

NCWorks Hurricane Helene Information

- The NCWorks Career Center system is here to serve all North Carolinians, including those impacted by natural disasters like Hurricane Helene.
- Several Career Centers in western North Carolina remain closed due to the effects of Helene. Find updates on weather-related closings at nc.works/closings.
- When it is safe to travel, North Carolina residents are welcome to visit any NCWorks Career Center, regardless of whether it is in the same county in which they live.
- If you have evacuated from western North Carolina due to Helene, visit our NCWorks Online website at www.NCWorks.gov to find an open Career Center near where you are currently located.

Unemployment

- For questions regarding unemployment benefits, or to file a claim, visit www.des.nc.gov. The online unemployment claims system is known as “MyNCUIBenefits.”
- There is a hotline set up for Disaster Unemployment Assistance (DUA): in English – **919-629-3857**, and in Spanish – **919-276-5698**.
- You do not need to visit a Career Center to file an unemployment claim or a weekly certification, but you are welcome to use the public computers and other resources in a Career Center in order to do so.
- To receive unemployment benefits, including Disaster Unemployment Assistance, **in the 27 counties (plus the Eastern Band of Cherokee Indians) declared a major disaster**, you are *not* currently required to register as an individual jobseeker on www.NCWorks.gov or search for work.
- In all *other* counties, as usual, to receive unemployment benefits, you must *also* register as an individual jobseeker on www.NCWorks.gov, North Carolina’s online portal for employment and training services, and follow all other applicable rules. Remember that NCWorks is a *separate* system from MyNCUIBenefits.
- Some self-employed people are eligible for Disaster Unemployment Assistance (DUA), unlike with traditional Unemployment Insurance.
- The weekly benefit amounts of DUA should be similar to what they would be for traditional Unemployment Insurance.
- For more information, see www.des.nc.gov/dua.
- Jobseekers can use NCWorks.gov to search and apply for jobs, access labor market information and find opportunities for workforce training. NCWorks Career Center staff can help you with the process of registering on NCWorks.gov.
- Residents of North Carolina can reach the NCWorks Career Center system by calling the statewide phone number, **1-855-NCWorks (855-629-6757)**. You may also access NCWorks Online at www.NCWorks.gov. Remember that the NCWorks system is separate from the unemployment system, and that **NCWorks Career Centers do not process unemployment claims.**

Missed Appointments

- If you live in one of the **27 western North Carolina counties (plus the Eastern Band of Cherokee Indians)** that were declared a major disaster area, and had an appointment scheduled at an NCWorks Career Center, in particular for the Reemployment Services and Eligibility Assessment (RESEA) program *between September 26 and October 11, 2024*, you will not be penalized for missing the appointment due to Hurricane Helene.

Employer Services

- Employers in need of workforce services, whether they are hiring workers to assist with recovery, or downsizing/closing due to the effects of the storm, may contact NCWorks Business Services at BusinessServices@ncworks.gov.
- Examples of services include strategies to help retain employees, posting open jobs, finding candidates, guidance on the requirements of the federal Worker Adjustment and Retraining Notification (WARN) Act, agricultural services, and referrals to other business disaster recovery resources.

General Information

- For general information on disaster assistance, visit www.readync.gov.

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