technical college to be exempt from the UI work search requirement for that week. This code is used for internal tracking purposes only and is not included in performance.	No	Yes
U06	UI Claimant in Training	This code should be entered on a Reportable Individual or a Wagner-Peyser participant (including JVSG and MSFW). This code will allow UI claimants who are participating in an approved program at a state technical college to be exempt from the UI work search requirement while in training. This code is used for internal tracking purposes only and is not included in performance.	No	Yes

### Training Exploration

A claimant can explore state technical college training options in lieu of work search requirements for one week. The State Technical College System will notify DEW when a claimant explores local technical college training options. The appropriate DEW staff will then enter the U05 activity code on the individuals' WP Application, waiving the work search requirement for that week.

### Enrollment in GED Services or Training

Upon enrollment in an approved training program at a state technical college as listed above or in GED services, the claimant is responsible for completing and submitting one of the following forms in person at a comprehensive SC Works center:

- UI-Approved State Technical College Training Programs Work Search Waiver Form
- UI-Approved GED Services Work Search Waiver Form

Upon receipt of the completed and signed form, DEW staff must complete the following:

1. Enter the appropriate activity code on the individual's WP Application
2. Enter the training start date as the "Scheduled Date"

**NOTE:** Do not enter the "Actual Service Date" and "Completion Code" at enrollment.



3. Upload and attach the appropriate form to a corresponding case note in SCWOS
4. Provide career and referral services, as appropriate



Scheduled Date: 06/03/2021 [Today](#)

Scheduled Time: [dropdown] : [dropdown] AM [dropdown]

Actual Service Date: [empty] [Today](#)

Completion Code: **None Selected** [dropdown]

RR Event: [empty] [\[ RR Search \]](#)

\* LWDB / Region: Midlands [dropdown]

\* Office Location: Columbia Center [dropdown]

Leave Completion Code blank until you are ready to enter the Actual Service Date and close the activity.

### Continuing in GED Services or Training

The claimant is responsible for submitting the completed waiver form to DEW staff on a **monthly** basis for attendance verification purposes if continuing to actively participate in training.

Upon receipt of the completed and signed form, DEW staff must complete the following:

- Upload and attach the form to a corresponding case note in SCWOS
- For the GED Services waiver, extend the “Scheduled Date” by 30 days within the existing U04 code to waive the work search requirement for an additional month
- Continue providing career and referral services, as appropriate

**NOTE:** Supervisory staff should monitor individuals with open U04 and U06 activity codes on a monthly basis by running the “Services Provided to Individuals” report in SCWOS and follow-up with individuals, as needed, to ensure claimants are reporting as required and that the work search requirement is not waived indefinitely. Record all communications with an individual by entering timely case notes in SCWOS.

### Training Completion

- Upon completion of training or GED services, successful or otherwise, the activity code should be closed by entering the last day services were received as the “Actual Service Date” and selecting the appropriate “Completion Code” as

defined below to remove the work search waiver and prevent the individual from being included indefinitely on internal tracking reports.

- A corresponding case note in SCWOS is required for documentation purposes.

### Completion Codes for GED Services

- “Successful Completion” - the individual has obtained a GED
- “Unsuccessful Completion - Failed to Report” - the individual has not reported to the office in more than 30 days as required
- “Unsuccessful Completion - Dropped Out” - the individual notifies staff that they are no longer receiving GED services and have not received a GED

## 4.4 RESEA PROGRAM

As a matter of regulation, all UI claimants receiving benefits and not attached to employment must register in SCWOS. If a claimant fails to complete the SCWOS registration process, a **failure to register - 07 issue code is automatically sent to UI, which could result in the claimant’s UI benefits being stopped**. UI claimants who are identified through profiling methods as likely to exhaust benefits and who need reemployment services to transition to new employment must participate in the RESEA program. Data elements needed for profiling purposes are collected from claimants during the initial claims and registration process and entered into a computer database that will be used to rank claimants. Claimants identified as needing reemployment services are notified about why the services are being offered, as well as when and where to report. The claimant then participates in an assessment interview to determine what services will benefit the individual’s efforts to re-enter the workforce. The primary goal of this meeting with RESEA staff is to connect unemployed individuals looking for work to the many job search resources available at the SC Works centers.

Claimants selected to participate in the RESEA program can receive up to four one-on-one assessments during the benefit year. The initial appointment is scheduled when the claimant files the first weekly certification for benefits. Subsequent assessments generally occur in the 6th and 10th weeks of the benefit year. RESEA appointments may be rescheduled within the same week of the original appointment for just cause, such as a conflicting job interview, work schedule, or certain compelling family circumstances. However, WP staff must inform the claimant that eligibility for benefits may be adversely affected if the claimant does not complete the RESEA appointment

by the close of business of the scheduled appointment date. If the claimant still wishes to reschedule the appointment, the following procedure is required:

1. WP staff must instruct the claimant to contact the RESEA staff in the comprehensive SC Works center where the appointment is scheduled.
2. WP staff must send an email to all RESEA staff at the applicable comprehensive SC Works center, copying the supervising HUB manager informing UI staff of the rescheduling request. Contacts for active RESEA staff and HUB managers, can be found at [DEWconnect UI Operations](#), select “RESEA Director,” then select the “Organization” tab or “Show Organization” link.
  - a. The email subject should be entitled: “RESEA Reschedule” and include the claimant’s last name and last four of the SSN.
  - b. The email body should include the following claimant information:
    - i. Full Name
    - ii. SSN
    - iii. Current Phone Number
    - iv. Original RESEA appointment date and time
    - v. Preferred rescheduled RESEA appointment date and time
    - vi. Reason for needing the appointment to be rescheduled
3. Upon receiving the email, RESEA staff will contact the claimant to discuss the possibility of rescheduling the appointment. All further correspondence to the claimant regarding the RESEA appointment will be handled by UI staff.
- 4.

## 4.5 STANDARD OCCUPATIONAL CLASSIFICATION (SOC) CODES

The [Statewide Education and Workforce Development Act](#) mandates that employers provide their employees' SOC codes and worked hours in their quarterly wage reports. This additional data has many uses including the following:

- More targeted workforce analysis which supports education, training, infrastructure, childcare, transportation, and other factors that contribute to a thriving workforce
- More real-time workforce information and analysis to help decision-makers and the public to respond more effectively to industry needs
- More specific employee logistics needs for employers’ human resources planning

Employers can look up SOC codes in the following ways:

- Users can look up SOC codes within the SUITS system when entering wage reports.
- The [DEW OccuCoder](#), a job code-matching application is available on DEW's website.
- DEW has a dedicated page with helpful [SOC Codes Information](#), tools, and guides on DEW's website.
- The [Standard Occupational Classification Manual of 2018](#) can be found on DEW's SOC Codes resource page by clicking on Bureau of Labor Statistics Manual on DEW's SOC Codes webpage.

Additional assistance and information can be found on the SOC Codes main page under the "[SOC FAQ](#)" section of the webpage.

## PART 4: RELEVANT STATE INSTRUCTIONS

SI 14-11: Legislative Changes to the Definition of Suitable Work

SI 20-04, Change 1: UI-Approved GED Wagner-Peyser Activity Code

SI 20-10, Change 1: UI-Approved Training for State Technical College Programs

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## PART 5: SPECIAL PROJECTS

Special populations programs have been created to assist hard to serve populations in conjunction with local and state offices.

## 5.1 BACK TO WORK PROGRAM

First launched in collaboration with Transitional Homeless Recovery Center and the Main Street United Methodist Church, the Back to Work Program was created to provide individuals living in transitional housing (a homeless shelter in this instance) with the practical skills they need to find gainful employment and to help reintegrate them into the workforce. After the success of this program in the Midlands, it was expanded to Greenville. Because of the success of both locations this became a statewide initiative with the goal of having classes in all 12 workforce regions.

The program holds “boot camp” workshops designed to identify individuals’ barriers to employment and provide them with tools to overcome personal obstacles. The program’s training includes career exploration, conflict resolution transferable job skills, self-esteem building, and maintaining financial stability. Each component of the program is designed to effect immediate positive change. The program not only assists participants with practical skills and obtaining employment, but the Back to Work Program also teaches them how to sustain long-term employment.

