



(NCWorks Career Centers in: Alexander, Burke, Caldwell, and Catawba Counties)

Western Piedmont Workforce Region Virtual Rapid Response Packet

(As it applies to COVID-19 measures)

FILING YOUR UNEMPLOYMENT CLAIM

You can apply for benefits online 24 hours a day, seven days a week!
<https://des.nc.gov/apply-unemployment/filing-your-unemployment-application>

Note: All Unemployment applications and questions are received and updated by the Department of Employment Security. The NCWorks Career Centers do not process unemployment application claims.

If you need personal assistance, contact the Customer Call Center at **888-737-0259**

Monday through Friday, from 8 a.m. to 4:30 p.m.

During the COVID-19 pandemic, when call volumes are high: Your unemployment application questions can be answered by calling your local NCWorks Career Center(s) –Burke (828) 438-6161; Caldwell (828) 759-4680; Alexander/Catawba (828) 466-5535; and requesting to be put on the “Inquiry Contact List” that is sent to Department of Employment Security (DES). A customer service representative from DES will contact you!

Note: Unemployment applications are NOT filed in person in any of our four counties!

If you want to apply online, you must create an “online account” to file an application for Unemployment Insurance online.

Your account also provides access to the Claimant Self-Service Portal, where you can get information about your claim at any time, such as:

- Claim status.
- Payment detail.
- Documents and determinations sent to you regarding your claim.
- Address, payment method, and tax withholding updates.

To create your online account, you will need your Social Security Number and a valid email address.

Create Your Online Account

1. Select Sign Up on the DES webpage link above.
2. Enter your Social Security Number twice.
3. Select 'Next.'
4. 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.
5. Select 'Create Account.'
6. 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.

Unemployment Insurance Changes Due to COVID-19 (Coronavirus)

The North Carolina Employment Security Division is publishing instructions and guidance on the following webpage: <https://des.nc.gov/need-help/covid-19-information> to help you understand new changes to the state's unemployment system, due to the current impacts of the COVID-19 coronavirus in North Carolina.

These changes were ordered by Governor Cooper on Tuesday, March 17, 2020, as outlined in his [Executive Order 118](#).

We are working to ensure that necessary unemployment insurance benefits will be available to eligible North Carolinians affected by job loss due to the COVID-19 coronavirus disease in our state.

On this page, you will find answers and instructions:

- For people seeking to apply for unemployment insurance benefits, due to the COVID-19 situation
- For employers seeking guidance for how to navigate the new changes to the unemployment insurance system

This page will be updated frequently with new information as it becomes available, as we continue to monitor all available data and evaluate its impact on both workers and employers.

For people facing job loss due to the COVID-19 coronavirus situation, Governor Cooper's Executive Order specifically addresses:

- Individuals who are separated from employment;
- Individuals who have had their work hours reduced,
- Individuals who are prevented from working due to a medical condition or under direct quarantine orders as a result of COVID-19.

If you're temporarily out of work OR your working hours have been reduced *due to COVID-19*, file a claim for unemployment benefits online and *choose one of those two separation reasons* on the screen where you'll enter and submit your claim information.

As an individual, your eligibility, exact amount of benefits, and duration period of those benefits cannot be determined until after you file and submit your claim.

Unemployment Benefits - Questions & Answers For Individuals:

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.

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.

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. Individuals currently filing for unemployment insurance benefits who have to quarantine due to COVID-19 will be considered able and available to work as long as the individual has not removed themselves from the labor market.

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. If you are out of work as a result of COVID-19, you do not have to conduct a work search while filing for unemployment.

Unemployment Benefits - Questions & Answers for Employers

Employers, if you have questions about unemployment insurance, please contact our Employer Call Center at 919-707-1150 for assistance.

Q. Am I able to file unemployment benefits on behalf of my employees who may be affected by COVID-19?

A. Employers who wish to file claims for employees must meet the requirements of employment security law.

Q. Will I receive relief of benefit charges for claims related to COVID-19?

A. Yes. The Department of Commerce Division of Employment Security has been directed to not allocate charges to employers' accounts for individuals who are paid benefits for reasons related to COVID-19. Employers responding to requests for separation information should indicate that the separation was due to COVID-19.

Where can I get more information about the COVID-19 response in North Carolina?

The North Carolina Department of Health and Human Services is providing updates on COVID-19 in North Carolina on its website.



