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To: Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers
DEW Director of UI QAQC
DEW Director of UI Operations
DEW Director of Business Services and Federal Programs

From: Grey Parks, AED – Employment Services
Paul Famolari, AED – Unemployment Insurance

Subject: **Rapid Response Manual, Revision 2**

Date: December 14, 2022

The Rapid Response Manual was developed to establish a comprehensive resource for Rapid Response information and operational guidance, and communicate expectations for delivery of Rapid Response services statewide. The manual has been revised to incorporate new and updated information. Updates to the manual, including a brief explanation of each, are outlined in the “List of Revisions” section. DEW maintains the Rapid Response Manual in [SC Works Online Services \(SCWOS\)](#) under Staff Online Resources and on the [Policies and Guidance](#) page on SCWORKS.org.

All frontline DEW Workforce Operations staff, Unemployment Insurance (UI) Hub Managers, and UI QAQC staff are required to read and acknowledge the Rapid Response Manual by submitting the online form: <https://forms.office.com/Pages/ResponsePage.aspx?id=TNRZrW4hiU-LfQpXzb31U2COxig1tdIEhEHMD2P9ovZUQ1FQRkxURVpVTVJDRk9aU0c3MFhRR1RYRi4u>.

All SC Works staff, including partners, are expected to view and become familiar with the manual to ensure high-quality, consistent, and timely services.

Questions may be directed to Policies and Procedures at PolnPro@dew.sc.gov.