Back to Work Instructors (ES Staff) are given access to a shared folder which contains the curriculum and PowerPoints for the program. Instructors are responsible for reporting Back to Work partner information, progress of their classes, roster of graduates, and placement information reports regularly. Instructors should follow the directions in the Back to Work Program folder.

## 5.2 SECOND CHANCE PROGRAMS

The Second Chance Programs, created by DEW and the SC Department of Corrections (SCDC), help individuals throughout the state’s correctional system live more productive and rewarding lives after release. By helping individuals prepare for employment, they gain confidence, purpose, and direction, and they are less likely to return to the prison system. In order to participate in many of these programs, specific requirements must be met by the participant, including a disciplinary-free record and non-violent offenses for incarceration. These programs include having case managers

within correctional facilities, workshops for those scheduled for release, and services to those who have been released.

For more information, email [secondchanceprograms@dew.sc.gov](mailto:secondchanceprograms@dew.sc.gov).

### 5.2.1 CASE MANAGERS WITHIN CORRECTIONS

Manning Pre-Release Correctional Facility has a full-time DEW employee placed within the facilities to assist inmates who are 90 days from release. The inmates in this program are introduced to the SC Works system. The program consists of workshops that help them with interviewing skills, computer basics, soft skills, and job search. Each participant is assisted with federal bonding, resume preparation, and letters of explanation.

This 90-day program prepares them for life outside of the facility. Thirty days prior to release, the participants are scheduled for one-on-one sessions with the DEW staff. During these sessions, the staff person talks with them about any concerns they may have regarding being released. The staff person helps them to work through these issues, makes suggestions, and provides guidance. Each participant receives a folder at the time of their release that includes a Federal Bonding letter, several copies of their resume, a letter of explanation that explains their personal situation, information on the SC Works centers across the state, and any other information regarding resources that staff feels may be useful.

Each month after release day, the names of these individuals are sent to the DEW staff in the centers so that staff can reach out to those in their areas and offer continued support. Those who are released have their information forwarded to the nearest Workforce Consultant in the areas by the on-site case manager. This allows for a direct connection, once released, with a Workforce Consultant to help them find gainful employment.

### 5.2.2 WORKSHOPS FOR THOSE SCHEDULED FOR RELEASE

Individuals who are scheduled for release from the SCDC's facilities attend a workshop led by two DEW employees to prepare for their search for employment. These workshops include how to navigate the database system, finding our local workforce centers, and preparing for an interview/job fair.



### 5.2.3 RELEASED POPULATION

Those who have been recently released from SCDC are offered case management and referrals to supportive services to assist them with their needs.

## 5.3 SMALL BUSINESS OUTREACH PROJECT (SBOP)

Through the SBOP, launched in February 2022, staff make contact and email small businesses each week about SC Works services. Staff track the SC Works services that small businesses use by entering activity codes in SCWOS.

## 5.4 WORKFORCE RE-EMPLOYMENT ASSISTANCE PROGRAM (WRAP)

Under the Workforce Re-employment Assistance Program (WRAP), staff provides claimants with job placement assistance and specific strategies to help them get back to work faster. The claimant participates in a group session and receives one enhanced referral, in accordance with the Enhanced Referral Program (ERP). The ERP is a SCWOS preferred job order that the claimant chooses to apply to before they leave the WRAP session. This is a requirement of the WRAP session, and wavers are limited for opting out of the ERP.

Claimants selected to participate in WRAP participate in a group session during their early weeks of unemployment. A group session occurs in their second payable week. Claimants receive the WRAP Interview Report Notice via their preferred contact method, and in the Southeast Consortium Unemployment Benefits Initiative (SCUBI), approximately one week before the scheduled appointment date.

Interstate claims and employer filed claims are not included in the selection for WRAP participants. Depending on the number of unemployment claims in the region, RESEA program participants may also be selected for the WRAP program. If a claimant is chosen for both programs, they must participate in both programs.

## 5.5 DEW STAFF AND CONNECTION POINTS

The public may access marketing materials and/or electronic access to UI services at Connection Points (see also the [Overview of Manual section](#) for information about SC Works Centers and the One-Stop Delivery System). While staff may ensure marketing materials are present, no SC Works staff-assisted services are provided onsite.

DEW staff provides the following:

- Signage to identify the partnership
- Guides and handouts about SCWOS and UI
- Contact information and locations for the closest brick-and-mortar SC Works location where customers can receive one-on-one attention or more intensive services
- Monthly contact with the location and at least one on-site visit quarterly
- Updates regarding SC Works or SCUBI
- Training to Connection Point staff on how to use SCWOS and SCUBI
- Information about local hiring events and job fairs

More information can be located at <https://www.dew.sc.gov/connectionpoints> or emailing [connectionpoints@dew.sc.gov](mailto:connectionpoints@dew.sc.gov).

## 5.6 RURAL OUTREACH PROGRAM

DEW established the Rural Initiatives Program to address obstacles unique to those in rural areas. Rural Outreach Coordinators serve as points-of-contact for employers and jobseekers in the four WIOA planning regions—Link Upstate, Central, South Coast, and Pee Dee—and ensure that South Carolina rural communities are consistently served through hiring and service events. Additionally, they ensure small businesses within their region are served and registered in SCWOS.

The Rural Initiatives Program is taking a four-phase approach to further develop the program:

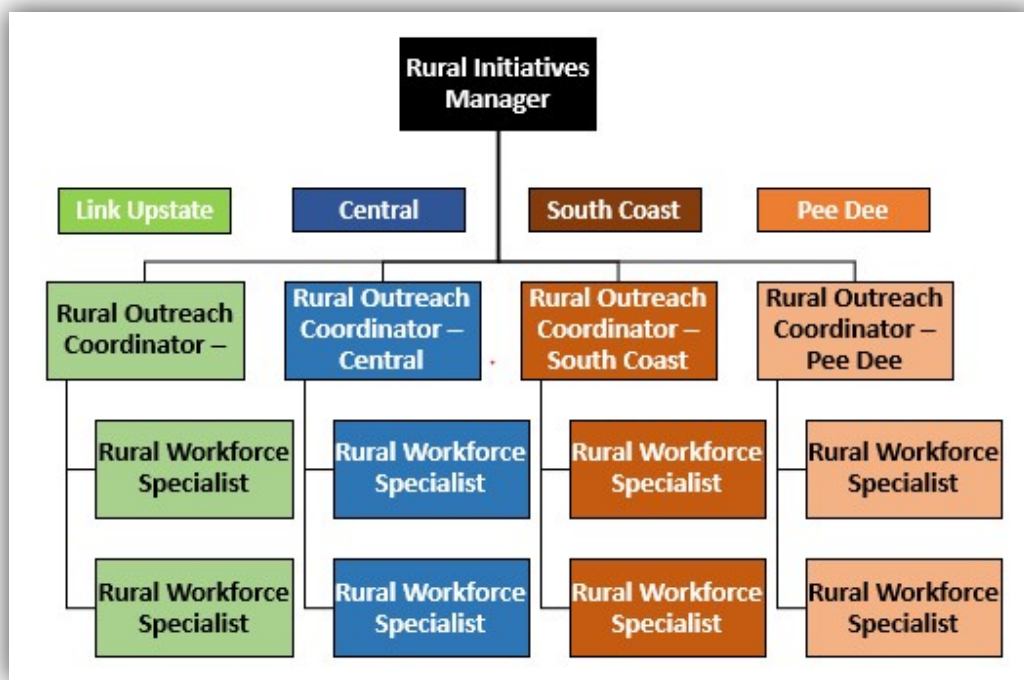
Phase 1. [SC@Work: Road Trips](#)—Collaboration between SC Works, partner agencies, and state employers in the spring and fall of 2023.

Phase 2. SC@Work: Rural Connections—Rural events targeting jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services.

Phase 3. Rural Partnerships—Public-private partnerships of business leaders from rural areas within the same region, who work together with partners from education, workforce development and economic development to tackle the common workforce and other competitiveness needs specific to rural areas.

Phase 4. Expansion—Services will be expanded with the acquisition of second mobile unit.