(NCWorks Career Centers in: Alexander, Burke, Caldwell, and Catawba Counties)

Community Resources For Individuals During COVID-19 **COVID-19 General Information**

North Carolina Department of Health and Human Services <https://www.ncdhhs.gov/>
Centers for Disease Control and Prevention <https://www.cdc.gov/>
World Health Organization <https://www.who.int/>

County-Specific Resources

Each county has specific resources for their citizens. The links below will take you to each county's web page and information about the services available to assist you.

Alexander County DSS

604 7th St. SW
Taylorsville, NC 28681
(828) 632-1080
Website: <https://alexandercountync.gov/dss/>

Burke County DSS

700 East Parker Road
Morganton, NC 28655
(828) 764-9600
Website: <https://www.burkenc.org/1217/Social-Services>

Caldwell County DSS

2345 Morganton BLVD. SW
Suite A
Lenoir, NC 28645
(828) 426-8200
Website: <https://www.caldwellcountync.org/social-services>

Catawba County DSS

3030 11th Ave Dr. SE
Hickory, NC 28602
(828) 695-5600
Website: <http://www.catawbacountync.gov/county-services/social-services/>

Employment Opportunities

NCWorks Career Centers provide job training, resume assistance, Veteran's services, and many other services. Please contact the nearest NCWorks Career Center for virtual services or visit our website at <https://www.ncworks.gov/vosnet/Default.aspx>

****At this time due to COVID-19, all NCWorks Career Centers are closed to the public, but we are answering emails and phone calls directly.***

NCWorks Career Services
Located at DSS
604 7th St. SW
Taylorsville, NC 28681
828-632-4631

NCWorks Career Center-Burke
720 East Union St
Morganton, NC 28655
828-438-6161

NCWorks Career Center-Caldwell
1909 Hickory Blvd SE
Lenoir, NC 28645
828-759-4680

NCWorks Career Center-Catawba
403 Conover Station Blvd SE
Conover, NC 28613
828-466-5535

Training Opportunities

North Carolina Community Colleges provide high-quality educational opportunities to individuals. Contact or visit your nearest Community College for specific training programs and schedule.

CVCC Alexander Center
345 Industrial Boulevard
Taylorsville, NC 28681
Phone: 828-327-7000
Website: www.cvcc.edu

Caldwell Community College & Technical Institute
2855 Hickory Boulevard
Hudson, NC 28638
Phone: 828-726-2200
Website: www.cccti.edu

Catawba Valley Community College
2550 Highway 70 SE
Hickory, NC 28602
Phone: 828-327-7000
Website: www.cvcc.edu

Western Piedmont Community College
1001 Burkemont Avenue
Morganton, NC 28655
Phone: 828-438-6000
Website: www.wpcc.edu

Other Employment and Training Opportunities

The North Carolina Department of Health and Human Services-Vocational Rehabilitation offers employment and training opportunities to eligible individuals. Contact your representative for more information.

Alexander & Caldwell
Stephen Starnes
828-757-5639

Catawba
Rick Murphy
828-322-2921

Burke
Janet Hannah
828-608-5600



94

Career Centers in NC

[Find a Center](#)

4,009

Résumés updated this week

[Find a Candidate](#)

418

New jobs posted today

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3.6

Unemployment Rate

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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**

A proud partner of the
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network

