

UNEMPLOMENT INSURANCE FACT SHEET

COVID-19

Visit des.nc.gov for COVID-19 FAQs and Updates

INDIVIDUALS

(For Claims Filed on/after March 15, 2020)

- Individuals who have been impacted by COVID-19 (lay off or reduction in hours) may be eligible for unemployment insurance benefits. Visit the DES website (des.nc.gov) or contact Customer Call Center (888.737.0259) to file a claim.
- As a result of the high call and email volume at the Customer Call Center, we ask that you remind customers who email DES to allow for 48-72 hours response time.
- DES will ensure that claimants do not miss out on any weeks of eligibility due to the high call volume. **We will begin the week when they initially attempted to file.**
- For All claims filed, the last employer will be given ten (10) days to provide separation information. **NO PAYMENTS** will be released prior to that ten (10) day period. (If the separation reason is determined to be other than lack of work or COVID-19, payment will be further delayed until an individual is determined eligible for benefits based upon their separation reason.) If other issues exist on the claim, they must be resolved before payment can be released.
- Work Search requirements are waived **ONLY** for claimants filing as a direct result of COVID-19. Those claimants filing prior to March 15, 2020 or for reasons other than COVID-19 are still required to search for work with at least three (3) employer contacts each week they intend to receive UI benefits.
- NCWorks Registration was deactivated 3/17/20. Individuals should still be advised to register with NCWorks Online as there is no certainty regarding their future employment status.
- Individuals filing for UI benefits as a direct result of COVID-19 will automatically have their waiting week waived.
- Individuals filing for UI benefits as a direct result of COVID-19 will automatically have work search, ability to work, availability to work (A&A) issues waived unless they are hospitalized, or other extreme conditions exist. In those instances, DES will assess and evaluate through the adjudication process to determine eligibility. If the A&A issue is set, they do not need to contact DES. The Agency will resolve the issues if they are filing due to COVID-19.

- An individual who has filed a claim as a direct result of COVID-19 must complete a weekly certification for each week they wish to receive benefits. If the individual does not complete the weekly certification(s), they **WILL NOT** be considered for payment.
- Governor's Executive Order No.118 waived the work search requirement for those individuals filing a claim as a direct result of COVID-19. Weekly certification questions have not been revised as there are individuals filing claims for separation reasons other than COVID-19. As a result, those impacted by COVID-19 should respond to the weekly certification questions "Were you able and available to work" and "Did you look for work" with 'yes'. If they fail to do so issue will be raised on their claim. If this occurs, staff will automatically resolve the issue. The individual does not need to contact DES.
- If the individual is working intermittently i.e., one week on and one week off, the individual must report their gross earnings for the week in which they did the work. Earnings are reported during the week earned even if the individual was not paid.
- Currently there are no extended benefits available. Benefits remain at a maximum of \$350.00/week for 12 weeks. DES recommends visiting our website (des.nc.gov) regularly for any updates regarding additional benefits.
- RESEA and EAI appointments have been discontinued until further notice. The Governor's executive order forbids in-person appointments. DWS is currently working on updating notices to pursue conducting appointments remotely.
- Claimants who have received notices (RESEA, EAI, etc.) to report to their local NCWorks Career Center should be instructed that they do not have to attend this appointment. Please include them on the Center spreadsheet for DES and we'll ensure the issue does not prevent payment.

***REMINDER:** Any individual who has filed a claim as a result of COVID-19, must complete a weekly certification each week they wish to receive a benefit payment. If a weekly certification is not completed the individual will not be considered for Payment. These individuals should indicate 'Yes' to the weekly certification questions "Were you able and available to work" and "Did you look for work" as the Governor's Executive Order No.118 has waived these requirements.

We wish to thank all the Career Centers for their incredible service during these trying times. The Customer Call Center is striving to respond as efficiently and effectively as possible and requests patience during this time. This group is currently working extended hours and weekends to support this increased workload.