The Rural Initiatives Team includes four Rural Outreach Coordinators and eight Rural Workforce Specialists each serving in one of the four Greater Workforce Regions—Link Upstate, Central, South Coast, and Pee Dee. The Rural Initiatives Manager reports directly to the Assistant Executive Director of Employment Services. DEW Area Directors supervise the day-to-day operations of the rural outreach coordinators.



## PART 5: RELEVANT STATE INSTRUCTIONS

SI 19-03, Change 1: SC Works Centers and the One-Stop Delivery System

SI 20-02: Soft Skills Instruction and Activity Code

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## PART 6: OPERATIONS AND OVERSIGHT

## 6.1 PERFORMANCE MEASURES

### 6.1.1 WAGNER-PEYSER PROGRAM

As required by WIOA, DEW negotiates the expected levels of performance on the following four WP indicators each Program Year (PY):

- Employment in the second quarter after exit
- Employment in the fourth quarter after exit
- Median Earnings in the second quarter after exit
- Effectiveness in Serving Employers (ESE)

Under the recently released ESE Final Rule, ESE is a baseline indicator, measured through Retention with the Same Employer in the second and fourth quarters following a participant's exit from a WIOA core program. States must report the indicator as a shared indicator across the six core programs. DOL declined use of the Employer Penetration and Repeat Business Customers metrics previously piloted by South Carolina.

South Carolina will collect data for the Retention with the Same Employer metric beginning July 1, 2024, through June 30, 2024, and will begin reporting on this measure on the PY 2024 WIOA Statewide Performance Report due October 1, 2025. Due to the time needed to begin collecting this data, the PY 2024 data will account for participants who exited core programs from January 1, 2023, to December 31, 2023.

### 6.1.2 VETERANS' PROGRAM

The Veterans' program negotiated the following performance measures except for the DVOP Intensive Services Provided Rate, which is set at the national level:

#### Performance Targets for DVOPs:

- Employment Rate (2nd Quarter After Exit)
- Employment Rate (4th Quarter After Exit)
- Median Earnings (2nd Quarter After Exit)
- DVOP Intensive Services Provided Rate

### 6.1.3 TAA PROGRAM

Unlike the WP program, the TAA program does not negotiate expected levels of performance, as goals are automatically set at the national level for the following measures:

- Entered Employment Rate
- Employment Retention Rate
- Six-Month Average Earnings

## 6.2 PERFORMANCE DATA MANAGEMENT IN SCWOS

### 6.2.1 DATA CHANGES FOR WORKFORCE PROGRAMS

DOL requires the submission of annual performance data in a Participant Individual Record Layout (PIRL) file by October 1st of each year. The PIRL file is locked from editing after this time. To ensure the integrity of reported data, the following procedures apply to data change requests:

- Data change requests are evaluated on a case-by-case basis.
- Data change requests for the current program year may be submitted at any time during that year.
- Data change requests for the prior program year will be accepted through September 15th of the following program year.

**Data change requests received after September 15th to correct data reported for the previous program year will not be included in performance.** However, if data errors are discovered after the deadline for performance submission, data change requests should still be submitted in order to improve the accuracy, validity, and reliability of program data. Acceptable data change request documents include the *SCWOS Change Request Form - Individual Records* and the *Activity Record Change (ARC) Form*. The forms are located on SCWOS under Staff Online Resources.

All WP and employer service records change requests must be submitted to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov).

## 6.2.2 PERFORMANCE DATA VALIDATION FOR DOL WORKFORCE PROGRAMS

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. Establishing a shared data validation framework that requires a consistent approach across programs ensures that all program data consistently and accurately reflect the performance of all programs. To that end, the purposes of validation procedures are to:

- Verify that the performance data reported by grant recipients to DOL are valid, accurate, reliable, and comparable across programs
- Identify anomalies in the data and resolve issues that may cause inaccurate reporting
- Outline source documentation required for common data elements
- Improve program performance accountability through the results of data validation efforts

### 6.2.2.1 DATA VALIDATION PROCEDURES AND RESPONSIBILITIES

#### All Programs

- Appropriate WIOA, TAA, WP, JVSG, and DWG staff are responsible for conducting quarterly data validation reviews to verify that the performance data elements reported by South Carolina are valid, accurate, reliable, and comparable across programs. The review is to identify anomalies in the data or missing data, to resolve issues that may cause inaccurate reporting, and to improve program performance accountability through the results of data validation efforts.
- Staff responsible for conducting the data validation review must complete quarterly reviews in October, January, April, and July on both active and exited records. Staff are responsible for validating the data for the previous quarter.
- Staff will use the latest Participant Individual Record Layout (PIRL) document found at <https://www.dol.gov/agencies/eta/performance/reporting#current-reporting-req> for definitions/instructions, program specific requirements, and source documentation needed to perform data validation on each data element.
- Staff will be expected to provide their data validation documentation, when requested, to the Office of Internal Audit, at least annually.
- Staff must use the source documentation requirements found in [TEGL 23-19, Change 2, Attachment II](#), Source Documentation for WIOA Core/Non-Core



Programs DOL-only Data Element Validation, to validate required program elements.

- Appropriate staff reviews data validation procedures annually for effectiveness.

## **WIOA Adult/Dislocated Worker and Youth Programs**

Each LWDB must develop its own data integrity review policy that aligns with all federal and state laws, regulations, and guidance.

### **Office of Internal Audit**

The Office of Internal Audit is responsible for assisting program staff in data validation review by performing the following tasks:

- Conduct a file review of data elements against source documentation annually
- Implement a sampling methodology of participant files for data validation review
- Provide a summary of data validation results to applicable workforce programs to include technical assistance, when needed
- Receive and follow up on corrective action plans from applicable workforce programs to address noted deficiencies

### **Workforce Reporting and Compliance**

WRC is responsible for assisting program staff in data validation review by performing the following tasks:

- Address edit-checks on quarterly and annual performance data
- Submit performance data into the Workforce Integrated Performance System (WIPS)
- Provide technical assistance related to data validation tools available to programs in SCWOS

#### **6.2.2.2 STAFF TRAINING**

State-level program staff, Area Directors, and Regional Managers are expected to provide training to WP, JVSG, and TAA staff on the importance of correct data entry as it relates to obtaining positive performance outcomes on an annual basis, at minimum, and must provide training to workforce staff on the allowable source documentation

requirements contained in [TEGL 23-19, Change 2, Attachment II](#), and any other relevant state policies.

### 6.2.2.3 CORRECTING MISSING OR ERRONEOUS DATA

If any missing or erroneous data is discovered throughout the validation process, staff must take appropriate actions to correct it. These corrective actions may include, but are not limited to the following:

- Submitting detailed change requests to correct inaccurate data
- Working with WRC to resolve out-of-range variances and/or large quantities of data anomalies
- Providing additional training or technical assistance to workforce staff responsible for the erroneous data entry, if applicable
- Collecting missing documentation to verify required data elements, if applicable

## 6.3 SCWOS GREETER AND TRAFFIC REPORTING

Utilizing available technology and creating uniform systems of data collection across programs and local areas is key to realizing WIOA's vision of a modernized, comprehensive, integrated, and streamlined system that expands opportunities for all workers and businesses. The SCWOS Greeter is one such tool available for state and local area staff to track center traffic and individual visit reasons through SCWOS Detailed Reports.

In order to further achieve our goals under WIOA for data-driven decision making, SCWOS Greeter kiosks are required for all comprehensive and affiliate centers. This will allow the state and local areas to better track traffic-patterns statewide, locally, and between programs. Kiosks can be desktop computers, iPads, or any appropriate interface that allows customers to check-in to the SC Works center.

By using SCWOS Greeter kiosks for customer check-in and, as needed staff editing of customer visit reasons, state and local areas have access to same day center traffic data, enabling the State and LWDAs to make more accurate, data-driven, and impactful decisions. The SCWOS Greeter will be the sole method of tracking center traffic—staff are expected to perform same-day entry and edits of customer visit reasons and traffic data.