Employer Resource Guide

Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name	Contact Info	First Step (call, email, forms, etc.)
NC Dept. of Commerce Division of Workforce Solutions	Business Edge (lavor aversion)	https://www.ncommerce.com/business/workforce-development/consulting-services-staffing-business-edge	Layoff aversion assessment and solution recommendations	NC-based companies, 20-250 employees, manufacturing industry sector	Jenni Harris, Russell Doles	DWS BusinessServices@nccommerce.com Tel: 800-562-6333	email contact information and summary of priority need impacted
NC Dept. of Commerce Division of Workforce Solutions	Rapid Response	https://www.dol.gov/agencies/whd/business-closure-resources/rapid-response-support-workers	intervention program that helps employers and workers facing layoffs, closures, and other sensitive business actions		Russell Doles, Yolanda Farrington	DWS BusinessServices@nccommerce.com Tel: 800-562-6333	email contact information and number of employees potentially impacted
US Dept. of Labor Employment and Training Administration	COVID-19 or Other Public Health Emergencies and the Fair Labor Standards Act Questions and Answers	https://www.dol.gov/agencies/whd/fisa/bandemic	Answers to questions on fair labor standards during this time of the Coronavirus				For additional information, visit our Wage and Hour Division Website: https://www.dol.gov/agencies/whd or call toll-free 1-866-4USWAGE (1-866-487-9243)
NC Dept. of Commerce Division of Workforce Solutions	WARN – Worker Adjustment and Retraining Notification	https://www.ncommerce.com/business/business-closure-resources/file-warn-notice	The Worker Adjustment and Retraining Notification Act seeks to protect workers, their families, and their communities by requiring employers to provide 60 days' advance notice of certain plant closings and mass layoffs.	Businesses that employ at least 100 workers, excluding part-time workers, are required to file a WARN notice if they are preparing to take one of the following actions: 1. Close a plant that affects at least 50 employees during any 30-day period. 2. Conduct a mass layoff of at least 500 employees, or a layoff impacting between 50-499 employees.	Russell Doles, Yolanda Farrington	DWS BusinessServices@nccommerce.com Tel: 800-562-6333	Visit: https://www.ncommerce.com/documents/sample-e-warn-letter for a sample WARN notice letter, which will help you complete one for your business, should the need arise.
NC Dept. of Commerce Division of Workforce Solutions	Trade Adjustment Assistance	https://www.ncommerce.com/grants-incentives/workforce-grants/trade-adjustment-assistance-taa	Trade Adjustment Assistance provides re-employment assistance to workers who have been negatively impacted by foreign trade. Through job referrals, training, and income support, this program is designed to help workers find new jobs.	NC workers who have been negatively impacted by foreign trade	Monique Allen	Trade Adjustment Assistance Unit Tel: 919-814-0373 DWS BusinessServices@nccommerce.com	Affected workers must file a petition with the U.S. Department of Labor within a year of the layoff.
US DOL Employment and Training Administration	U.S. DOL Guidance on Unemployment Insurance Flexibilities During COVID-19 Outbreak	https://www.dol.gov/newsroom/releases/eta/eta202003120	New Guidance on Unemployment Insurance Flexibilities		Megan Sweeney	Phone Number 202-693-4661 Email sweeney.megan.p@dol.gov	



Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name	Contact Info	First Step (call, email, forms, etc.)
SBTDC - Small Business and Technology Development Center	Helping businesses prepare for and recover from disasters. SBTDC has been identified as a "first responder" for business recovery in the state's disaster recovery plan.	www.sbtcdc.org	Helping businesses prepare for and recover from disasters and has been identified as a "first responder" for business recovery in the state's disaster recovery plan Services: <ul style="list-style-type: none">• Assessing the financial impact on your business• Reconstructing financial statements• Preparing your SBA disaster loan application• Exploring options with creditors	All small to medium-sized businesses in NC	Contact Alex Viva at aviva@ncsu.edu	www.sbtcdc.org Tel. 919.715.7272 or Toll Free 800.258.0862	
Small Business Administration	SBA Loans Disaster Assistance	https://www.sba.gov/funding-programs/loans	The SBA works with lenders to provide loans to small businesses. The agency doesn't lend money directly to small business owners. Instead, it sets guidelines for loans made by its partnering lenders, community development organizations, and micro-lending institutions. The SBA reduces risk for lenders and makes it easier for them to access capital. That makes it easier for small businesses to get loans.		Scott Daugherty	5 West Hargett Street, Suite 600 Raleigh, NC 27601 sdaugherty@sbtcdc.org	Find your local SBA office and set up an appointment for counseling or help filling out loan applications.
Carolina Small Business Development Fund	Coronavirus (COVID-19): Small Business Guidance & Loan Resources	https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources	Carolina Small Business Development Fund provides the tools and guidance that allow entrepreneurs to achieve their dreams.			Tel. (919) 803-1437 services@carolinasmallbusiness.org	1. Needs Assessment completed prior to customized action plan. 2. If you would like to request one-on-one technical assistance, you can complete our Request For Counseling form. 3. Take a look at our trainings and seminars.
NCCCS	Small Business Center Network	www.nscbc.net	Business Coaching, Disaster recovery and relief, Veteran entrepreneurship, Women's business centers, Latino entrepreneurship, Training opportunities	General Business Counseling; Business Continuity and Strategic Planning; Loan Application Assistance; Financial Projections and Cash Flow Management; Marketing Assistance; Provision of Resource Information and Referral to Appropriate Agencies and Sources of Assistance	Small Business Owners	Anne Shaw shawa@nccommunitycollege.edu	email contact information and summary of needed assistance
NC Biotech Center	COVID-19 Resources for North Carolina Life Science Companies and Researchers	https://www.ncbiotech.org/covid-19	Given the role North Carolina's life science community may play in response to the COVID-19 virus, and the effect the outbreak may have on business operations, this page compiles resources and news relevant to local life science companies and researchers. This page is actively being maintained by Life Science Intelligence at NCBiotech. If you have something to submit, please email research@ncbiotech.org, and follow NCBiotech on Twitter for updates.	For North Carolina Life Science Companies and Researchers	Doug Edgeton, CEO	doug.edgeton@ncbiotech.org	Tel. 919.541.9366



