

Turning Point Workforce Development Region Virtual Rapid Response Packet



www.turningpointwdb.org

NCWorks Career Centers serving:
Northampton
Halifax
Nash
Edgecombe Wilson

Virtual Rapid Response Packet Contents

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Note: The NCWorks Career Centers do not process unemployment application claims.

All unemployment applications and questions are received and updated by the Department of Employment Security. DES Customer Call Center 888-737-0259 (www.des.gov)

FILING FOR UNEMPLOYMENT INSURANCE BENEFITS DUE TO COVID-19

Updated March 26, 2020



**NC DEPARTMENT
of COMMERCE**
EMPLOYMENT SECURITY

File your claim at des.nc.gov

Need Assistance?
DES Customer Call Center
888-737-0259
Due to extremely high call volume, you may experience long wait times.

**North Carolina
Division of
Employment
Security**

CREATE AN ONLINE ACCOUNT: [DES.NC.GOV](https://des.nc.gov)

- File a claim for unemployment
- Complete your Weekly Certifications
- Check your claim status

FILE YOUR CLAIM

You will need your Social Security Number, information about your most recent employment and pay, work history for the last two years, and bank routing and account numbers for direct deposit.

TIP: If you are filing due to COVID-19, select 'coronavirus' as your reason for separation.

COMPLETE YOUR WEEKLY CERTIFICATION

A Weekly Certification is a series of yes/no questions that helps determine your eligibility for benefits each week. If you do not complete a Weekly Certification, you will not be considered for payment.

Log into your Online Account to complete your Weekly Certification. If you do not have online access, call 888-372-3453 (Weekly Certifications only).

TIP: N.C. Executive Order 118 allows some requirements to be waived for people filing for unemployment due to COVID-19. If you are filing due to COVID-19, you may answer 'yes' to this question on the Weekly Certification: Did you look for work?

TIMELINE

After you file your claim, your last employer will be given, by law, 10 days to respond to DES. No payment will be released until after this 10-day period.

If there are no issues, individuals typically receive payment within about 14 days of filing their initial claim.

TIP: Remember—you must complete a Weekly Certification for each week, or you will not receive payment.

Should Know...

About The UI System When Filing Your Claim



Unemployment Insurance (UI) provides temporary financial assistance to qualified individuals who meet eligibility requirements of State law. Each person who collects UI benefits is legally responsible for making sure he or she follows the rules set by state law.

The program is not a right to all who have lost their job.

Keep these top ten key facts in mind when you are filing for UI benefits to ensure accurate and quick payment of benefits:

For more information contact:

North Carolina
Department of Commerce
Division of
Employment Security
des.nc.gov

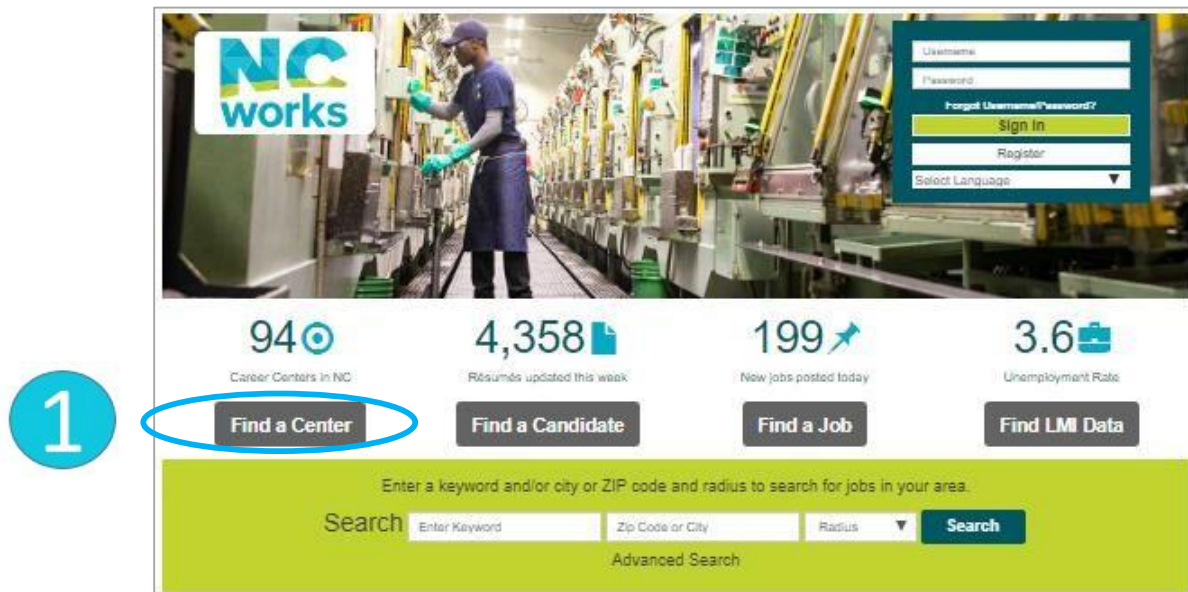
1. **Accurately Report the Reason You Are Unemployed.** Accurately report your reason for separation from your job when You initially file your claim for benefits.
2. **Report Any Wages You Are Earning.** If you do any work while receiving UI benefits, you must report your gross wages for each week you work. Report the wages during the week earned, **NOT WHEN PAID**. Report on All earnings – including part-time or temporary work.
3. **Register for Work.** You must register with your State's job service office. North Carolina residents register for work with NCWorks Online by visiting NCWorks.gov and creating an online account. If you fail to register for work at NCWorks.gov, your benefits may be delayed or denied.

