



SC Department of Employment and Workforce

NEWS RELEASE

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Immediate Release

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**Employment and Workforce Executive Director Dan Ellzey’s Statement
February 2020 Employment Situation**

While February’s numbers show a continuing trend from 2019 and January of this year, we know that the release of March’s numbers on April 17, 2020 will be of great interest.

However, during this uncertain time, there are a few things we would like to reiterate that will help all South Carolinians seeking services from our agency:

1. We are open and our [Claimant Self-Service Portal](#) is and has always been operational and accepting applications. We are here to help.
2. The Unemployment Insurance claims process is 100 percent online – you do not have to visit an SC Works center to file for benefits. There is no “in-person” process. While the SC Works centers have computer labs available for people to use, out of respect for social distancing, many of those centers are only offering phone services at this time – and those phone services are for job-seeking assistance. Those individuals cannot view a claimant’s account. UI questions should be directed to 1-866-831-1724.
3. We are aware that individuals are having issues with the Social Security Number in the claims process. South Carolina’s UI system has to validate social security numbers, in real time, with a national system known as ICON hub. In fact, the UI systems in all 50 states are required to check social security numbers as the individual completes an application and, with the influx of claims, the ICON hub is being overwhelmed. This is causing the delay, particularly during peak hours. We are told the ICON hub team is aware of this issue and is working to expand their database capacity to alleviate the problem. In the interim we are asking South Carolinians to try again during an off-peak time.
4. We are receiving many calls to our customer service center with general questions that are easy to access on our website or find in our social media. We have posted responses to the most frequently asked questions to our [COVID-19 Resource Hub](#). If you can find your answer there, it eliminates a wait time for you on the phone and allows our customer service representatives to help individuals who have specific account questions.
5. While many employers have had to temporarily close, there are other employers whose services are needed now more than ever. In response to that need, they are actively looking for employees. Visit dew.sc.gov/covid-hub to find a list of employers that have announced their need for workers and a link to their website to apply.



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Most of all, we want individuals and employers to know that we are here to help you during this tumultuous time. Thank you for your continued patience as our agency and our dedicated staff continue to rise to the need for the great state of South Carolina.

Dan Ellzey

Executive Director of the S.C. Department of Employment and Workforce.

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About the S.C. Department of Employment and Workforce

The S.C. Department of Employment and Workforce is putting South Carolinians to work. The agency has four missions: (1) workforce development; (2) free job match employment services; (3) unemployment insurance; and (4) labor market information. All four missions contribute to workforce development. The agency is dedicated to advancing South Carolina through services and programs that meet the needs of our businesses, jobseekers and those looking to advance their careers.