



April 9, 2013

**TO:** Members of the South Carolina General Assembly

**FROM:** John L. Finan, Agency Administrator  
SC Department of Employment and Workforce

**SUBJECT:** Local Workforce Areas and DEW announce service model

The state's unemployment rate is the lowest it has been in four years at 8.6 percent. South Carolinians are finding jobs, and the state's overall economy is improving. In 2012, businesses added approximately 26,500 jobs.

This welcome news also means fewer people are claiming Unemployment Insurance (UI) benefits, which is great for the Palmetto State. However, as we have been discussing with you and our partners over the past month, these declines in unemployment and corresponding dips in claims and reemployment workloads translate into reduced operational funding available to DEW from the U.S. Department of Labor. At the same time, federal funding to our state's local workforce investment areas has also declined.

Bearing all these factors in mind, it has become more important than ever to work with our local partners in designing a new workforce delivery system that is sustainable for the long term as the state continues down the path of economic recovery.

Consequently, the state's 12 local workforce areas have worked with DEW to develop new service delivery models that will meet each local area's particular needs for reemployment and unemployment insurance services. This reorganization will allow DEW to maintain a high level of quality service for South Carolina's unemployed while operating within the new fiscal constraints. The gains in employment our state has made are encouraging but serving the needs of those seeking assistance and new employment still remains our number one priority.

The new service models involve restructuring to gain efficiencies and reductions in the workforce to balance staff levels with the decreased workloads.

The local workforce investment areas designed their own service delivery plans to best meet the needs of its customers after collaboration with your local councils of governments (COGs) and local workforce investment boards (WIBS). These changes will enable customers to take advantage of services more

quickly, efficiently and at times most convenient to them through regional SC Works centers, around-the-clock self-service offerings and local connection points.

We plan to announce today, and local areas will be making their own announcements, that DEW and the local areas have finalized their new service model plans.

Between now and July, DEW anticipates reducing approximately 100 positions. In December, the federal Emergency Unemployment Compensation (EUC) program is set to expire. Unless EUC is reauthorized by Congress, approximately 50 positions will be reduced due to that workload ending.

Local areas will be making their own personnel decisions based on their funding.

Attached are the summary pages of the service models for each of the 12 workforce areas. This has been approved by the pertinent local officials. Should you have any questions, feel free to call me.

## Table of Contents

Catawba Workforce Investment Act area	Page 4
• Chester, Lancaster, York counties	
Greenville Workforce Investment Act area	Page 5
• Greenville County	
Lowcountry Workforce Investment Act area	Page 6
• Beaufort, Colleton, Hampton, Jasper counties	
Lower Savannah Workforce Investment Act area	Page 7
• Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg counties	
Midlands Workforce Investment Act area	Page 9
• Fairfield, Lexington, Richland counties	
Pee Dee Workforce Investment Act area	Page 10
• Chesterfield, Darlington, Dillon, Florence, Marion, Marlboro counties	
Santee-Lynches Workforce Investment Act area	Page 12
• Clarendon, Kershaw, Lee, Sumter counties	
Trident Workforce Investment Act area	Page 14
• Berkeley, Charleston, Dorchester counties	
Upper Savannah Workforce Investment Act area	Page 15
• Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry, Saluda counties	
Upstate Workforce Investment Act area	Page 17
• Cherokee, Spartanburg, Union counties	
Waccamaw Workforce Investment Act area	Page 18
• Georgetown, Horry, Williamsburg counties	
Worklink Workforce Investment Act area	Page 19
• Anderson, Oconee, Pickens counties	

# **Catawba Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Catawba Regional Planning Council  
Operator Chosen by – Catawba Workforce Investment Board  
Center Operated by – ResCare  
WIA Administrator – Nicole Lawing

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

**Lancaster**  
**705 N. White Street**  
**Lancaster, SC 29720**

#### **2. Access Point**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

**Chester**  
**764 Wilson Street**  
**Chester, SC 29706**



#### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the access point and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