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NC Rural Center	Disaster Recovery	https://www.ncruralcenter.org/engagement/disaster-recovery/	Through their partnerships with Thread Capital, Golden LEAF Foundation, SBTC, BUNC, and SBCN, the NC Rural Center has been able to gather financial resources, help disseminate information, host disaster recovery centers for the SBA, and provide disaster recovery bridge loans to small businesses as they wait for more permanent financing to come through. Now, with the partnership of, Thread Capital, the Rural Center has moved its focus from direct recovery lending to being a critical facilitator of all things disaster recovery in North Carolina. The team works with other organizations across the state to centralize resources for disaster recovery, making them more manageable and far-reaching for those affected.	Individuals, Small Business, Agriculture & Farming, Nonprofits	Barry Ryan, Vice President	barry@ncruralcenter.org	
Division of Employment Security	Employer Call Center	https://des.nc.gov/_org/lending/	Employers should contact the Employer Call Center with questions or assistance regarding temporary attached claims, taxes, List of Charges/Potential Charges, sign in and password resets.	Employers should contact the Employer Call Center with questions or assistance regarding temporary attached claims, taxes, List of Charges/Potential Charges, sign in and password resets.	Phone (Toll Free): 866-278-3822 Phone (Local): 919-707-1150 Fax: 919-715-0780 Hours of Operation: Monday through Friday, 8:00 a.m. to 4:30 p.m. Employer Tax Assistance des.tax.customer.service@nccommerce.com	Unemployment Insurance Sides Employer Support & Inquiry des.employersupport@nccommerce.com	Phone (Toll Free): 866-278-3822 Phone (Local): 919-707-1150 Fax: 919-715-0780 Hours of Operation: Monday through Friday, 8:00 a.m. to 4:30 p.m. Employer Tax Assistance des.tax.customer.service@nccommerce.com



Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name	Contact Info	First Step (call, email, forms, etc.)
NCDHHS	Information on Coronavirus in English and Spanish	https://www.ncdohhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/materials-and	1. Share Facts About coronavirus disease 2019 (COVID-19); English 2. What you need to know: English, Spanish, Simplified Chinese 3. What to do if you are sick: English, Spanish, Simplified Chinese 4. Stop the spread of germs: English, Spanish, Simplified Chinese 5. Symptoms of Coronavirus Disease 2019 COVID-19; English, Spanish; 3. Simplified Chinese 6. CDC Protect and Prepares Communities: English 7. Stay Healthy Wash Your Hands: 8.5 X 11- English, Spanish, 11 X 17- English, Spanish 8. Wash Your Hands: English, Spanish, French, Arabic, Bengali, Chinese, Portuguese, Urdu 9. Keep Calm and Wash Your Hands: 8.5 X 11- English, Spanish, French, Arabic, Bengali, Chinese. 11 X 17- English, Spanish, French, Arabic, Bengali, Chinese 10. NCDHHS Division of Public Health: Community Engagement Resources for public health officials with North Carolina's local health departments.	For additional resources or questions, please contact: Luis Cruz, Director of Agriculture Services and Foreign Labor at luis.cruz@nccommerce.com			Plan, Prepare and Respond to Coronavirus Disease Interim Guidance for Businesses and Employers
	COVID-19: Businesses and Employers	https://www.ncdohhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/businesses-employers	For additional resources or questions, please contact: Luis Cruz, Director of Agriculture Services and Foreign Labor at luis.cruz@nccommerce.com	To participate in the H-2B program, an applicant must: 1. Be an employer with a valid Federal Employer Identification Number (FEIN); 2. Have a place of business (i.e., physical location) in the United States; 3. Have a means by which it can be contacted for employment.	Louise Joyner	Foreign Labor Application Gateway: https://fla.dol.gov/	Prior to filing a petition with DHS' U.S. Citizenship and Immigration Services (USCIS), an employer must obtain an approved temporary labor certification from the Department: New Applicants must 1. Register - 150-120 calendar days before the date of need will be required. 2. Obtain a Prevailing Wage Determination (PWD) - at least 60 calendar days before it is needed. 3. File a job order and H-2B application - 90 to 75
Centers for Disease Control	Information on Coronavirus in English and Spanish	https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html	H-2B -- non-agricultural foreign labor or H-2B Permanent	The H-2B temporary non-agricultural program permits employers who meet the program requirements to hire nonimmigrant workers to temporarily come to the U.S. and perform non-agricultural services or labor based on the employer's temporary need. The employer applicant must establish that its need for non-agricultural services or labor is temporary in nature, regardless of whether the underlying job is permanent or temporary.			
NC Dept. of Commerce Division of Workforce Solutions	Foreign Labor Certifications	https://www.foreignlabortcert.doleta.gov/2015_H-2B_IFR.cfm					

