



**WORKER
DISLOCATION
SERVICES**

PRESENTED BY:



“Connecting Local Talent to Local Jobs”



Our Mission

NCWorks Career Center – Guilford County will develop a high quality community workforce by providing employers and job seekers a fully integrated system of services for employment

SERVICES

Career Planning and Development: Identify skills training and education needed for employment in the local labor market

Computer Lab with Staff Assistance: Utilize the computer lab to complete academic skills upgrades, skills assessments, computer tutorials and connection to NCWorks for your job search

Connection to High School Completion & GED: Connect to classes needed to get your High School Diploma or GED

Job Listings: Find jobs that employers list directly with us

Job Search and Employability Classes: Get assistance on how to manage personal barriers to employment, and finding and keeping jobs

Labor Market Information: Explore trends and career options in local and national labor markets

Literacy Skills: Improve your basic Reading, Writing & Math Skills

Networking Opportunities: Network with other job seekers and employers to get the inside scoop on hiring events and other job-related events

Occupational Skills Training for a Specific Career: Get referred to specific training programs leading to employment in the labor market

Resume Preparation: Prepare a professional resume through available software, workshops and staff assistance

Skills Assessments: Evaluate your employment abilities, interests and basic skills

Special Population Services: Get resources available for individuals who meet program requirements: Former Offenders, Older Workers, Veterans and Young Adults

Workforce Innovation and Opportunity Act (WIOA): Get information on employment & training programs for Adults, Dislocated Workers & Young Adults (Ages 16-24)

Unemployment Claims: Get instruction on how to file your unemployment claim

Support Services: Get assistance with childcare, transportation, family problems or other challenges that could affect your success in finding and keeping a job

NCWorks Online registration is required. To register, go to www.ncworks.gov

HIGHPOINT

607 Idol Street
High Point, NC 27262
Phone: (336) 882-4141
Fax: (336) 882-4141

GREENSBORO

Henderson Building
2301 W. Meadowview Road
Greensboro, NC 27407
Phone: (336) 297-9444
Fax: (336) 315-4945

CAREER RESOURCE ROOM HOURS

Monday – Thursday: 8:30 am – 5:00 pm
Wednesday: 8:30 am – 7:00 pm
Friday: 8:30 am – 2:00 pm

Follow Us on Social Media



Sponsored by the Guilford County Workforce Development Board

The NCWorks Career Center - Guilford County is an equal opportunity, affirmative action employer/organization. Auxiliary aids and services are available upon request for individuals with a disability. Dial 711 to place a free relay call in North Carolina.



NCWORKS ONLINE NEW REGISTRATION USER GUIDE

1. Go to: <http://www.ncworks.gov>
2. From the Home Page, click “Not Registered?” to load the next page.
3. On this page, from the “Option 3 – Create a User Account” section, click to choose from the following options: (1) Individual (2) Employer (3) Analyst (4) Provider *(Ex. A jobseeker would choose, “Individual.”)*
4. The first of several registration screens will load. *For instructions on entering your information on the form, follow the blue guideline text when displayed.*
5. Click “next.” Continue completing the information on each screen, using form fields and other controls. You must answer questions completely to move forward.
6. On the final page, click “finish,” to save the data and complete the registration process. A confirmation screen will appear and will prompt you to take your next step.

Each Social Security Number, username and password must be unique. If you have entered a duplicated response, a symbol will appear (!) to alert you. Follow the blue guideline text for instructions.

NOTE: All fields marked with a red asterisk (*) are required fields. To continue, these items must be completed using the correct format. For definitions of fields or controls, click the “Help” icon. (?)



Username

Password

Forgot Username/Password?

Sign In

Register

Select Language

94

Career Centers in NC

Find a Center

4,009

Résumés updated this week

Find a Candidate

418

New jobs posted today

Find a Job

3.6

Unemployment Rate

Find LMI Data

Search

Enter Keyword

Zip Code or City

Radius

Search

News and Announcements

Online Resources Available in lieu of Visiting Career Centers

Job Seekers



Find a Job

Create a Résumé

Career Information

Education and Training

Employers



Find a Candidate

Post a Job Opening

Obtain Labor Market Information

Recruitment Assistance

Resources and Services



NCWorks Veterans Portal

NC Youth Services

Unemployment Insurance Information

Workforce Transition and Community Assistance

NC Eligible Training Provider List

H2A Agricultural Job Openings

Menu of Business 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.

Rapid Response Resources on NCWorks.gov



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Top 10 Things You 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 an overpayment, read all 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.

FILING FOR UNEMPLOYMENT INSURANCE BENEFITS DUE TO COVID-19



NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

Updated March 26, 2020

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

- 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.