## Creating Visit Reasons

LWDA staff can create visit reasons that are most appropriate for their local area. The following categories and suggestions should be considered when creating visit reasons for the LWDA:

- Specific Staff Members
- Assessment Services
- Services and Workshops
- Events
- Program Information and Counseling
- Equipment
- Resources

## State Visit Reasons

State visit reasons are designated in SCWOS. These default visit reasons allow for consistent tracking of center and program traffic across all 12 workforce development areas. When local staff creates a new local visit reason, **staff must, as appropriate, use one of the state visit reasons as the base template** for the center's visit reason.

State visit reasons are subject to change based on state and local program needs. It is **expected that all local visit reasons will align with one of the state (parent) visit reasons**; however, a LWDA may develop a visit reason that is area specific and thus may not align with a state visit reason. Local staff should contact [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov) for assistance when uncertain as to which state visit reason a local visit reason should align. LWDA's should audit SCWOS Greeter visit reasons periodically in order to ensure the continued accuracy of visit reasons, reporting data, and efficiency for customers during SC Works center check-in by periodically running Greeter Reports under Detailed Reports on SCWOS.

Adult Education (Default Visit Reason)
DSS (Default Visit Reason)
Employer Check-in (Default Visit Reason)
Event Attendance (Default Visit Reason)
Federal Bonding (Default Visit Reason)
Hiring Event (Default Visit Reason)
I am here to see a specific staff member (Default Visit Reason)
Job Fair (Default Visit Reason)
Job Search Assistance (Default Visit Reason)
JobCorps (Default Visit Reason)
Migrant Seasonal Farm Worker Services (Default Visit Reason)
Mobile Unit Services (Default Visit Reason)
RESEA (Default Visit Reason)
SC Commission for the Blind (Default Visit Reason)
Self-service Job Search (Default Visit Reason)
SNAP Employment & Training (Default Visit Reason)
STARS (Default Visit Reason)
Telamon (Default Visit Reason)
Trade Adjustment Assistance (Default Visit Reason)
Unemployment Assistance (Default Visit Reason)
Veterans Services (Default Visit Reason)
Vocational Rehabilitation (Default Visit Reason)
WIN / WorkKeys Testing (Default Visit Reason)
WIOA Adult/DW (Default Visit Reason)
WIOA Youth (Default Visit Reason)
Workshop (Default Visit Reason)
WRAP Appointment (Default Visit Reason)

## Greeter Visit Reasons Creation: Best Practices

- Create visit reasons using the state visit reasons templates, as appropriate, in order to be included in center traffic reporting.
- Avoid lengthy visit reason descriptions.
- Avoid creating visit reasons that would be unclear to customers. For example, a customer may not know what “Workforce Consultant” or “Wagner-Peyser” means.
- Avoid listing full staff names on the Greeter list for security reasons. Instead, consider listing the staff member by program with first name and last initial. For example, DSS - John S.
- Any Veterans Services related visit reasons should first direct customers to a Workforce Specialist.
- A visit reason may be created for each hiring event, job fair, or workshop with appropriately scheduled dates and times in order to run reports on individuals who have signed in for a specific event.

**NOTE:** Each hiring event, job fair, or workshop must be created using the state visit reason template in order to ensure accurate reporting.


- Any staff-assisted activity should have at least one staff member attached to the activity. If no staff member is attached to a visit reason, all staff in the office will receive an alert.
- Avoid using special characters (-, =, \*, +, /) at the beginning of visit reason descriptions as the system will not sort the visit reasons into alphabetical order, making it difficult for customers trying to find a specific visit reason.

## Editing Visit Reasons

Staff should edit customer visit reasons, as appropriate, to ensure accurate reporting. While assisting an individual, staff may edit the customer’s visit reasons to ensure the customer is included on the Office Check-Ins List, including adding additional visit reasons that the individual did not foresee when entering information in the Greeter kiosk.

Scenarios in which staff should consider editing visit reasons include:

- When a customer selects a self-service/information only visit reason, but receives a staff-assisted service
- When a customer selects an inaccurate visit reason
- When a customer selects only one visit reason, but is at the center for several visit reasons

 **Staff must edit visit reasons before selecting “Done Assisting.”**

Staff cannot add or edit visit reasons once “Done Assisting” has been selected.

## Resources

Guides and trainings for using the Greeter are available on SCWOS under Staff Online Resources. For technical questions related to the use and set-up of the Greeter, contact [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov).

## 6.4 COMPLAINTS AND GRIEVANCES

The Office of Equal Opportunity (EO) exists to promote a positive climate for diversity and to ensure that the Agency has adequate policies and procedures in place to guard against and prohibit discrimination and/or harassment. EO staff provides support for staff and works with DEW Executive Leadership to ensure that Agency policies and programs comply with applicable nondiscrimination requirements. The department also provides an avenue whereby employees and other stakeholders may address concerns regarding discrimination and/or harassment.

A complaint can be from or about a DEW employee, or an employee, customer, or partner in the SC Works center. If a complaint is an allegation of discrimination, it must be immediately referred to the EO Officer. If a complaint of sexual harassment is reported to the supervisor or HR, it must immediately be referred to the EO Officer. The supervisor must not investigate the complaint. If a complaint is an allegation of harassment, it can be reported to the supervisor, HR, or the EO Officer. However, the supervisor must not investigate the complaint. The supervisor must immediately elevate the complaint to the EO Officer or HR.

A complaint of discrimination must be filed within 180 days of the alleged violation and must be in writing, as identified within the “Equal Opportunity is Law” notice in each

SC Works center. For additional information on this topic, refer to the current DEW Non-discrimination Plan, available at <https://scworks.org/about-us/legal>.

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*WIOA prohibits the exclusion of an individual from participation in, denial of benefits of, subjected to discrimination under, or denial of employment in the administration of or in connection with any programs and activities funded or otherwise financially assisted in whole or in part under Title I of WIOA because of race, color, religion, sex (including sexual orientation, gender identity, and gender expression), national origin, age, disability, and political affiliation or belief.*

SC Works center operators and managers must use the “WIOA Rights Handout for Registrants, Applicants, and Participants” when a complaint is filed. For up-to-date complaint and grievance forms, go to <https://scworks.org/about-us/legal>. For questions and assistance, contact the Office of Equal Opportunity at [OEO@dew.sc.gov](mailto:OEO@dew.sc.gov).

If a complaint is not based on discrimination, but on a customer service or program issue, all SC Works center staff must ensure that the complaint is processed in accordance with local policies and procedures. If a complaint is based on ES at an SC Works center and/or violations of employment-related laws, staff receiving the complaint must refer the matter to the Complaint System Representative specified on the regional Employment Service and Law Complaints poster. To know who the Complaint System Representative is for your region, please visit [Employment Service and Law Complaints | SC Works](#).

## 6.5 INDIVIDUALS WITH DISABILITIES AND THE LAW

The ADA and ADAAA give protections to qualified individuals with disabilities. Individuals with disabilities may also have protections under Title VI and Title VII of the Civil Rights Act. These protections guarantee equal opportunity in employment, public accommodations, transportation, state/local government services, and telecommunication. The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other

 [AskJan.org](https://askjan.org) provides useful information about reasonable accommodations in the workplace.

employment-related activities. **Reasonable accommodations must be provided upon request** to qualified customers with disabilities availing themselves of SC Works services.

Without a documented request from the customer, staff **must not** disclose information about a customer's disability to other staff (without a "need to know"), potential employers, or training providers.

## 6.6 PERSONALLY IDENTIFIABLE INFORMATION (PII)

PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. Examples of protected PII include, but are not limited to: social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital statuses, spouse names, medical history, financial information, and computer passwords.

Protecting the information of our program participants is important; for instance, a name linked to a SSN, a date of birth, and a mother's maiden name could result in identity theft.

### 6.6.1 SECURITY OF PII

Staff must maintain and store participant information in a manner that ensures confidentiality in accordance with 29 CFR § 38.41 and [State Instruction 16-11: Confidentiality of Equal Opportunity Records](#). See TEGL 39-11, Guidance on the Handling and Protection of Personally Identifiable Information (PII). **Staff must ensure the security and confidentiality of customers' PII, as well as medical and legal information** (e.g., medical records, information about injuries or pregnancies, and information about divorce proceedings, custody battles, or criminal histories) by adhering to the following guidelines regarding physical and electronic security:

#### Physical Security:

- Limit access to sensitive data materials to staff who require the information for official job functions.