**Chester**  
**764 Wilson Street**  
**Chester, SC 29706**

#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

**Rock Hill**  
**1228 Fincher Road *\*potential move to Hampton Street***  
**Rock Hill, SC 29731**

**Current DEW Staff for LWIA – 24**

**Proposed DEW Staff for LWIA - 21**

# **Greenville Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Greenville County  
Operator Chosen by – Greenville County Workforce Development Board  
Center Operated by – Greenville County Workforce Development Board  
WIA Administrator – Dean Jones

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Partners, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

**Greenville/McAlister**  
**225 S. Pleasantburg Dr., Suite C-16**  
**Greenville, SC 29607**

#### **2. Access Point**

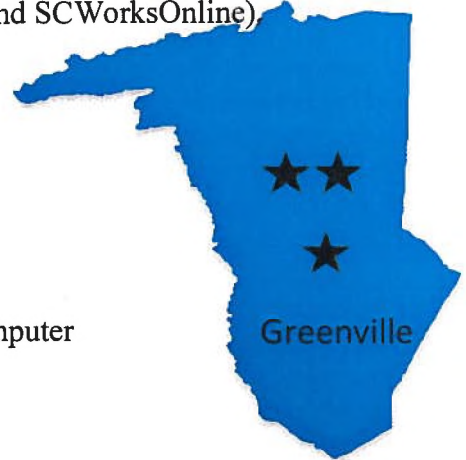
Access to all Center service information and staffed by WIA. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

**Greenville/County Sq.**  
**301 University Ridge, Ste. 750**  
**Greenville, SC 29601**

#### **3. Unemployment Insurance Hub**

Unemployment Insurance Center – staff in center will provide unemployment insurance assistance not requiring an in-person contact. Will assist customers by phone, mail and internet.

**Greenville UI**  
**706 Pendleton Street**  
**Greenville, SC 29602**



**Current DEW Staff for LWIA – 32**

**Proposed DEW Staff for LWIA - 27**

# **Lowcountry Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Lowcountry Council of Governments  
Operator Chosen by – Lowcountry Workforce Investment Board  
Center Operated by – Lowcountry Council of Governments  
WIA Administrator – Hank Amundson

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

**Beaufort**  
**164 Castle Rock Road**  
**Beaufort, SC 29906**

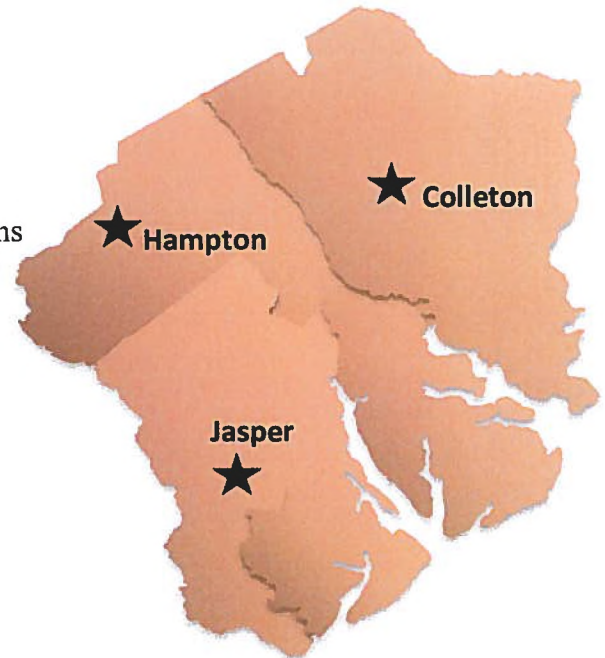
#### **2. Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

**Walterboro**  
**101 Mable T. Willis**  
**Walterboro, SC 29488**

#### **3. Multiple Community Access Points**

Mobile teams of WIA and ES staff will serve multiple locations in the remaining two counties. Locations to be determined by the local workforce investment area. Computer resources will be available for completing online transactions (UI MyBenefits Portal and SCWorksOnline).



