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STATE INSTRUCTION NUMBER 19-03, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: SC Works Centers and the One-Stop Delivery System

Issuance Date: March 8, 2024

Effective Date: March 8, 2024

Purpose: To provide guidance on the types of centers and access points available through the SC Works system.

Change 1 Revision: The definition of “connection point” has been broadened to include customer access to SC Works system services, rather than focusing on Unemployment Insurance (UI) services. Additionally, Local Workforce Development Area (LWDA) staff are encouraged to collaborate with SC Department of Employment and Workforce (DEW) area directors and regional managers to establish connection points.

References:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128 § 121
- 20 CFR 678.300-320
- Training and Employment Guidance Letter (TEGL) 16-16
- State Instruction 21-06

Background: 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. Job seekers and employers can access SC Works services online or through SC Works comprehensive, affiliate, and specialized centers, as well as through outreach locations and connection points. Local Workforce Development Boards (LWDBs) are required to 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, including evaluation for physical and programmatic accessibility.

Policy: 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 job seekers and employers can receive services and/or information on how to access programs, services, and activities available through South Carolina’s workforce system.

Comprehensive Center

Local Boards are required to have at least one comprehensive SC Works center in each LWDA. A comprehensive center, as described in TEGl 16-16, “is a physical location where job seekers 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 job seeker 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 § 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 job seekers and individuals, many libraries also provide space for businesses to host career fairs and networking events.”

Note: Affiliate centers were formerly known as “satellite centers” under the Workforce Investment Act of 1998 (WIA). References to “satellite centers” should now be read as “affiliate centers.”

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.

NOTE: A continuously [updated listing](#) of comprehensive and affiliate SC Works centers and connection points by local area may be found at scworks.org under Find a Center.

Action: Please ensure all appropriate staff receive and understand this policy. LWDA must notify the appropriate DEW staff when there are any changes regarding a center or a connection point to ensure accurate information is displayed online. Additionally, LWDA administration and staff are in a great position to learn of possible connection point host sites and are encouraged to work with DEW area directors and regional managers to establish new connection points.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.



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