- **Use locked file cabinets for materials that include PII, medical information, and legal information, including case notes with this confidential information.**
- Never include PII, medical information, or legal information in a case note in SCWOS.
- Provide a customer’s confidential PII, medical information, and legal information ONLY to the customer after they have provided sufficient information to verify their identity.
- Shred documents that are no longer used that contain PII.
- Use a cover sheet when printing or transmitting PII via fax.
- Seal hard copies of files containing PII in envelopes when sending via mail or courier.
- Secure laptop computers when not in use.
- **Never leave documents that include PII, medical information, or legal information in plain view.**

#### Electronic Security:

- Do not share passwords, personal identification numbers, security tokens (e.g., smartcards), or any data or equipment used for authentication and identification purposes.
- Lock computers when leaving them unattended for any period of time.
- Do not send any PII, medical information, or legal information in the subject or body of an email.
- Use password protection when saving PII, medical information, or legal information in a document that will be transported on a laptop computer or portable storage device.
- **Never leave computer screens displaying information that includes PII, medical information, or legal information in plain view.**



Hold the Windows key + l to quickly lock your computer when stepping away for a moment.

Staff must ensure that a customer’s confidential PII, medical information, and legal information is not provided to anyone other than that customer, and then only after the customer provides enough information to establish his or her identity. If an individual other than the customer requests the customer’s confidential information, staff must advise the individual to submit their request to DEW’s Legal Division at [legal@dew.sc.gov](mailto:legal@dew.sc.gov).



Staff users of SCWOS must protect the security and integrity of their SCWOS credentials by safeguarding their usernames and passwords. They must never be shared with another staff member, stored in an internet browser, or written down and left in plain view. **If there is a suspicion that credentials have been compromised, staff should change the password, immediately email [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov), and notify their regional manager and/or area director.**

## 6.6.2 RECORD RETENTION

As a general rule, the following records must be **retained for three years from the submission of the Final Expenditure Report:**

- Financial Records
- Supporting Documents
- Statistical Records
- Participant Files
- All other non-federal entity records pertinent to a federal award

However, exceptions to this rule may apply. Refer to 2 CFR § 200.334 for more guidance.

**NOTE:** Records related to EO complaints must be kept for three years following the complaint resolution, or if the complaint resolution is appealed to DOL, records must be retained for three years following the resolution of the appeal.

## 6.7 REQUESTS FOR INFORMATION

The Office of Communications and Marketing serves as the official contact point for all new media in dealing with DEW and the SC Works centers. Any media representatives seeking information concerning the programs and services of the agency should be referred to Communications and Marketing at [Communications@dew.sc.gov](mailto:Communications@dew.sc.gov). The office is also responsible for agency's blog, social media presence, marketing, "The DEW Dispatch," and many other special events and communications activities. To include information in "The DEW Dispatch," please contact Communications and Marketing.

Records and meetings of public bodies are open and available to citizens and their representatives in the press under SC's Freedom of Information Act (FOIA). Requests of this nature should be sent to the legal department at [FOIA@dew.sc.gov](mailto:FOIA@dew.sc.gov).

## 6.8 STEVENS AMENDMENT STATEMENTS

First added to the appropriations act for the US Departments of Labor (DOL), Health and Human Services (HHS), and Education (Education) in 1989, the Stevens Amendment is an appropriations provision, requiring grantees of federal funding to acknowledge federal funding when publicly discussing projects or programs funded through federal annual appropriations.

✓ DEW meets its Stevens Amendment requirement through its webpage:

<https://dew.sc.gov/funding>

When issuing statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with federal money, all grantees receiving federal funds included in DOL's annual appropriation must clearly state the following:

1. Percentage of the total costs of the program or project which will be financed with federal money
2. Dollar amount of federal funds for the project or program
3. Percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources

All SC Works and LWDA materials that communicate information regarding programs funded in whole or part with federal funds including award announcements, requests for proposals, bid invitations, presentations, website content, social media content, press releases, and marketing materials must include language in compliance with the Stevens Amendment. Compliance is required for activities that directly support and further the goals of the federal award or grant. It is not required for activities covered through indirect costs. For materials funded by multi-year federal grants or awards, only the funding for the current program year must be disclosed.

The general structure should take this form:

This [project/publication/program/website, etc.] [is/was] supported by the [federal sub-agency] of the [federal agency] as part of an award totaling \$XX [insert total Notice of Award (NOA) amount here] with \$XX (XX%) financed from state, local, and/or non-governmental sources.

For example:

This Workforce Innovation and Opportunity Act bid solicitation is supported by the Employment and Training Administration of the DOL as part of an award totaling \$273,633 with \$0 (0%) financed from state, local, and/or non-governmental sources.

Alternatively (assuming only federal funding):

This Workforce Innovation and Opportunity Act bid solicitation is supported by the Employment and Training Administration of the DOL as part of an award totaling \$273,633.


If a project or program has multiple funding sources, it is not necessary to list each award separately. For example (assuming only federal funding):

This one-stop bid solicitation is fully supported by the DOL, Health and Human Services, and Agriculture as part of awards totaling [applicable Notice of Funds Authorization (NFA) total award amounts].

See the attachments to [State Instruction 22-01: Stevens Amendment Requirement for Federal Grant Awardees](#), for further guidance.

## 6.9 PROFESSIONAL STANDARDS

### 6.9.1 INTEGRITY

 ES staff follow the South Carolina Code of Conduct when representing the ES Division.

Serving the public as an employee of the SC state government requires an appreciation for and dedication to the basic principles of integrity, honesty, respect for others, fairness, and accountability. These principles are fundamental in providing good government and advancing the public interest and are central to and implicit in any personal, professional, or agency code of conduct.

To avoid any appearance of impropriety, ES staff is prohibited from doing the following without first obtaining management permission:

- Completing, updating, or keying a jobseeker account for themselves, a coworker, a relative, or a friend using their staff logon
- Referring themselves, a coworker, a relative, or a friend to a job posting using their staff login information

If a conflict occurs or the appearance of impropriety emerges, ES staff must immediately report the incident to their supervisor. ES supervisors must ensure that staff:

- Do not access or monitor any records except those that are absolutely necessary to complete assigned job duties
- Is aware that certain information is of a personal nature, is sensitive and confidential under law, and is only to be disclosed in compliance with federal and state laws and agency guidelines

## 6.9.2 CIVILITY

Regardless of role or position, all staff within the SC Works system is expected to behave in a manner that maintains a civil workplace environment, free of harassment and intimidation. Management bears a responsibility that respectful behaviors are exhibited at all times, and to address those which are not. Indeed, management should exemplify the behavior expected of all staff in maintaining a positive and productive work culture.

Respectful workplace behaviors are those that promote positivity and professionalism including, but not limited to:

- Using respectful and courteous language in all interactions
- Questioning an individual's position on an issue politely and seeking to understand his/her position
- Giving an individual direct, non-personal feedback, and where appropriate, in a private setting
- Displaying a positive attitude and understanding how one's negative attitude can affect the work environment
- Approaching conflict with maturity and a true desire for resolution rather than an opportunity to disagree

- Respecting the chain of command and raising concerns to management at the appropriate time/place and with the appropriate tone
- Using discretion when communicating about issues that are considered personal

Inappropriate or unacceptable workplace behaviors are statements or acts that may negatively impact the work environment including, but not limited to:

- Using profane, abusive, vulgar, or harassing language
- Berating or unnecessarily criticizing people in public
- Gossiping
- Deliberately embarrassing people
- Using email or text messages as a shield for rudeness or to further any other inappropriate or unacceptable workplace behaviors
- Addressing people in a rude or unprofessional manner or tone

All SC Works system staff and management have a responsibility to act in good faith towards maintaining a culture of inclusion, dignity, and understanding for all stakeholders in the workforce system. Disputes should be addressed using approaches that facilitate clear communication and respectful interactions that lead to mutually acceptable solutions. For disputes that cannot be resolved informally, the following mediation/resolution process shall be followed.