Those individuals who live outside of North Carolina must register for work with their state's job service office.
4. **Be Available for Work.** In order to collect benefits, you must continually verify that you are able, available and willing to accept suitable work.
5. **Actively Search for Work.** To be eligible for UI benefits, you must make at least three (3) valid job contacts with potential employers for EACH WEEK claimed. Record your work search contacts on Form [NCUI 506E, Work Search Record](#). You will be required to show documentation of your work search efforts while receiving UI benefits.
6. **Develop an Effective Work Search Plan.** Contact your state's job service office to develop an effective plan. North Carolina residents should contact the NC Division of Workforce Solutions for help with planning an effective work search. The link to find your local [Workforce Office](#) is provided for your convenience.
7. **Avoid Errors and Ensure Proper Payment of Benefits.** To prevent errors that may result in overpayment, read the information provided to you.
8. **Don't Delay – As Soon As You Begin Working Again, Report Your Return to Work.** As soon as you begin working, notify your state's UI office. Do not wait until you receive your first paycheck.
9. **Follow the Rules to Prevent Yourself from Committing Fraud.** Anyone who collects UI benefits is legally responsible for following the rules. Failure to follow the rules can have serious consequences.
10. **Know Your Responsibilities and Ask for Help.** Navigating through the UI system can be confusing. If you have a question, your state UI office is here to help. You can contact us by visiting our website at des.nc.gov or calling 888.737.0259.

NCWorks Career Centers

NCWorks Career Centers provide job search assistance, resume and interviewing assistance, Veteran's services, and many other services.

***At this time due to COVID-19, all NCWorks Career Centers are closed to the public but emails and voice messages will be addressed.**



1 Find a local NCWorks Career Center at NCWorks.gov - “Find a Center”

NCWorks Career Center

110 Fountain Park Drive
Battleboro, NC 27809
(252) 977-3306
ncworks.7600@ncommerce.com

NCWorks Career Center

302 Tarboro Street
Wilson NC 27893
(252) 234-1129
ncworks.9600@ncommerce.com

NCWorks Career Center

126 Premier Drive
Roanoke Rapids, NC 27870
(252) 537-4188
ncworks.7400@ncommerce.com

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NCWorks Career Center Services

Career Services

Career Services are tailored specifically to an individual's need(s) to help enhance their job search efforts. Some Career Services include but are not limited to:

- Registration for work through NCWorks.gov
- Career counseling, job search and job placement assistance
- Interviewing preparation
- Resume writing assistance
- Job search workshops
- Self-assessment or testing instruments to determine interests and abilities
- Development of an employment plan to identify goals
- Labor market information to include demand occupations, wages and required skills
- Information on filing a claim for Unemployment Insurance Benefits □ Financial aid information

