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STATE INSTRUCTION LETTER 26-02

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

Subject: SC Works Center Leadership Team

Issuance Date: October 21, 2026

Effective Date: October 21, 2026

Purpose: To provide guidance to the workforce system on the roles and responsibilities of the leadership team in the SC Works centers. This guidance replaces State Instruction Letter 11-11, Change 1.

References:

- Workforce Innovation and Opportunity Act (WIOA)
- 20 CFR § 678.300; 20 CFR § 678.620; 34 CFR § 361.600; 34 CFR § 463.620
- State Instruction Letters (SILs) 24-01, Change 1; 25-16
- South Carolina Nondiscrimination Plan
- SCWOS Support and Technical Assistance Memorandum

Background: The one-stop delivery system brings together workforce development, education, and other human resource services in a seamless customer-focused service delivery network that enhances access to 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.

The SC Works centers, South Carolina's one-stop delivery system, are operated by the Local Workforce Development Boards (LWDBs), with the programs and activities administered, managed, and staffed by the workforce system partners. To clarify the roles and responsibilities of the leadership team within SC Works centers, the following guidelines are provided.

Policy: The SC Works center leadership in a Local Workforce Development Area (LWDA) must collaborate to provide a seamless delivery of programs and services to all stakeholders as unified partners. The leadership team is defined in this policy as the Workforce Administrator, the SC Works Center Operator, and the Department of Employment and Workforce (DEW) Regional Manager. LWDBs may further expand the leadership team in local policy.

Workforce Administrator

LWDBs are represented in the LWDA by the Workforce Administrators, who oversee operational issues within the LWDA and ensure efficient and effective delivery of services. The Workforce Administrator acts as the single point of contact for the LWDA.

Communication and collaboration amongst the leadership team is imperative to the successful operation of the SC Works centers. As such, the Workforce Administrator must provide updates to DEW on LWDA priorities and stay informed on state-level priorities. The Workforce Administrator must also ensure regular briefings for all SC Works center staff regarding all information relevant to the successful operation of the workforce system are conducted.

For all programmatic issues, Workforce Administrators must contact WorkforceSupport@dew.sc.gov.

SC Works Center Operator

LWDBs are represented in the SC Works centers by their designated SC Works Center Operators. The SC Works Center Operator acts as a single point of contact for the SC Works center. The responsibilities of the SC Works Center Operator include, but are not limited to, the following:

- Schedule partner and other meetings, and maintain meeting minutes
- Ensure all partners participate in staffing the SC Works center and maintain the schedule
- If applicable in the LWDA, staff the SC Works center front desk position
- Receive and respond to internal and external SC Works center-related inquiries
- Report all incidents (e.g. security, injury, etc.) to the DEW Regional Manager in accordance with the most updated state instruction letter (SIL) on *Physical Security Requirements in SC Works Centers*
- Monitor and track services provided in the SC Works center
- Identify and facilitate timely resolution of problems, customer complaints, and other issues regarding staff
- Coordinate and facilitate implementation of the SC Works certification standards in accordance with the most updated SIL on *SC Works Certification Standards*
- Work closely with the DEW Regional Manager to increase communication to facilitate efficient and effective operations

- Collaborate with the DEW Regional Manager on approval and submittal of SC Works center reports and addendums, as required
- Facilitate SC Works operational training and conduct team building to enhance communication among partners
- Adhere to the responsibilities set out in the most updated SIL on *Local Memorandum of Understanding Guidelines*

NOTE: LWDBs may set additional accountability expectations for SC Works Center Operators within local policy.

DEW Regional Manager

DEW is represented in the workforce system statewide by Area Directors and in the LWDBs by DEW Regional Managers. The Regional Manager acts as the main point of contact for DEW within the LWDB. The responsibilities of the DEW Regional Manager include, but are not limited to, the following:

- Perform managerial duties for DEW staff
- Receive and respond to internal and external inquiries regarding DEW programs
- Facilitate DEW program training for staff as needed
- Report all incidents (e.g. security, injury, etc.) to the SC Works Center Operator and Area Director in accordance with the most updated SIL on *Physical Security Requirements in SC Works Centers*
- Assist the SC Works Center Operator with implementation of the SC Works certification standards in accordance with the most updated SIL on *SC Works Certification Standards*
- Work closely with the SC Works Center Operator to increase communication to facilitate efficient and effective operations
- Collaborate with the SC Works Center Operator on approval and submittal of SC Works center reports and addendums, as required
- Adhere to the responsibilities set out in the most updated SIL on *Local Memorandum of Understanding Guidelines*

Key Communication

The SC Works center leadership team must communicate and work closely with the parties listed in this section as appropriate. LWDBs may include additional parties within local policy.