### **Local Resolution Efforts**

1. The authorized signatory official of the WIOA local grant recipient (or designee of the local grant recipient) and the executive director of the partner(s) (or the designee(s) of the partner(s)) shall mediate and resolve the situation.
2. Should these efforts fail, the situation shall be referred to the chair of the LWDB who shall designate an ad hoc committee to mediate with the parties involved to resolve the situation.

### **SWDB Resolution Efforts**

1. Should local efforts fail and/or situations reoccur, either party may send a written request to the SWDB regarding mediation.
2. The SWDB Chair will designate the Executive Committee or an ad hoc committee of at least five SWDB members to mediate with the parties involved to resolve the situation.

3. The SWDB will hear the dispute and provide a recommendation within 60 days.
4. The parties will be notified in writing of the SWDB recommendation within 20 days.

## 6.10 AMERICAN JOB CENTER NETWORK LOGO AND SC WORKS LOGO USAGE

DOL, in coordination with the US Department of Education, has established the AJC network, a unifying name and brand that identifies online and in-person workforce development services as part of a single network. DOL established trademark ownership of the following logos: 1) “American Job Center network” and 2) “a proud partner of the American Job Center network” for use in the public workforce system.

WIOA § 121(e)(4) requires each one-stop delivery system to include in the identification of products, programs, activities, services, facilities, and related property and materials, a common one-stop delivery system identifier, in addition to using any state or locally developed identifier.

Using the SC Works Logo:

- Include both the AJC logo and the SC Works logo on all outreach materials. Though both logos do not need to be right next to each other, they must be visible on the same side of any visual aide to identify them as a pair.
- Only use approved SC Works logos and DEW Communications Department provided logos. Staff must not create their own logos.
- Local areas may have an approved SC Works logo with the local area’s name and AJC logo for staff to use.
- If the SC Works logo and AJC logo are used, the flyer must also have the following on the flyer:
  - Equal Opportunity Statement: "An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities."
  - Stevens Amendment: "For program funding details in compliance with the Stevens Amendment, please visit [www.dew.sc.gov/funding](http://www.dew.sc.gov/funding)" AND/OR the local area Stevens Amendment.

The DEW Communications Office reviews flyers for staff upon request. Send draft outreach material to [Communications@dew.sc.gov](mailto:Communications@dew.sc.gov) if there is a logo usage concern.

## PART 6: RELEVANT STATE INSTRUCTIONS

SI 11-10: SC Works Online Services Staff Credentials and System Integrity

SI 16-04: Workplace Civility

SI 16-11: Confidentiality of Equal Opportunity Records

SI 16-14: Rights to File a Grievance or Complaint Under WIOA

SI 16-14, Change 1: Rights to File a Grievance or Complaint Under WIOA

SI 16-17: Change 1: Sanctions for Violations of Nondiscrimination and Equal Opportunity Provisions of WIOA

SI 18-05: Change 1: Data Changes for Workforce Programs

SI 20-09: Performance Data Validation for DOL Workforce Programs

SI 21-04: Required Use of the SCWOS Greeter in SC Works Centers

SI 22-01: Stevens Amendment Requirement for Federal Grant Awardees

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## PART 7: LIST OF REVISIONS



## 7.1 PRIOR REVISIONS

Revision notes to prior versions of this manual are available upon request or by accessing previous versions of this manual. Questions may be directed to [WorkforcePolicy@dew.sc.gov](mailto:WorkforcePolicy@dew.sc.gov).

## 7.2 REVISION 5: APRIL 2024

### Overview

Information about additional ES staff is included.

### Section 1.1.1 Effectiveness in Serving Employers (ESE) & Activity Code Entry

Updated to reflect the changes made to the ESE performance metric under the new ESE Final Rule.

### Section 1.2.2.2 Changing Employer Contacts

The SCWOS Employer Verification Team can be reached at [SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov). The [EmployerAssist@dew.sc.gov](mailto:EmployerAssist@dew.sc.gov) email address will no longer be used. All references throughout the manual have been adjusted accordingly.

### Section 1.2.2.5 Resolution of Duplicate Employer Accounts

Replaced [PolnPro@dew.sc.gov](mailto:PolnPro@dew.sc.gov) with [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov). All references to have been replaced throughout the manual.

### Section 1.3.7.3 Federal Contractor's Requirement to Post Job Orders

Section amended to focus on the Vietnam Era Veterans Readjustment Assistance Act of 1974 (VEVRAA) requirement that federal contractors post jobs in SCWOS.

### Section 1.6 Employer Tax Credits Incentives

Section amended to include South Carolina's Apprenticeship Tax Credit. This tax credit can be taken in addition to the WOTC.

## **Section 1.8 Career Readiness System**

Section updated to recognize WIN Learning as the provider of South Carolina's career readiness system, including information regarding assessment, credentials, and job analysis.

## **Section 1.10 Services for Large Employers**

Section added about services provided to large employers by Senior Business Service Consultants (SBSCs).

## **Section 2.5 WOTC Conditional Certifications**

Section added to provide how veterans and ex-felon jobseekers can obtain and leverage WOTC tax credit incentives and federal bonding vouchers for employment; and to provide guidance on how to obtain conditional certification and process federal bonding vouchers.

## **Section 3.1 Services for Veterans**

Section updated priority of service for veterans and eligible persons guidance and new JVSG program guidance from DOL.

### **Section 3.1.2 Disabled Veterans' Outreach Program (DVOP)**

Updated intake guidance for veterans and eligible persons to include the new DVOP Screening Tool.

### **Section 3.1.3 Homeless Veterans' Reintegration Program (HVRP)**

Updated to reflect new HVRP referral guidance.

### **Section 3.1.4 Non-Paid Work Experience (NPWE) Program**

Section added about the NPWE Program for veterans.

### **Section 3.1.5 DOD Skillbridge**

Section added about US Department of Defense (DOD) Skillbridge, a program for veterans.

### **Section 3.2.3 Youth Program Eligibility**

Incorporated changes and updates from State Instruction 19-05, Change 1: WIOA Youth Program Guidance.

### **Section 3.2.4 National Dislocated Worker Grant (DWG)**

Incorporated changes and updates from State Instruction 20-05, Change 1: Disaster Recovery National Dislocated Worker Grants.

### **Section 3.3 Services for Migrant and Season Farmworkers (MSFWs)**

Updated and expanded this section to clarify the roles and responsibilities of the MSFW staff, including more details about what services they provide to the customers they serve.

### **Section 3.4.1 TAA Program Reversion 2021 and Sunset Provisions**

Fiscal funds remain available for training and other activities upon request.

### **Section 3.7 Coordinating Council for Workforce Development (CCWD)**

Previously under the Department of Commerce, the Coordinating Council for Workforce Development (CCWD) transitioned to DEW, following the passage of the Statewide Education and Workforce Development Act of 2023. The CCWD must engage in detailed discussions, foster collaboration, and share critical information with relevant stakeholders to build an adaptive and resilient workforce capable of driving South Carolina's economic development.

### **Section 3.8 Regional Workforce Advisors (RWA)**

Regional Workforce Advisors (RWAs) transitioned from the Department of Commerce to DEW with the passage of the Statewide Education and Workforce

Development Act of 2023. RWAs coordinate and facilitate the delivery of information, resources, and services to students, educators, employers, and the community to bridge the workforce skills and awareness gap.

#### **Section 4.1 Unemployment Insurance (UI) Benefits**

Removed reference to the UI FAQs training. Regional managers and/or supervisors will provide guidance on where to access UI training.

#### **Section 4.2 Suitable Work**

Claimants whose wage demand exceeds the suitable work amount must be advised of the potential for denial of benefits and given the opportunity to adjust their minimum acceptable wage.

#### **Section 4.4 RESEA Program**

RESEA Program claimants can now receive four assessments.

#### **Section 4.5 Standard Occupational Classification (SOC) Codes**

Section added about the new employer-filing SOC codes requirement.

#### **Section 5.1 Back to Work Program**

Staff must refer to the Back to Work folder for instructions regarding service tracking and other Back to Work Program guidance.

#### **Section 5.2 Second Chance Program**

Staff can email [secondchanceprograms@dew.sc.gov](mailto:secondchanceprograms@dew.sc.gov) for more information.

##### **Section 5.2.1 Case Managers Within Corrections**

DEW no longer has full-time employees at the Camille Griffin Graham and Kershaw Correctional Institutions to assist inmates who are 90 days from release.