**Current DEW Staff for LWIA – 21**

**Proposed DEW Staff for LWIA - 17**

# **Lower Savannah Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Lower Savannah Council of Governments  
Operator Chosen by – Lower Savannah Workforce Investment Board  
Center Operated by – Lower Savannah Council of Governments  
WIA Administrator – Sam Jordan

### **Six Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Aiken**

**1571 Richard Ave. East  
Aiken, SC 29802**

##### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the Comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Aiken**

**1571 Richard Ave. East  
Aiken, SC 29802**

#### **2. Comprehensive Center**

All Re-Employment Services- includes Employment Services, Veterans Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center, for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Orangeburg**

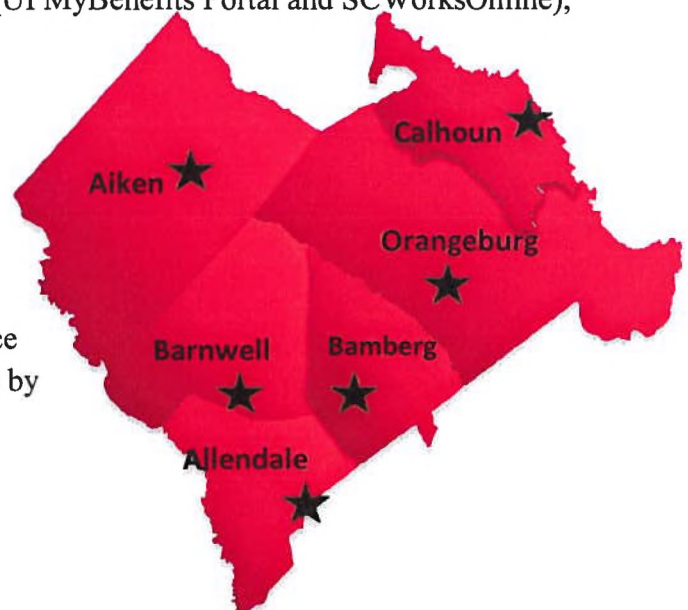
**1804 Joe Jeffords Highway  
Orangeburg, SC 29116**

##### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center- staff will co-locate in the Comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Orangeburg**

**1804 Joe Jeffords Highway  
Orangeburg, SC 29116**



### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

#### **Calhoun**

**101 Courthouse Drive  
St. Matthews, SC 29135**

### **4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

#### **Allendale**

**398 Barnwell Hwy.  
Allendale, SC 29810**

### **5. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

#### **Barnwell**

**248 Wall Street  
Barnwell, SC 29812**

### **6. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

#### **Bamberg**

**527 Beech Avenue  
Denmark, SC 29042**

**Current DEW Staff for LWIA – 36**

**Proposed DEW Staff for LWIA – 32**

# **Midlands Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Central Midlands Council of Governments  
Operator Chosen by – Midlands Workforce Development Board  
Center Operated by – Midlands Workforce Development Board  
WIA Administrator – Bonnie Austin

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Midlands**

**700 Taylor Street**

**Columbia, SC 29202**

#### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Midlands UI**

**700 Taylor Street**

**Columbia, SC 29202**

#### **2. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Winnsboro**

**414 A. South Congress Street**

**Winnsboro, SC 29180**

#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Lexington**

**201 Duffie Drive**

**Lexington, SC 29071**



# **Pee Dee Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Pee Dee Regional Council of Governments  
Operator Chosen by – Pee Dee Workforce Investment Board  
Center Operated by – Pee Dee Regional Council of Governments  
WIA Administrator – Joette Dukes

### **Seven Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Florence**

**1558 West Evans Street  
Florence, SC 29501**

#### **2. Access Point (Temporary-will be relocating)**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Marion**

**2413 Easy Hwy. 76  
Marion, SC 29571**

#### **➤ Unemployment Insurance Hub (permanent)**

Unemployment Insurance Center – staff will co-locate in the access point and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Marion**

**2413 East Hwy. 76  
Marion, SC 29571**

#### **3. Access Point (Temporary- will be relocating)**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Hartsville**

**1319 South Fourth Street  
Hartsville, SC 29550**

#### **➤ Unemployment Insurance Hub (permanent)**

Unemployment Insurance Center- staff will co-locate in the Access point and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Hartsville**