					days prior to the date of need.
Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name
NC Dept. of Commerce Division of Workforce Solutions / NCWorks Career Centers	Agricultural Services	https://www.ncommerce.com/business/workforce-development/agricultural-workforce	Agricultural Employment Consultants conduct outreach services in areas where Migrant & Seasonal Farmworkers live, work and gather to identify farmworkers, enhance their employability and provide supportive services.	Must be Migrant/Seasonal Farmworkers and Agricultural Employers to participate	Luis Cruz, Jenni Harris
NC Dept. of Commerce Division of Workforce Solutions	Incumbent Worker Training	https://www.ncommerce.com/grants-incentives/workforce-training/in-cumbent-worker-training	Helps companies train their existing employees, which leads to an increased skill level, so that employees can be promoted and the employer can backfill opportunities for less skilled or experienced employees.	NC Employees who have worked for a business consistently for six months or more.	DWS BusinessServices@nccommerce.com Tel. 919-814-0400 or Workforce Development Boards https://www.ncawdb.org/localboards/
NC Dept. of Commerce Division of Workforce Solutions	On-The-Job Training	https://www.ncommerce.com/grants-incentives/workforce-grants/job-training	Through OJT, a wage reimbursement incentive may be provided to a business to help offset the cost of training a new employee with limited skills. Wage reimbursement ranges from 50 to 75 percent, and can last up to six months.		DWS BusinessServices@nccommerce.com Tel. 919-814-0400 or Workforce Development Boards https://www.ncawdb.org/localboards/
NC Community College System	Customized Training	https://www.nccommunitycolleges.edu/customized-training	The goal of Customized Training is to foster and support three key aspects of a company's well-being: Job Growth, Technology Investment, Productivity Enhancement	NC-based companies who are new or expanding.	Pres. Peter Hans hansp@nccommunitycollege.edu Tel: 919-807-6951
NC Dept. of Commerce Division of Workforce Solutions	Federal Bonding and Reentry	https://www.ncommerce.com/grants-incentives/workforce-grants/high-risk-employees-federal-bonding	Provides free insurance --\$5,000 in coverage-- for the first six months of hiring "at risk" individuals. The coverage protects the employer from acts of dishonesty such as theft, larceny or embezzlement.	NC Employers who hire the following individuals: Individuals with a history of arrest or conviction. Individuals with a history of substance abuse. Individuals with poor credit or who have declared bankruptcy. Individuals with a dishonorable discharge from the military. Individuals lacking sufficient work history.	Wendi Eure DWS Re-Entry Entry@ncommerce.com .
NC Community College System	Apprenticeships	https://www.apprenticeshipnc.com/	Apprenticeships help workers learn specialized skills needed in today's economy. The program combines on-the-job learning with related classroom instruction. Apprenticeship allows businesses to create flexible and effective training and hiring solutions that work for their industry. Apprentices learn practical skills while earning a nationally recognized industry credential.	Kathryn Castellos	apprenticeship@nccommunitycolleges.edu



Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name	Contact Info	First Step (call, email, forms, etc.)
NCWorks Career Centers	Talent Identification and Selection	https://www.nccommerce.com/business/workforce-development/ncworks-career-centers-business-services	80+ NCWorks Career Centers, located across the state, are equipped to help employers find, train, and retain the qualified employees they need. These centers provide free services to help local businesses, including the following: Job applicant screening and qualified candidate referrals Valuable and up-to-date labor market facts and projections, such as wages Information on tax credits for hiring particular groups of workers Space to conduct job interviews Help arranging job fairs Workshops on employer-related subjects Reference library Employee training resources Layoff/closure prevention services for employers Information about Federal Bonding (insurance for hiring at-risk workers)	NC-based companies 80+ different centers located around the State.	https://www.ncworks.gov/vosnet/ContactUs.aspx?tab=2	Locate your NCWorks Career Center and set up an appointment. Then register with NCWorks Online and start searching for job candidates today!	
Business Link North Carolina	Starting/Expanding a Business or general business resource questions	www.BLINC.gov	Provide General Statutes for businesses and offer assistance with resources for business loans and grants (if available)	Help any size business that wants to be in NC.	Holly Yanker and BLINC Team	hly.yanker@edpnc.com or or call 800-228-8443, if receive voicemail, leave a message	Visit website BLINC.gov and call with questions 800-228-8443
Golden LEAF	Economic Catalyst Program	https://www.nccommerce.com/grants-incentives/public-infrastructure-funds/goldenleaf-infrastructure-grants	Assists eligible state, regional and local economic development entities with grants to support projects in which a company will commit to create a specific number of full-time jobs in a tobacco-dependent or economically distressed area.	Eligible applicants are governmental entities and 501 (c)(3) nonprofit organizations. Applications must be for projects that will lead to job creation and the expected job creation is AT RISK without Golden LEAF support.	Scott Hamilton or Terri Bryant Adou-Dy	programs@goldenleaf.org	Review the Economic Catalyst priorities. Complete the application form and submit the attachments listed on the form.
Managing Agency	Program	Website	Service Provided	Qualifiers (type, size, etc.)	Contact Name	Contact Info	First Step (call, email, forms, etc.)



EDPNC	Expand to North Carolina; One-on-one phone consultations to help navigate regulatory requirements, licensing and permitting; identify barriers to growth and make connections to helpful resources; Grow your company globally through exportation – services to navigate trade agreements and language barriers, and attend international trade shows.	https://edpnc.com/	If you're thinking about a new business location, our team of economic development experts can help you decide whether North Carolina is the perfect fit -and connect you with the resources you need to break ground.	Christopher Chung, CEO Christopher.chung@edpnc.com	Tel. 919-447-7788 Christopher.chung@edpnc.com	Visit EDPNC website and identify area of labor market information or business expansion that you need. Staff directory is broken down into categories of services.
EDPNC	Small businesses that need business counseling or potential loans from a disaster.	https://edpnc.com/start-or-grow-a-business/start-a-business/		Small Businesses located in NC		
NC Chamber	Working to establish a globally competitive workforce and create an enviable business climate that fuels statewide economic prosperity.	https://ncchamber.com/coronavirus-resource-guide/	Preparation, Not Panic – A CORONAVIRUS Resource Guide for Businesses	All NC Businesses	Gary Salamido g.salamido@ncchamber.com (919) 836-1403	CONTACT g.salamido@ncchamber.com (919) 836-1403
UNC-TV	Spanish translation of Governor's Press Conference Videos	https://www.unctv.org/coronavirus	Emergency Briefings by the Governor in Spanish			
N.C. Department of Health & Human Services	Vocational Rehabilitation - Serving individuals with disabilities	For a description of VR services: https://www.ncdohhs.gov/divisions/dvrs	Tools that identify skills needed for a job and skills and aptitudes of available candidates.		Contact info for each local office is found here: https://www.ncdohhs.gov/divisions/dvrs/vr-local-offices	
Local Workforce Development Boards	Free hiring events for one or more employers.	https://www.ncawdb.org/local-boards/	Professional staff can assist in planning, marketing, coordinating, and facilitating free hiring events for one or more employers.	Local Workforce Development Boards' Business Services Representatives/ teams and/or NWorks Career Centers.	To learn more about free hiring events contact a Business Services Representative or NCVWorks Career Center Manager in your area. https://www.ncawdb.org/business-services-representatives/	