## **Section 5.4 Workforce Re-employment Assistance Program (WRAP)**

Incorporated information about Enhanced Referrals.

## **Section 5.6 Rural Outreach Program**

Section added to provide a description the new Rural Outreach Program.

## **Section 6.1.1 Wagner-Peyser Program**

Under the recently released ESE Final Rule, ESE is a baseline indicator, measured through Retention with the Same Employer in the second and fourth quarters following a participant's exit from a WIOA core program. DOL declined use of the Employer Penetration and Repeat Business Customers metrics previously piloted by South Carolina.

## **Section 6.2.2.1 Data Validation Procedures and Responsibilities**

TEGL 23-19, Change 2, Attachment II, provides source documentation requirements for WIOA Core/Non-Core Programs Data Validation.

## **Section 6.6.1 Security of PII**

Staff must ensure that a customer's confidential PII, medical information, and legal information is not provided to anyone other than that customer, and then only after the customer provides enough information to establish his or her identity. If an individual other than the customer requests the customer's confidential information, staff must advise the individual to submit their request to DEW's Legal Division at [legal@dew.sc.gov](mailto:legal@dew.sc.gov).

## **Section 6.10 American Job Center Network Logo and SC Works Logo Usage**

Added section to provide guidance on how and when to use the ETA established trademark ownership of the AJC Network logo, and for the SC Works logo. WIOA sec. 121(e)(4) requires each one-stop delivery system to include in the identification of products, programs, activities, services, facilities, and related property and materials, a common one-stop delivery system identifier, in addition to using any State- or locally developed identifier.

### **Section 8.3 Where to Find Things...**

"iConnect" has been replaced by "DEWconnect." Included additional resources.

### **Section 8.4 SCWOS Support and Technical Assistance**

Added new contacts and request options.

### **Section 8.5 Abbreviations**

Updated this section to include additional abbreviations.

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## PART 8: RESOURCES

## 8.1 WIOA REQUIRED PARTNER PROGRAMS

**Adult, Dislocated Worker (DW), and Youth Programs** are designed to help jobseekers access employment and training services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

**Adult Education and Family Literacy (AEFLA) Programs** provide English language, math, reading, and writing instruction to help students acquire the skills needed to succeed in the workforce, earn a high school equivalency, or enter college and/or career training. Family literacy programs address the literacy strengths and needs of the family/community while promoting parents' involvement in children's education and their own education.

**Wagner-Peyser (WP) Services** provide all jobseekers with assessments, career counseling, job referrals, and resume assistance. Free tools to assist employers include posting job openings, recruiting and screening candidates, and reviewing job market trends.

**Vocational Rehabilitation (VR)** is a federal and state program that helps people who have physical or mental disabilities get and/or keep a job. VR is committed to helping people with disabilities find meaningful careers. In SC, the VR program is administered by the Vocational Rehabilitation Department and the Commission for the Blind (SCCB).

**Senior Community Service Employment Program (SCSEP)** provides training and job opportunities for low-income persons age 55 and older.

**Job Corps** is a free education and training program that helps young people learn a career, earn a high school diploma or GED, and find employment. The program is administered by DOL's Office of the Secretary.

**Native American Programs** support employment and training activities for Indian, Alaska Native, and native Hawaiian individuals. The Indian and Native American program funds grant programs that provide training opportunities at the local level for this target population.

**Migrant and Seasonal Farmworker (MSFW) Programs** provide training and employment services to assist MSFWs in attaining greater economic stability. The Monitor Advocate



system, with responsibilities at the national, regional, and state levels, helps ensure that farmworkers are served equitably in workforce programs.

**JVSG Programs** serve America's veterans and other covered persons by preparing them for meaningful careers, providing employment resources and expertise, and protecting their employment rights.

**YouthBuild** is a community-based, nonprofit alternative education program that provides job training and educational opportunities for at-risk youth ages 16-24. Youth learn construction skills while constructing or rehabilitating affordable housing for low-income or homeless families in their own neighborhoods. Youth split their time between the construction site and the classroom, where they earn a high school diploma or GED, learn to be community leaders, and prepare for college and other postsecondary training opportunities.

**Trade Adjustment Assistance (TAA or Trade)** is a federal program that assists US workers who have lost or may lose their jobs as a result of increased imports or shifts in operations due to foreign trade agreements. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

**Community Services Block Grants (SCBG)** provide funds to alleviate the causes and conditions of poverty in communities, including services and activities that address employment, education, financial management, housing, nutrition, emergency services, and health needs.

**Department of Housing and Urban Development (HUD)** has a strong commitment to providing employment opportunities, training, and supportive services to assist low-income persons in becoming self-sufficient. Additionally, many of HUD's economic development programs generate large numbers of new jobs. These workforce development and job creation efforts are a part of HUD's welfare-to-work strategy and benefit welfare recipients who reside in public and assisted housing, as well as others living in low-income communities.

**Unemployment Compensation Programs** provide unemployment benefits to eligible workers who become unemployed through no fault of their own and meet certain other eligibility requirements.

**Second Chance Act (SCA) of 2007** supports state, local, and tribal governments, and nonprofit organizations, in reducing recidivism and improving outcomes for people returning from state and federal prisons, local jails, and juvenile facilities. SCA legislation authorizes federal grants for vital programs and systems reform aimed at improving the reentry process into society and the workforce.

**Postsecondary Career and Technical Education** focuses on academic achievement of career and technical education students, strengthens the connections between secondary and postsecondary education, and improves state and local accountability and coordination of education programs.

**Temporary Assistance for Needy Families (TANF)**, administered by DSS, is the monthly cash assistance program with an Employment Services component for low-income families with children under age 18 or children age 18 and attending school full time.

## 8.2 WIOA ADDITIONAL PARTNER PROGRAMS

**Ticket-to-Work (TTW) Program** is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid.

**Small Business Administration (SBA) Programs** provide assistance to small businesses and aspiring entrepreneurs.

**Supplemental Nutrition Assistance Program (SNAP)** offers nutrition assistance to eligible, low-income individuals and families and provides economic benefits to communities. Through the SNAP Employment and Training (E&T) component, SNAP participants may gain skills, training, work, or experience that will increase their ability to obtain regular employment.

**Client Assistance Program (CAP)** assists individuals who receive or want to receive services from VR and SCCB to understand their rights to reasonable accommodations and to be free from disability related discrimination. [Disability Rights South Carolina](#) is the designated administrator of CAP in SC.

**National and Community Service Act of 1990 Programs** engage individuals in full time and/or part time projects designed to combat illiteracy and poverty, provide job skills, enhance educational skills, and fulfill environmental needs.

**Other appropriate federal, state, or local programs** may be additional WIOA Partner Programs, including, but not limited to, employment, education, and training programs provided by public libraries or in the private sector.

### 8.3 WHERE TO FIND THINGS...

[Staff Online Resources](#) is a collection of resources for staff found on SCWOS. Login to SCWOS, scroll down the page to the “Other Staff Services” tab in the left margin, and select Staff Online Resources.

[DEWconnect](#) includes a variety of resources and information for DEW staff.

[DEW Agency Policies](#) provides a collection of agency policies and human resources information.

[DEW Agency Procedures](#) provides a collection of agency processes and procedures.

[Policies & Guidance](#) on [SCWorks.org](#) lists all state instructions, memos, and manuals.

[SCWorks.org](#) links individuals, employers, and other stakeholders to resources related to SC’s workforce system.

[DEW’s webpage](#) links individuals, employers, and other stakeholders to resources related to UI benefits and taxes.

[Training and Employment Guidance Letters \(TEGLs\)](#) are guidance letters issued by the Employment and Training division of DOL.

[Training and Employment Notices \(TENs\)](#) are notices issued by the Employment and Training division of DOL to communicate announcements of meetings and publications, or general information.

[Veteran’s Policy Letters \(VPLs\)](#) provide policy guidance about Veterans’ Employment and Training Service (VETS) programs to grantees.