Partner Management

All partners who operate in the SC Works centers must be communicated with regarding activities or incidents that involve their staff. Partner Management must work closely with the SC Works Center Operator and DEW Regional Manager on the appropriate matters. The responsibilities of required partners include, but are not limited to, the following:

- Provide in-person and/or electronic access to activities through the SC Works system
- Use a portion of the program funds to maintain the SC Works system, including the funding of infrastructure costs and additional costs for SC Works centers
- Enter into a memorandum of understanding (MOU) with the LWDB. Participate in the SC Works system consistent with the MOU, WIOA requirements, and the federal laws authorizing their program or activities

See the most updated SIL on *Local Memorandum of Understanding Guidelines* for more information on partner expectations.

Integrated Business Services Team (IBST) Coordinator

The IBST, created by the LWDB, is led by the IBST Coordinator. The IBST may also have multiple IBST Coordinators, a coordinator and an assistant coordinator, or any other structure they deem beneficial to ensure accountability. Please see the most up-to-date *Integrated Business Services Team* policy for more information. The responsibilities of the IBST Coordinator(s) include, but are not limited to, the following:

- Schedule and facilitate the IBST meetings (at least quarterly within each program year)
- Publish the schedule for the upcoming year's IBST meetings so that all business services programs may attend and remain informed on business activities in the LWDA
- Ensure that meetings include a discussion of the obligations of the IBST
- Keep meeting minutes that overview the discussion and track the IBST Action Items
- Coordinate outreach to employers by the IBST and organize joint employer visits

NOTE: LWDBs may set additional accountability expectations for the IBST Coordinator(s) within local policy.

Equal Opportunity (EO) Coordinator

Each LWDA has an EO Coordinator who ensures compliance with all equal opportunity and nondiscrimination requirements set forth in WIOA. The responsibilities of the LWDA EO Coordinator include, but are not limited to, the following:

- Serve as the LWDA's liaison to the State-level EO Officer
- Assume responsibility for implementing the State Nondiscrimination Plan (NDP) at the LWDA level
- Ensure that the State procedures for processing Grievances and Complaints are followed
- Act as the primary contact for all WIOA equal opportunity-related activities
- Work with the staff of the SC Works centers
 - Please review the South Carolina NDP for additional information on the collaboration requirements between SC Works center staff and EO Coordinators

- Regularly collect and review data maintained in a data-collection, record-keeping, and reporting system for EO data analysis
- Monitor the activities of the entities that receive WIOA Title I funds from the LWDA to ensure compliance with the nondiscrimination and equal opportunity obligations set forth under Section 188 of WIOA
- Report directly to DEW's Office of Equal Opportunity about EO matters
- Provide training and technical assistance to recipient staff concerning their equal opportunity responsibilities

SC Works Online Services (SCWOS) Coordinator

SCWOS Coordinators ensure that SCWOS is properly and effectively utilized in SC Works centers. Each LWDA has a SCWOS Coordinator for each program that uses SCWOS. For WIOA Title I, the SCWOS Coordinator is appointed by the Workforce Administrator. For WIOA Title III, the SCWOS Coordinator is the DEW Regional Manager. The responsibilities of the SCWOS Coordinator include, but are not limited to, the following:

- Serve as the subject matter expert (SME) for program utilization of SCWOS in assigned locations
- Serve as the SME for the functionality of public users in assigned locations
- Attend SCWOS User Group calls and communicate information to LWDA staff
- Communicate LWDA issues and inquiries regarding system functionality to Workforce Reporting and Compliance (WRC) at WRC@dew.sc.gov
- Communicate SCWOS account management activities to WRC, including new account creation, deactivation, privilege changes, and position changes

Note: LWDBs may set additional accountability expectations for SCWOS Coordinators within local policy.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions regarding WIOA Title I programs may be directed to WorkforceSupport@dew.sc.gov. Questions regarding WIOA Title III programs may be directed to ES-Support@dew.sc.gov. The Policy Team may be reached at WorkforcePolicy@dew.sc.gov.

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