**1319 South Fourth Street  
Hartsville, SC 29550**



**4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

**Bennettsville**

**460 Hwy. 9 West Cheraw Hwy.  
Bennettsville, SC 29512**

**5. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

**Dillon**

**106 W. Washington Street  
Dillon, SC 29536**

**\*potentially relocating back to county building**

**6. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

**Chesterfield Marlboro EOC, Inc.**

**318 Front Street  
Cheraw, SC 29520**

**7. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

**Florence County Adult Education**

**209 Graham Road  
Lake City, SC 29560**

# **Santee-Lynches Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Santee-Lynches Council of Governments  
Operator Chosen by – Santee-Lynches Workforce Investment Board  
Center Operated by – Kaiser Group  
WIA Administrator – Areatha Clark

### **Five Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

**Sumter**

**31 E. Calhoun Street**

**Sumter, SC 29151**

#### **2. Unemployment Insurance Hub**

Unemployment Insurance Center – staff will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

**Sumter**

**29 E. Calhoun Street**

**Sumter, SC 29151**

#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).  
(Open one day per week)

**Manning**

**F.E. Dubose Career Center**

**Manning, SC 29102**

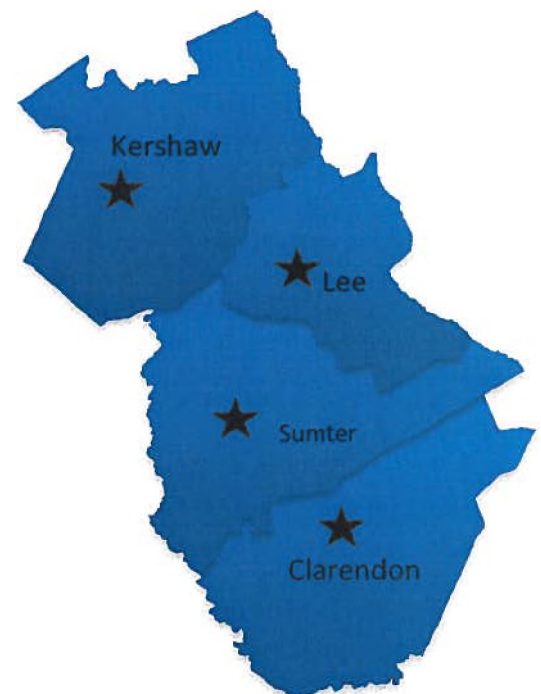
#### **4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).  
(Open two days per week)

**Bishopville**

**200 N. Main Street**

**Bishopville, SC 29010**



### **5. Access Point**

Access to all Center service information and staffed by WIA and ES.

Computer Resource Center for completing online transactions

(UI MyBenefits Portal and SCWorksOnline).

**Camden**

**205 E. DeKalb Street**

**Camden, SC 29020**

**Current DEW Staff for LWIA – \*33**

**Proposed DEW Staff for LWIA – \*24**

***\*Five included DEW staff are working on-site at the Continental Tire Project.***

# **Trident Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Berkeley-Charleston-Dorchester (BCD) Council of Governments  
Operator Chosen by – Trident Workforce Investment Board  
Center Operated by – BCD Council of Governments  
WIA Administrator – Jamie Wood

### **Four Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Trident**

**1930 Hanahan Road, Suite 200  
North Charleston, SC 29406**

#### **2. Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Charleston UI**

**176 Lockwood Blvd.  
Charleston, SC 29403**

#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

##### **Berkeley**

**100 S. Hwy. 52  
Moncks Corner, SC 29461**

#### **4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions  
(UI MyBenefits Portal and SCWorksOnline).

##### **Dorchester**

**2885 W. 5<sup>th</sup> N. Street  
Summerville, SC 29484**



**Current DEW Staff for LWIA – 55**

**Proposed DEW Staff for LWIA – 39**

# Upper Savannah Local Workforce Investment Area

## *New Service Model Plan*

Administrative Entity – Upper Savannah Council of Governments  
Operator Chosen by – Upper Savannah Workforce Investment Board  
Center Operated by – Upper Savannah Council of Governments  
WIA Administrator – Sandra Johnson

