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**STATE INSTRUCTION NUMBER 19-03**

**To:** Local Workforce Area Signatory Officials  
Local Workforce Area Board Chairs  
Local Workforce Area Administrators

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

**Issuance Date:** September 20, 2019

**Effective Date:** Immediately

**Purpose:** To provide guidance on the types of centers available through the SC Works system, including information on Connection Points which make available materials and/or access to Unemployment Insurance (UI) services.

**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 (SI) 18-11

**Background:** The One-Stop delivery system brings together workforce development, educational, and other human resource services 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. One-Stop partners administer separately funded programs as a set of integrated streamlined services to customers through the SC Works system. SC Works is the brand name of the American Job Centers 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 and affiliate centers. Job seekers may also access services at specialized centers and outreach locations. Local Workforce Development Boards (LWDBs) are required to evaluate their comprehensive and affiliate SC Works centers every two years based on the SC Works Certification Standards issued with SI 18-11, including evaluation for physical and programmatic accessibility.

## **Policy:**

### **Comprehensive Center**

Local Boards are required to have at least one comprehensive SC Works center in each Local Workforce Development Area (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 [Local Workforce Development Board (LWDB)]."

In addition to comprehensive centers, LWDBs may utilize additional access points to enhance the range and quality of services throughout the LWDA. Such access points are called affiliate or specialized SC Works centers.

### **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 that is 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**

Though not under the American Job Center umbrella, a connection point is a site, identified by the South Carolina Department of Employment and Workforce (DEW), which houses marketing materials and/or electronic access to Unemployment Insurance (UI) services. While staff may ensure marketing 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](http://scworks.org) under Find a Center.

**Action:** Please ensure all appropriate staff receives and understands this policy.

**Inquiries:** Questions should be directed to Policies and Procedures at [PolnPro@dew.sc.gov](mailto:PolnPro@dew.sc.gov).



Kevin Cummings, Director  
Policies and Procedures

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