Worker Dislocation Resources

Unemployment Assistance

Frequently asked questions and information related to COVID-19 unemployment insurance for individuals

<https://des.nc.gov/need-help/covid-19-information/covid-19-information-individuals>

Worker Transition and Community Resources

This page contains links to resources to assist during transition from employment to unemployment or retirement, or unemployment to re-employment. It includes other community or social service programs, such as health, families and children, temporary assistance programs, legal issues, government benefits, caregiver resources, and more.

<https://www.ncworks.gov/vosnet/gsipub/documentView.aspx?enc=k8KmPAIGNeNnk3L/11KA5w==#q1>

How to survive after a job loss

This page connects those who need, support and deliver financial planning.

http://www.rochepartners.com/files/After_a_Job_Loss.pdf

Credit Counseling

This page is available if you need assistance managing your finances.

<https://www.nfcc.org/locator/>

How to Make Smart Financial Choices After a Job loss

This page provides information on making smart financial choices during a job loss

<https://www.finra.org/sites/default/files/Job-Dislocation-How-to-Make-Smart-Financial-Choices-After-a-Job-Loss.pdf>





Guilford County Dislocation Services

MARCH 2020

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NC
works

AGENDA

- Overview of Career Center Services
- NC Commerce Unemployment Filing Assistance Procedure
 - F.A.Q
 - Closing

Where to Find Job Seeker Services

NCWORKS CAREER CENTER – GREENSBORO

2301 W MEADOWVIEW ROAD

GREENSBORO, NC 27407

336-297-9444

NCWORKS CAREER CENTER – HIGH POINT

607 IDOL STREET

HIGH POINT, NC 27410

336-882-4141

Visit Us Online at:

<https://www.ncworks.gov>

<https://www.guilfordworks.org>

NCWorks Career Center-Guilford County is an equal opportunity affirmative action employer/organization

Services Available

- Job Listing and Referrals
- Labor Market Information
- Career Exploration / Planning Information
- Education & Training Assessment
- Self-Directed Job Search
- Financial Aid and Scholarship Information
- Veterans Resources/Services
- Resume Assistance
- Employability Sessions
- Fax/Copy Services
- Networking Opportunities

- No Appointment is Needed
- Register Online
- On-site registration available
- Walk-ins accepted
- Priority of Services for US Veterans

To register for job seekers services, go to:

<https://www.ncworks.gov>

Dislocated Worker Program

Document needed at time of application:

- Letter of Lay-off/Current Pay Stub
- Driver's License
- Social Security Card
- Veteran DD-214 Papers (If applicable)

Employability Sessions

Workshops and sessions available to assist you with your job search:

- Job Search Skills
- LinkedIn
- Navigating NCWorks Online
- Resume and Interviewing skills
- Working Smart

Starting a Business

The Greensboro Chamber of Commerce and the High Point Chamber of Commerce offer a number of programs to assist individuals with starting a new business. Contact information is listed below:

Greensboro Chamber of Commerce

111 W. February One Place
Greensboro, NC 27401
336-387-8301
<https://www.Greensboro.org>



High Point Chamber of Commerce

1634 North Main Street
High Point, NC 27262
336-882-5000
<https://www.bhpchamber.org>



Other Resources

For community resources, you may access our Community Resource Assistance Guide (CRAG):

https://bit.ly/NCWorks_CRAG

To find NCWorks Career Centers outside of Guilford County go to:

<https://bit.ly/mylocalncworks>





UNEMPLOYMENT FILING ASSISTANCE

GOOD NEWS!

- According to the Division of Employment Security, If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits.
- In order to determine eligibility, you must first apply for unemployment.

ELIGIBILITY REQUIREMENTS

- You must be unemployed due to no fault of your own (DES will make this determination based upon information provided by you and your last employer);
- You must be considered monetarily eligible (earned sufficient wages to establish a claim);
- You must register for work with your resident state's job service office. In North Carolina that service is [NCWorks](#)

FILE YOUR CLAIM FASTER!

- **The fastest and most efficient way to file a new claim is to file online at des.nc.gov. If you don't have access to a computer, you may file over the phone by calling 888-737-0259.**
- **Filing your claim will go faster if you have the following important information before you begin:**
- **All Individuals**
- Your Social Security Number.
- Details from your most recent employer about separation, vacation or severance pay you received, will receive, or are entitled to receive.
- Details regarding any retirement pay (gross monthly amount of pay along with proof).
- Your bank routing number and account number if you would like unemployment payments directly deposited into your bank account. If you do not select direct deposit, payment will be placed on a DES issued debit card.
- Your work history for the past two years (employer name as it appears on your check stub, employer's payroll and physical addresses, telephone number, employment dates, rate of pay and reason for separation from each employer).
- Valid e-mail address

Other Personnel

- **Non-Citizens**
- Your Alien number and expiration date from your Employment Authorization Document.
- **Former Federal Employees**
- Your SF-50 form, SF-8 form, pay stub(s) or W-2 (if you worked in federal employment within the past two years). If this information is unavailable, you may provide it later. Please proceed in filing your claim.
- **Former Military Personnel**
- Your DD214, Member 4 Copy. If your DD214 is unavailable, you may provide it later. Please proceed in filing your claim.