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NC Dept. of Commerce Division of Workforce Solutions	Hiring Veterans	https://veterans.ncworks.gov or http://www.nc4me.org/home.html	* The N.C. Division of Workforce Solutions provides job seeker services for veterans, transitioning service members, and eligible spouses. * NC4ME Hiring Events – where hiring managers connect with military talent during Hiring Events held inside NC's major military installations. * Companies and candidates will arrive ready to conduct interviews prearranged based on candidate interest and company need.	Victor Glover for N.C. Division of Workforce Solutions	For N.C. Division of Workforce Solutions: victor.glover@ncommerce.com	For NC4ME: https://nc4me.org/contact/	
NC Dept. of Commerce Division of Workforce Solutions	Find labor market information and local wage data	www.NCWorks.BDV	* Find occupation information, wage information, unemployment rates, advertised job posting statistics, demographic information, and more for a specific region, county, or metropolitan area. * Analyze Real-Time Trends in the Labor Market including employers and locations with the most job openings, employer and candidate salary expectations, and the number of unemployed per job opening.			NCWorks Online – Labor Market Information Visit NCWorks Online to access labor market information and local wage data. Once there, select “Find LMI data”.	
NC State's Industry Expansion Solutions	Training programs taught by subject matter experts in a variety of topics	https://www.ies.ncsu.edu/	Training programs and courses that lead to critical skills or a licensure, certification, renewal, or registry listing. Training can be delivered as a single course or bundled as a series of courses, like: Environmental Health and Safety, Leadership and Team Development, Process Improvement, Health Occupations, Manufacturing, Industrial Maintenance, Construction, Business, Computers, Transport Systems, Education, Languages, Service Occupations, and Agriculture and Natural Resources.	Phil Mintz phil.mintz@ncsu.edu https://www.ies.ncsu.edu/	IES is the engineering-based, solutions-driven, client-focused unit of NC State University. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.		
ManufacturedNC	For Supply Chain Disruptions due to COVID-19	https://www.manufacturednc.com/	Find the Manufacturer or Supplier your business needs at https://www.manufacturednc.com/		If you are a N.C. manufacturer, please register your business with https://www.manufacturednc.com/enroll .	Other businesses may be looking for you!	



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Carolina Community Impact, Inc.	Funding resources that can provide low interest lending options.	https://www.carolinacomunityimpact.org/	Carolina Community Impact, Inc. provides access to credit building and asset building techniques and services through financial education and small-dollar consumer loans.		Tel. 919-861-5321		Simply provide your contact information and let us know how we can help.
N.C. Community Development Initiative	Funding resources that can provide low interest lending options.	https://ncinitiative.org/	N.C. Community Development Initiative Initiative Capital, the N.C. Community Development Initiative's lending arm, provides strategic lending and investment for community economic developers and businesses that create jobs, promote economic growth and facilitate the development of affordable housing and community revitalization, particularly in low resource areas of the state.		Tel. 919-828-5655		
Self-Help Credit Union	Funding resources that can provide low interest lending options.	https://www.self-help.org/	Self-Help Credit Union Lending Office: Business Loan Webform Self-Help's mission is to create and protect ownership and economic opportunity for all. They do this by providing responsible financial services; lending to individuals, small businesses and nonprofits; developing real estate; and promoting fair financial practices. Branch locations are in Florida, North Carolina, South Carolina and Virginia.		Tel. 800-476-7428 https://www.self-help.org/contact-us/about-a-business-loan		
Thread Capital	Funding resources that can provide low interest lending options.	https://www.threadcap.org	Launched in June 2018 by the N.C. Rural Center, Thread Capital gives N.C.'s small businesses and entrepreneurs access to the resources they need to thrive. Thread Capital provides small business loans up to \$50,000 to traditionally underserved entrepreneurs in North Carolina. Thread Capital also provides disaster recovery loans up to \$250,000. Rapid Recovery loans provide immediate cash to businesses to keep their doors open in the aftermath of a natural disaster. Resilient Recovery loans are designed to help small businesses be better prepared for future disasters.		Tel. 919-212-4950 connect@threadcap.org		



Rapid Response COVID-19 Q&A

How should Rapid Response be handled during a crisis such as the Coronavirus (COVID-19)?

