



TO: Members of the General Assembly

FROM: Kerry Paul, PHR
Chief of Staff

DATE: February 4, 2013

SUBJECT: Unemployment Insurance Service Delivery Changes

DEW Announces Changes in Locations for In-Person Unemployment Services Starting Feb. 19

Over the last two years, the amount of unemployment compensation claims have dramatically decreased as the S.C. Department of Employment and Workforce (DEW) collaborated with state and local partners to reduce unemployment across the state. The week ending January 29, 2011, DEW processed 122,627 unemployment claims as compared to processing 60,104 unemployment claims during this same time period in 2013.

In addition, in April 2012, South Carolina's lower unemployment rate triggered the end of Extended Benefits, a federally funded unemployment compensation program. Earlier this year, South Carolina's lower unemployment rate triggered the state off of Tier 4 of the Emergency Unemployment Compensation (EUC) program resulting in an additional decrease in funding.

The U.S. Department of Labor (DOL) provides funding to DEW based on workload and consequently has seen a reduction in administrative funding from DOL. This reduction in workload requires DEW to increase efficiency and further streamline processes. As a result of this process and workload review, DEW announced today it will regionalize some of its in-person unemployment services starting Feb. 19.

"DEW is seizing upon this opportunity to improve the way we do business," said Executive Director Abraham J. Turner. "As we increasingly promote our self-service Unemployment Insurance (UI) resources available online and by phone, we will ultimately increase our agency's overall efficiency. We remain deeply committed to reemployment efforts, excellent customer service and businesses throughout South Carolina."

DEW encourages all UI claimants to take advantage of its free online services through the My Benefits web portal at mybenefits.dew.sc.gov. The portal lets claimants:

- File initial and weekly unemployment claims
- Change contact information
- Change tax withholding information
- Retrieve 1099 information
- Check benefits status
- Change payment method

Claimants can also file weekly claims by phone through DEW's TelClaim system at **1.866.831.1724**.

Affected claimants who require in-person assistance will be directed to a nearby local office. All impacted claimants have been notified of these changes by mail.

Please see attached list of office updates.

Current location	New location for UI services starting Feb. 19	Phone	Email
Abbeville	Greenwood 519 Monument St.	864-223-1681	Greenwood-UIER-Responses-DL@dew.sc.gov
Chester	Lancaster 705 N. White St.	803-285-6966	Lancaster-UIER-Responses-DL@dew.sc.gov
Hampton	Walterboro 101 Mable T. Willis Blvd.	843-538-8980	Walterboro-UIER-Responses-DL@dew.sc.gov
Kingstree	Florence 1558 W. Evans St.	843-669-4271	Florence-UIER-Responses-DL@dew.sc.gov
Union	Spartanburg 364 S. Church St.	864-573-7231	Spartanburg-UIER-Responses-DL@dew.sc.gov
Allendale	Barnwell 248 Wall St.	803-259-7116	Barnwell-UIER-Responses-DL@dew.sc.gov
Bamberg; St. Matthews	Orangeburg 1804 Joe S. Jeffords Highway	803-534-3336	Orangeburg-UIER-Responses-DL@dew.sc.gov
Bishopville	Sumter 29 E. Calhoun St.	803-773-7359	Sumter-UIER-Responses-DL@dew.sc.gov
Chesterfield	Bennettsville 460 Highway 9 West	843-479-4081	Bennettsville-UIER-Responses-DL@dew.sc.gov
Dillon	Marion 2413 E. Highway 76	843-423-6900	Marion-UIER-Responses-DL@dew.sc.gov
Edgefield	Aiken 1571 Richland Avenue East	803-641-7640	Aiken-UIER-Responses-DL@dew.sc.gov
Manning	Sumter 29 E. Calhoun St.	803-773-7359	Sumter-UIER-Responses-DL@dew.sc.gov
McCormick	Greenwood 519 Monument St.	864-223-1681	Greenwood-UIER-Responses-DL@dew.sc.gov
Ridgeland/Jasper	Beaufort 164 Castle Rock Road	843-524-3351	Beaufort-UIER-Responses-DL@dew.sc.gov
Saluda	Newberry 833 Main St.	803-276-2110	Newberry-UIER-Responses-DL@dew.sc.gov
Winnsboro	Columbia 700 Taylor St.	803-737-5627	Midlands-UIER-Responses-DL@dew.sc.gov

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