Create Your Account

- **Website:** des.nc.gov
- Select [Sign Up](#) on the DES webpage
- Enter your Social Security Number twice.
- Select 'Next.'
- You will then reach the 'Account Creation' page. Here you will:
 - Create a user name.
 - Enter your email address twice.
 - Create a pin number.
 - Enter your contact phone number.
 - Create a password.
- Select 'Create Account.'
- After your new account is created, an email will be sent to the email address you provided during your account creation. Select the link in the email to activate the account. The link is only valid for one hour. You can now [Sign In](#) to the website using your user name and password.

Payments

- The weekly benefit amount is based on the earnings in the last two quarters of your base salary
- Most people will qualify to receive less than half of what they generally earn. Unemployment insurance is not a wage replacement program.
- The maximum weekly benefit amount (WBA) is \$350
- Currently the maximum number of weeks you can receive is 12
- Unemployment payments will be made by direct deposit or debit card. The DES Bank of America is the default method of payment.
- If you choose to receive payments via direct deposit, you can do so online at www.des.nc.gov or you can complete the Tax Withholding and Direct Deposit form which will be mailed to you after you file a claim.
- Unemployment Insurance benefits are taxable. You can use the Tax Withholding and Direct Deposit form to elect to have state and/or federal taxes withheld from your benefits.

F.A.Q

- **Q. What if I am temporarily laid off work because business has slowed down as a result of COVID-19?**
- A. If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. If you're temporarily out of work or working reduced hours due to COVID-19, select one of those two separation reasons when filing your claim.
- **Q. What if my employer goes out of business as a result of COVID-19?**
- A. You may be eligible for unemployment benefits if you're laid off. If you're out of work due to COVID-19, indicate that while filing your claim.
- **Q. My employer has shut down operations temporarily because an employee is sick, and we have been directed to be isolated or in quarantine as a result of COVID-19. Am I eligible for unemployment benefits?**
- A. If you are not receiving payment from your employer, such as paid sick leave or paid time off, you may be eligible for unemployment benefits during this time. If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. If you're temporarily out of work or working reduced hours due to COVID-19, select one of those two separation reasons when filing your claim.

F.A.Q

- **Q. What if I need to take time off work because I contract COVID-19?**
- A. The first and best option for employees who need to miss work due to illness is to use their employer-paid time off.
- **Q. What if I am directed by a medical professional or public health official to quarantine as a result of COVID-19, but I am not sick?**
- A. If your employer is not offering paid time off, you should apply for unemployment insurance. If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. If you're temporarily out of work or working reduced hours due to COVID-19, please select one of those two separation reasons when filing your claim.
- **Q. I am a part-time employee. Am I eligible for unemployment?**
- A. Anyone can file for unemployment insurance. In order to determine eligibility, you must first apply for unemployment. If you're temporarily out of work or working reduced hours due to COVID-19, please select one of those two separation reasons when filing your claim.
- **Q. Do I qualify for unemployment benefits if I become seriously ill and I am forced to quit my job as a result of COVID-19?**
- A. When filing for unemployment insurance, an employee must provide information about their decision to leave the job. In order to determine eligibility, you must first apply for unemployment.

F.A.Q

- **Q. How am I supposed to meet requirements related to my existing unemployment claim if I am in isolation or quarantine as a result of COVID-19?**
- A. Report your activities each week when you file your weekly certification. Further direction will be provided as it becomes available.
- **Q. Must I still attend a previously scheduled in-person appointment?**
- A. No, please contact the unit who scheduled the appointment or our Customer Call Center for other options to complete your appointment.
- **Q. Do I have to search for work while filing for unemployment?**
- A. Further direction will be provided as it becomes available.
- **Q. How do I file for unemployment insurance?**
- A. The fastest and most efficient way to file a new claim is to file online at des.nc.gov. If you don't have access to a computer, you may file over the phone by calling 888-737-0259.

WE ARE HERE TO SERVE YOU!

- If you have questions concerning your NCWorks account, password changes, etc. feel free to contact the closest career center.
- The Greensboro NCWorks Center location: at 336.297.9444
- The High Point NCWorks Center location: at 336.882.4141
- During this pandemic, the Career centers will continue operations by providing remote services via phone from 9am – 4pm, Monday through Friday.

STAY ENCOURAGED AND STAY SAFE!

THANK YOU

NCWorks Career Center
<https://www.ncworks.gov>

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guilfordworks.org

