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**To**: Local Workforce Development Area Signatory Officials
Local Workforce Development Area Board Chairs
Local Workforce Development Area Administrators
SC Works Center Operators
DEW Area Directors
DEW Regional Managers

**From**: Nina Staggers, AED – Workforce Development
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**Subject**: **SC Works Center Closure and Service Continuity**

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South Carolina's workforce system offers 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. For more information on access points, see the most updated state instruction letter on *SC Works Centers and the One-Stop Delivery System*.

At any time, local workforce development boards (LWDBs) may reevaluate their physical access points to determine the most efficient and effective workforce system service delivery in the local workforce development area (LWDA). This memorandum provides criteria that should be used to evaluate the closure of an SC Works center and the continuity of services in the impacted area.

**Evaluation**

The LWDB evaluation to determine the impact of closing an SC Works center should incorporate and address the following factors:

1. The circumstances for the reevaluation of access points
2. The impact of the change on the delivery of services related to employers and jobseekers, and other community-based needs
3. The costs and benefits of the potential change, including, but not limited to:
    a. The impact on all partners operating in the SC Works center
    b. The impact on all staff operating in the SC works center

4. The availability of education and training providers (such as institutions of higher education and career and technical education schools)
5. The labor market, foot traffic, and commuting patterns
6. The radius from and access to alternate SC Works employment and training resources within the county for employers and jobseekers
7. Demonstratable support from county commissioners, appropriate elected officials, the LWDB, and business or community leaders within the impacted area
8. Strategies to provide quality service to employers and jobseekers
9. All other criteria and information used to make an informed decision

**Service Continuity**

The LWDB is expected to present a center closure plan to all SC Works system partners that illustrates how they will maintain the delivery of workforce services after closing an SC Works center. The plan should include information such as:

- Factors outlined in the **Evaluation** section above
- Feedback received from SC Works system partners and workforce system stakeholders
- How the LWDB will continue to provide workforce services and maintain customer engagement in the affected area
- Other information, as appropriate

Strategies for maintaining service delivery after the closure of an SC Works center may include:

- Virtual services through the Virtual Engagement Center (VEC), along with all other virtual service platforms available

  **NOTE:** Virtual services can be a combination of recorded and live events, meetings, and workshops but may not solely be recorded events.

- A Connection Point established to house outreach materials and/or electronic access to workforce system services

  **NOTE:** While staff may ensure outreach materials are present, no SC Works staff-assisted services are provided onsite at Connection Points.

- Mobile services operated by the LWDA or SC Works partners that would provide workforce system services and/or information on programs, services, or activities
- SC Works pop-up events
- Other methods of service and forms of outreach to employers and jobseekers

Planned events and outreach activities should be communicated between the LWDA and the appropriate SC Works system partner(s) in a reasonable amount of time in advance to ensure any potential issues or conflicts can be resolved swiftly.

**Partner Approval**

Per the *Local Memorandum of Understanding Guidelines* state instruction letter, any changes that would alter cost sharing contributions must be submitted to all financially contributing partners in the LWDA as a written addendum. Prior to committing to the closure of an SC Works center, the LWDA must consult with and obtain approval from those partner(s). Once all parties have agreed, in writing, to the closure and their new estimated proportionate share, an addendum to the agreement that reflects the change must be executed prior to the closure.

The LWDB is also expected to keep the Department of Employment and Workforce (DEW), as the state workforce agency (SWA), aware of all activities and anticipated changes that would have an impact on the delivery of workforce services in the LWDA.

**Post-Closure Evaluation**

In the first year of closure, data is to be maintained to evaluate the efficacy of the SC Works center closure. This includes, but is not limited to, the number of events hosted, the number of attendees at events, and the number of employment engagement activities in the affected counties.

Questions may be directed to WorkforceSupport@dew.sc.gov.