### **Eight Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Greenwood**

**519 Monument Street***(This location is temporary)*

**Greenwood, SC 29648**

#### ➤ **Unemployment Insurance Hub**

Unemployment Insurance Center – staff will temporarily co-locate in the comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Greenwood UI**

**519 Monument Street**

**Greenwood, SC 29648**

#### **2. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Abbeville**

**353 Hwy 28 Bypass**

**Abbeville, SC 29620**

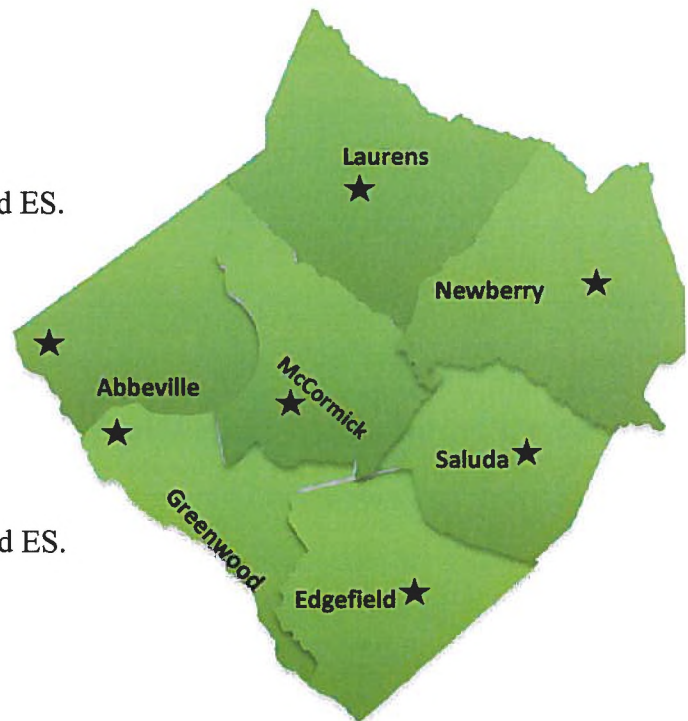
#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Saluda**

**407 West Butler Ave.**

**Saluda, SC 29138**



**4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online  
transactions (UI MyBenefits Portal and SCWorksOnline).

**McCormick**

**109 West Augusta Street**

**McCormick, SC 29835**

**5. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online  
transactions (UI MyBenefits Portal and SCWorksOnline).

**Newberry**

**833 Main Street**

**Newberry, SC 29108**

**6. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online  
transactions (UI MyBenefits Portal and SCWorksOnline).

**Laurens**

**18 Hazel Drive**

**Clinton, SC 29325**

**7. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online  
transactions (UI MyBenefits Portal and SCWorksOnline).

**Timken Transition Center**

**1840 Torrington Rd.**

**Clinton, SC 29325**

**8. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online  
transactions (UI MyBenefits Portal and SCWorksOnline).

**Edgefield**

**400 Church Street, Rm 306**

**Edgefield, SC 29824**

**Current DEW Staff for LWIA – 33**

**Proposed DEW Staff for LWIA – 23**

# **Upstate Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Spartanburg County  
Operator Chosen by – Upstate Workforce Investment Board  
Center Operated by – ResCare  
WIA Administrator – Ann Angermeier

### **Four Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

**Spartanburg**  
**110 Commerce Street**  
**Spartanburg, SC 29304**

#### **2. Unemployment Insurance Hub**

Unemployment Insurance Center – staff will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

**Spartanburg UI**  
**364 S. Church Street**  
**Spartanburg, SC 29304**

#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

**Union**  
**103 West Main Street**  
**Union, SC 29379**

#### **4. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

**Cherokee**  
**133 Wilmac Road**  
**Gaffney, SC 29342**



**Current DEW Staff for LWIA – 38**

**Proposed DEW Staff for LWIA – 28**

# **Waccamaw Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Waccamaw Regional Council of Governments  
Operator Chosen by – Waccamaw Workforce Investment Board  
Center Operated by – Waccamaw Council of Governments  
WIA Administrator – Abby Lawson

