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

**From:** Grey Parks, Director of Workforce Operations  
Pat Sherlock, Director of Policies and Procedures

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

**Date:** August 11, 2016

Unemployment Insurance (UI) programs play a vital role in the integrated workforce system by providing income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities for suitable work. The SC Works system is a key source of services to support the reemployment of those workers. WED staff must be well-trained in UI claims filing and claimant rights and responsibilities to provide customers with a seamless experience that includes a knowledgeable and professional level of service. In an effort to provide meaningful assistance to SC Works center customers seeking to file a UI claim, all SC Works center WED staff must successfully complete the UI Frequently Asked Questions (FAQ) training located in the [Learning Module System](#) by COB Friday, September 30, 2016.

Additionally, the [MyBenefits Tutorial](#) is available on the DEW website to assist UI claimants with using the MyBenefits Portal when filing a claim. It is recommended that all frontline staff, including partners, view and become familiar with the video to correctly answer common claimant questions with ease and consistency.