Rapid Response is the gateway to the workforce system. Rapid Response teams are flexible, agile, and work closely with struggling/declining businesses to provide the best solutions to help transition their workforce. During a crisis, the N.C. Department of Commerce and its NCWorks partners can provide Rapid Response services virtually.

Has the Rapid Response process changed with WARN notices?

No, the process has not changed. The state will initially respond to all notices filed in compliance to the Worker Adjustment and Retraining Notification (WARN) Act, regardless of the size of the layoff or closure. If the layoff impacts 100 or more employees, then the state will take the lead. If the impact is less than 100 employees, and only after the state has made initial contact, the response will be turned over to the local workforce development board to coordinate services.

What's the procedure if the business has made a general announcement of layoff/closure that results in the loss of 100 or more jobs?

In general, the state team should be notified to coordinate rapid response services for any announced layoff/closure that impacts 100 or more employees. The state will make the initial contact with the business and is dependent upon the relationship the local team has developed. The local team will need to provide the state with accurate contact information to connect with the business. In crisis situations, however, layoffs may occur quickly, and local teams are encouraged to take the lead and simply notify the state of the actions that were taken.

What type of virtual platforms are available?

NCWorks partners will first explore what types of resources/means that the employer already has to set up conference calls and virtual meetings,. If those are not readily available, the N.C. Department of Commerce and NCWorks partners will use GoToMeeting, for which the state has a large number of licenses.

Are state Rapid Response materials available virtually?

Yes, virtual Rapid Response materials are located at www.ncworks.gov. From the homepage, under "Resources & Services," select "Workforce Transition and Community Assistance."

What type of Rapid Response services are provided to businesses that plan to temporarily lay off employees and recall them once the crisis subsides?

Information on registering for work and how to file a claim for Unemployment Insurance (UI) Benefits. There are two ways to file a claim for UI: filing online by visiting <https://des.nc.gov/> or contacting the customer call center at 888-737-0259. [Question from Andrew: would info not also be provided on other public services that might help the employees make ends meet for a few months?]

What type of assistance is available for businesses to help with the loss of revenue they are experiencing?

The US Small Business Administration's (SBA) online application for Economic Injury Loan offers up to \$2 million in assistance and can provide vital economic support to help overcome the temporary loss of revenue they are experiencing. These loans may be used to pay fixed debts, payroll, accounts payable and other bills that can't be paid because of the disaster's impact. Businesses are encouraged to apply online at <https://disasterloan.sba.gov/ela/> or call the SBA at 1-800-659-2955.

Does the Governor's Executive Order No. 118 that unlocked unemployment benefits during a health crisis pertain to only employees that have separated from the restaurant and hospitality industries?

No. Any business, including those that have been secondarily impacted due to the crisis, falls under the Executive Order and their experience rating tax account will not be charged. [Question from Andrew: is this correct? Could there not be businesses that hypothetically are laying people off due to something unrelated to the crisis? Do businesses have to demonstrate impact?] Businesses should complete the Request for Separation Information in a timely manner, so their employees may immediately begin to receive benefits. The required waiting week period has been waived, employees do not have to be able or available for work, nor do they have to satisfy the work search requirements.

Are employees on temporary layoff considered dislocated workers for the purposes of the Workforce Innovation and Opportunity Act (WIOA)? If

Yes, category 3 states, ... "has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise." Executive Order No. 118 should suffice as a letter of termination or the customer can complete self-attestation.

Should businesses covered by the Worker Adjustment and Retraining Notification (WARN) Act provide 60-day notice for a temporary layoff?

Businesses are not required to provide 60-day notice if the temporary layoff is less than 6 months.

Are there exceptions to the WARN Act if a covered business plans to permanently layoff or close due to health crisis?

Yes, a business may use the exception of unforeseeable business circumstances caused by COVID-19. Although not required to provide 60-day notice, the business would still need to provide as much notice as possible to their employees.

What is the WARN Advisor?

The WARN Advisor is an interactive online tool provided by the US Department of Labor for businesses to determine if they're covered by WARN: <https://webapps.dol.gov/elaws/warn.htm>

What happens after the crisis if a business is unable to recover and recall their employees from temporary layoff?

The local workforce development board should draft a public service announcement, coordinate group sessions, and provide the full menu of Rapid Response services.