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Coastal/Conway**

**200 A. Victory Lane**

**Conway, SC 29526**

#### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the comprehensive center and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Coastal/Conway**

**200 A. Victory Lane**

**Conway, SC 29526**

#### **2. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Kingstree**

**530 Martin Luther King Jr. Ave.**

**Kingstree, SC 29556**

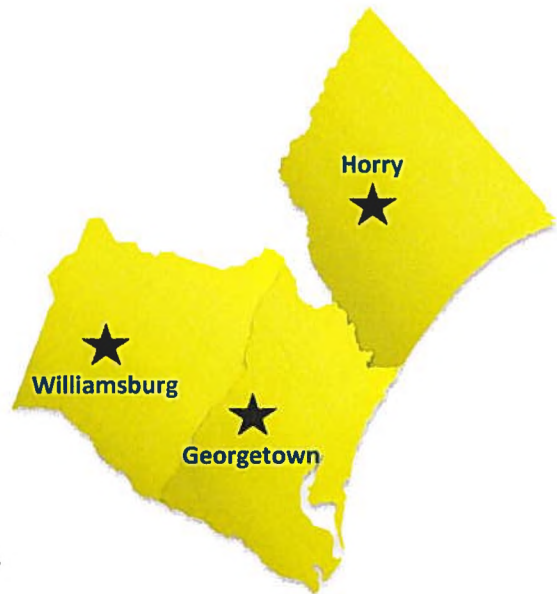
#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES.  
Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Georgetown**

**2704 Highmarket Street**

**Georgetown, SC 29440**



**Current DEW Staff for LWIA – 37**

**Proposed DEW Staff for LWIA - 30**

# **WorkLink Local Workforce Investment Area**

## ***New Service Model Plan***

Administrative Entity – Appalachian Council of Governments  
Operator Chosen by – WorkLink Workforce Investment Board  
Center Operated by – Henkels & McCoy  
WIA Administrator – Jennifer Kelly

### **Three Locations to Provide Services:**

#### **1. Comprehensive Center**

All Re-Employment Services – includes Employment Services, Veteran Services, Trade Adjustment Assistance, Workforce Investment Act Services, Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline), Partners.

##### **Anderson**

**309 W. Whitner Street**

**Anderson, SC 29622**

**\*Potentially relocating to new site in the Clemson/Pendleton area.**

#### **2. Access Point (Temporary)**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Liberty**

**317 Summit Drive**

**Liberty, SC 29657**

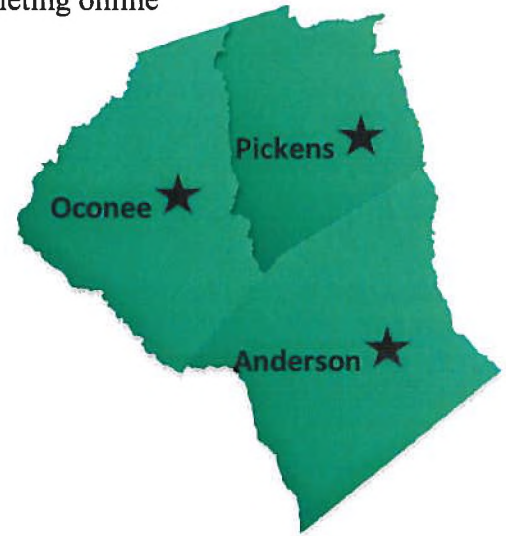
##### **➤ Unemployment Insurance Hub**

Unemployment Insurance Center – staff will co-locate in the access point and will provide unemployment insurance assistance not requiring in person contact. Will assist customers by phone, mail and internet.

##### **Liberty**

**317 Summit Drive**

**Liberty, SC 29657**



#### **3. Access Point**

Access to all Center service information and staffed by WIA and ES. Computer Resource Center for completing online transactions (UI MyBenefits Portal and SCWorksOnline).

##### **Seneca**

**11091 North Radio Station Road**

**Seneca, SC 29678**

**Current DEW Staff for LWIA – 32**

**Proposed DEW Staff for LWIA - 27**