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To: Local Workforce Area Administrators
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From: Pat Sherlock, Director of Policies and Procedures *ps*

Subject: UI Resources for SC Works Staff

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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 and other workforce services, such as UI-approved training through Workforce Innovation and Opportunity Act (WIOA) programs. The SC Works system is a key source of services to support the reemployment of those workers. WIOA requires that SC Works center staff be well-versed 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 DEW staff have viewed and completed training regarding UI Frequently Asked Questions (FAQ). This training is available to partner staff in SCWOS on the Staff Online Resources page under Unemployment Insurance. It is recommended that all center staff, including partners, view and complete the UI FAQ training and become familiar with UI claims filing. The PowerPoint presentation must be viewed as a slide show in order to appropriately complete the training. The SCWOS Staff Online Resources page under Unemployment Insurance also contains the following UI resources:

- MyBenefits Video Tutorial (16 minutes long and may take about 60 seconds to load);
- Guide to Creating a MyBenefits Account;
- Guide to Filing an Initial Claim Online; and
- Claimant Frequently Asked Questions.

As you are aware, we are modernizing the UI benefits system with a projected launch in the coming months. We will communicate changes and update resources that align with the new UI benefits system to ensure SC Works staff can provide meaningful assistance to customers filing a UI claim.

Please ensure that SC Works operators are informed of the UI resources in SCWOS.