## 8.4 SCWOS SUPPORT AND TECHNICAL ASSISTANCE

SCWOS houses South Carolina’s labor exchange, LMI resources, and case management system for multiple programs. Support of this system is managed by WRC. Requests or questions regarding the following should be sent to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov):

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Staff Account Management             <ul style="list-style-type: none"> <li>○ Creation/Deactivation</li> <li>○ Privilege changes</li> <li>○ Position updates</li> <li>○ Password resets</li> </ul> </li> <li>• Reporting functionality issues</li> </ul> | <ul style="list-style-type: none"> <li>• Individual (jobseeker) account             <ul style="list-style-type: none"> <li>○ Management</li> <li>○ Merge requests</li> </ul> </li> <li>• System Configuration questions</li> <li>• Federal Performance questions</li> </ul> |
|---|---|

Requests or questions regarding employer account management requests should be sent to [SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov), including the following:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Employer Account Merge Requests</li> </ul> | <ul style="list-style-type: none"> <li>• Employer Account Verification</li> </ul> |
|---|---|

Requests or questions regarding ad hoc reports may be directed to DEW’s IT Department as follows:

	DEW Staff	Partner Staff
Ad Hoc Reports	Service Desk Ticket	<a href="mailto:SoftwareDevelopment@dew.sc.gov">SoftwareDevelopment@dew.sc.gov</a>

**NOTE:** DEW’s IT Department will not handle SCWOS assistance requests.

Programmatic questions, change requests, and training requests may be directed as follows:

	Employment Services	Workforce Development
Programmatic Questions	DEW Regional Managers	<a href="mailto:WorkforceSupport@dew.sc.gov">WorkforceSupport@dew.sc.gov</a>
Change Requests	<a href="mailto:WRC@dew.sc.gov">WRC@dew.sc.gov</a>	
SCWOS Training Requests	<a href="mailto:SCWorksTraining@dew.sc.gov">SCWorksTraining@dew.sc.gov</a>	

## 8.5 ABBREVIATIONS

<b>ADA</b>	Americans with Disabilities Act of 1990	<b>ETPL</b>	Eligible Training Provider List
<b>ADAAA</b>	ADA Amendments Act of 2008	<b>FEIN</b>	Federal Employer Identification Number
<b>AEFLA</b>	Adult Education and Family Literacy Act of 1998	<b>FLC</b>	Foreign Labor Consultant
<b>AJC</b>	American Job Center	<b>FOIA</b>	Freedom of Information Act
<b>AOC</b>	Agricultural Outreach Coordinator	<b>HHS</b>	US Department of Health and Human Services
<b>ARS</b>	Agricultural Recruit System	<b>HVRP</b>	Homeless Veterans' Reintegration Programs
<b>BFOQ</b>	Bona Fide Occupational Qualification	<b>IEP</b>	Individual Employment Plan
<b>BLS</b>	Bureau of Labor Statistics (DOL)	<b>INAP</b>	Indian and Native American Program
<b>CAP</b>	Client Assistance Program	<b>ION</b>	Innovation and Opportunity Network (WIOA)
<b>CCWD</b>	Coordinating Council for Workforce Development	<b>IPE</b>	Individual Plan of Employment (VR)
<b>CBO</b>	Community-Based Organization	<b>ISS</b>	Individual Service Strategy (Youth)
<b>CEO</b>	Chief Elected Official	<b>ISC</b>	Intensive Service Coordinator (JVSG)
<b>CFR</b>	Code of Federal Regulations	<b>ISY</b>	In-School Youth
<b>CRM</b>	Customer Relationship Management Module (part of SCWOS dedicated to Marketing Leads)	<b>ITA</b>	Individual Training Accounts
<b>CSBG</b>	Community Services Block Grant	<b>IWT</b>	Incumbent Worker Training
<b>DINAP</b>	Division of Indian and Native American Programs	<b>JAG</b>	Jobs for America's Graduates
<b>DOD</b>	US Department of Defense	<b>JDA</b>	Job Development Attempt
<b>DOL</b>	US Department of Labor	<b>JVSG</b>	Jobs for Veterans State Grants
<b>DUA</b>	Disaster Unemployment Assistance	<b>LMI</b>	Labor Market Information
<b>DVOP</b>	Disabled Veterans Outreach Program	<b>LVER</b>	Local Veterans Employment Representative
<b>DW</b>	Dislocated Worker	<b>LWDA</b>	Local Workforce Development Area
<b>DWG</b>	National Dislocated Worker Grant	<b>LWDB</b>	Local Workforce Development Board
<b>ED</b>	US Department of Education	<b>MOA</b>	Memorandum of Agreement
<b>EER</b>	Entered Employment Rate	<b>MOU</b>	Memorandum of Understanding
<b>EFL</b>	Educational Functioning Levels	<b>MSFW</b>	Migrant and Seasonal Farmworkers
<b>EN</b>	Employment Network (Ticket to Work)	<b>NPRM</b>	Notice of Proposed Rulemaking
<b>ENPP</b>	Employment Navigator Pilot Program	<b>NPWE</b>	Non-Paid Work Environment
<b>EO</b>	Office of Equal Opportunity	<b>OJT</b>	On-the-Job Training
<b>ESL</b>	English as a Second Language	<b>O*NET</b>	Occupational Information Network
<b>ES</b>	Employment Services	<b>OSWD</b>	Office of Statewide Workforce Development
<b>ETA</b>	Employment and Training Administration (DOL)	<b>OSY</b>	Out-of-School Youth
<b>ETP</b>	Eligible Training Provider	<b>PATH</b>	Palmetto Academic and Training Hub
		<b>PII</b>	Personally Identifiable Information
		<b>PIRL</b>	Participant Individual Record Layout
		<b>PTL</b>	Procedure Transmittal Letter (UI)

<b>QEB</b>	Qualifying Employment Barrier (JVSG)	<b>TANF</b>	Temporary Assistance for Needy Families (DSS)
<b>RESEA</b>	Re-employment Services and Eligibility Assessment	<b>TEGL</b>	Training and Employment Guidance Letter (issued by the ETA)
<b>RFP</b>	Request for Proposal	<b>TRA</b>	Trade Readjustment Allowance (TAA)
<b>RWA</b>	Regional Workforce Advisor	<b>TTW</b>	Ticket to Work Program
<b>SBA</b>	Small Business Administration	<b>UC</b>	Unemployment Compensation
<b>SBSC</b>	Senior Business Services Consultant	<b>UI</b>	Unemployment Insurance
<b>SCA</b>	Second Chance Act	<b>USP</b>	Unified State Plan (CCWD)
<b>SCCB</b>	SC Commission for the Blind	<b>VA</b>	US Department of Veterans Affairs
<b>SCDC</b>	SC Department of Corrections	<b>VCN</b>	Virtual Career Network
<b>SCOIS</b>	SC Career Information System	<b>VETS</b>	Veterans' Employment and Training Service (DOL)
<b>SCSEP</b>	Senior Community Service Employment Program	<b>VR</b>	Vocational Rehabilitation
<b>SCUBI</b>	Southeast Consortium Unemployment Benefits Initiative	<b>VRE</b>	Veterans Readiness and Employment
<b>SVPC</b>	State Veteran Program Coordinator	<b>WARN</b>	Worker Adjustment and Retraining Notification Act
<b>SCWOS</b>	SC Works Online Services	<b>WDD</b>	Workforce Development Division
<b>SMA</b>	State Monitor Advocate	<b>WED</b>	Workforce and Economic Development
<b>SNAP</b>	Supplemental Nutrition Assistance Program (formerly Food Stamps)	<b>WIA</b>	Workforce Investment Act of 1998
<b>SSA</b>	Social Security Administration	<b>WIOA</b>	Workforce Innovation and Opportunity Act of 2014
<b>SSDI</b>	Social Security Disability Insurance	<b>WIP</b>	Workforce Information Portal
<b>SSI</b>	Supplemental Security Income	<b>WOTC</b>	Work Opportunity Tax Credit
<b>SSN</b>	Social Security Number	<b>WP</b>	Wagner-Peyser Act of 1933
<b>SUITS</b>	State Unemployment Insurance Tax System	<b>WRC</b>	Workforce Reporting and Compliance
<b>SWDB</b>	State Workforce Development Board		
<b>TAA</b>	Trade Adjustment Assistance		