Training Services

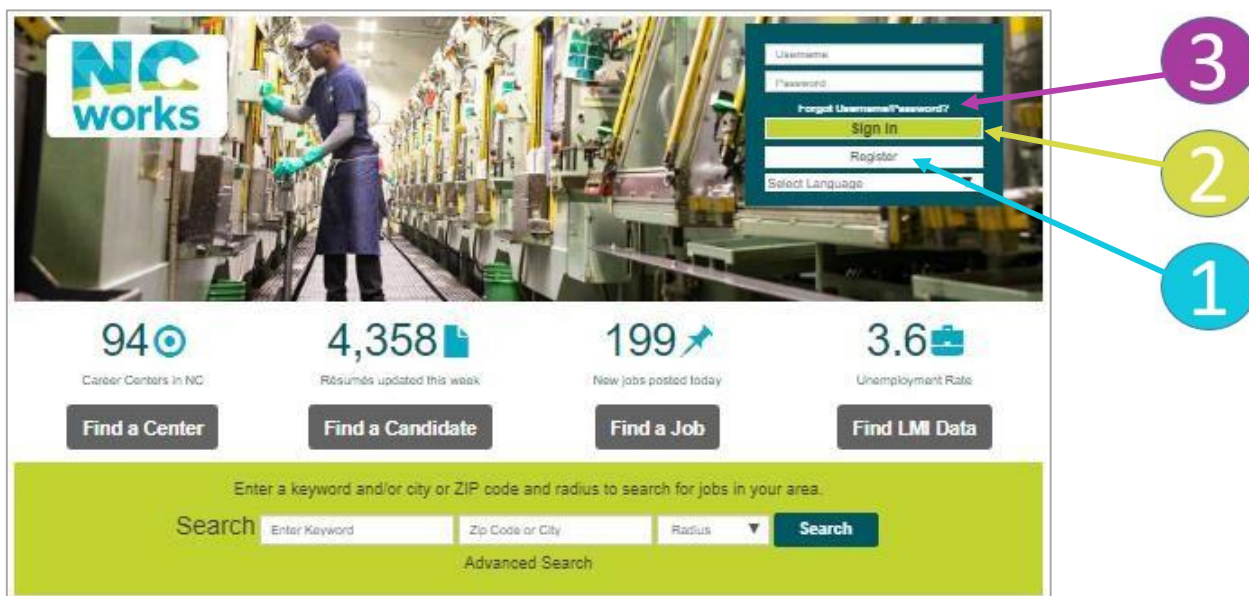
Individuals must have the skill prerequisites for the training selected and the training program selected must be linked to job opportunities in the local area. Training services include but are not limited to:

- Occupational skills training, including non-traditional training
- Workplace training with related instruction
- Skills up-grading and retraining
- Adult education and literacy activities in combination with training activities listed above
- On-the-Job training
- Employability skills training

NCWorks Online

NCWorks.gov

NCWorks Online can be used to perform job searches, find local employment events, locate online and local training resources and many other services.



1 New User – Creating a New Account

1. From the home page of ncworks.gov (under Sign In), click **Register**
2. Under **Option 3** – Create a User Account, click **Individual**
3. Follow the steps and fill in all required (*) fields. When the “What would you like to do next?” page appears, your account is created and you are signed in

2 Existing User – Logging In

1. From the home page of ncworks.gov, click **Sign In**
2. Enter your name and password
3. Click the Sign In button

3 Forgot Your Username or Password

1. From the home page of ncworks.gov, click **Forgot Username/Password** 2. Select your retrieval option

Workforce Transition and Community Assistance Resources

Local and online services and service providers, most offer free or reduced cost services.

Health Insurance and Other Health-related Resources

- ✗ [Retirement and Health Care Coverage \(PDF\)](#) - information provided by the USDOL, to answer common questions Dislocated Workers pertaining to pension and health care coverage under COBRA.
- ✗ [NC Navigator \(PDF\)](#) is sponsored by Legal Aid of NC, and can help answer health insurance questions and navigate the Health Insurance Marketplace.
- ✗ [Health Insurance Market Place](#) assists in locating affordable health care coverage through the Health Insurance Market Place. Enroll or change plans, as indicated in guidelines.
- ✗ [Free and Income-based Clinics in North Carolina](#) that provide free or low cost health care supported by federal grants, state subsidies, or non-profits.

Financial Resources

- ✗ [How to Survive Financially After a Job Loss \(PDF\)](#) is a publication by the Financial Planning Association dedicated to supporting the financial planning process, by helping people achieve their goals and dreams.
- ✗ [National Foundation for Credit Counseling](#) is the nation's largest and longest-serving nonprofit financial counseling organization.
- ✗ [Job Dislocation: Making Smart Financial Choices After a Job Loss \(PDF\)](#) is a brochure covering important steps to keep finances on the right track in the event of unemployment.
- ✗ [HUD Approval Housing Counseling Agencies](#), provides a number of resources and counseling services, including mortgage delinquency and default resolution.

Resources on [NCWorks.gov](https://www.ncworks.gov)

Local Resources
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Health-related Resources
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Disability Resources