

The following email is sent on behalf of DavidsonWorks Workforce Development Board Chair, Brian Hughes

After much consideration, and in an effort to reduce exposure of staff and customers, the decision was made on Wednesday morning, March 18, to temporarily close the NCWorks Career Centers in Thomasville and Lexington and the DavidsonWorks office in Lexington to walk-in customers. Because a majority of the work staff does is one-on-one with customers, it has been a hard shift from working with customers face-to-face, but the staff and customers are adapting! At the bottom of this email is the notice that has been posted on the Davidson County Government website (www.co.davidson.nc.us), the DavidsonWorks website (www.davidsonworks.org), and the DavidsonWorks/NCWorks Facebook page.

Career Development Consultants have moved to conducting their appointments via phone. This has worked out well, although there is still a lot of uncertainty about what the rest of the semester looks like for students enrolled in-person classes. Of course, the issue most customers are experiencing currently is unemployment insurance. As you all know, when the Employment Security Commission split into two different agencies in 2014, unemployment claim processing was removed from local offices and moved to one central State agency- the Division of Employment Solutions (DES.) When that move occurred, people needing to file claims were given two options: online or through the State call center. So, while staff cannot process claims, or even view a claim someone has filed, we can help them get registered on NCWorks.gov, which is a requirement for someone filing for unemployment. Because unemployment has been so low for so long, what staff has found is that people also need to update their profiles, reset passwords, etc. This can all be done via phone and staff has been busy assisting customers with these issues. Additionally, because of the overwhelming number of people filing claims, DES has reached out to local offices and asked staff to keep track of phone calls they receive from people experiencing problems while trying to file claims. NCWorks Career Centers across the state are keeping lists of people who are having issues and these lists are sent to DES with the information they need to return calls to people who have experienced difficulties while trying to file a claim.

Additionally, business services staff have been working with employers as much as possible, directing them to services available during this time of uncertainty. Detailed instructions on how to file an unemployment claim have been emailed to numerous employers for them to share with affected employees. Also, attached to this email is a list of resources compiled by the Economic Development Partnership of NC, which is available to employers who are trying to plan for their future beyond the current crisis.

Because we want to maintain the reduction in risk which is being asked of every person, we will not have a DavidsonWorks Workforce Development Board meeting on Thursday, March 26.

If any of you have questions or need further information on any service available, please do not hesitate to call Pam Walton (336) 236-3046 or email pam.walton@davidsoncountync.gov. The DavidsonWorks/NCWorks offices are here to serve the citizens of Davidson County while still trying to maintain the safety of staff and customers.

DavidsonWorks/NCWorks Career Centers COVID-19 Notice March 18, 2020

At the recommendation of the North Carolina Department of Health and Human Services and the Davidson County Health Department, in response to reducing exposure of at-risk populations to COVID-19, DavidsonWorks and NCWorks operations will be as follows:

NCWorks Career Centers, Lexington and Thomasville – All scheduled programs, assessments, classes and activities are canceled.

Unemployment Insurance- If you need to file for Unemployment Insurance, you must either call or go online. Unemployment Insurance is no longer filed through the local office. www.des.nc.gov or if you do not have access to a computer, call 1-888-737-0259.

NCWorks Online Registration- If you need to update your NCWorks online registration in order to file your Unemployment claim, or to look for work, you may do so on the website: www.ncworks.gov. If you need assistance with your registration, you may call either the Lexington or Thomasville office and staff will be happy to assist you over the phone.

RESEA/EAI Appointments- If you have received a letter from the Division of Employment Solutions to report to your local NCWorks Center and you have a scheduled appointment, please present your letter to staff and they will assist you. If you prefer to have your scheduled appointment conducted via phone, you may call 1-888-737-0259.

WIOA Scholarship Appointments- If you have an appointment with your WIOA scholarship counselor, please alert that person that you are here for an appointment.

Cancellations and closings are effective immediately through April 13, 2020, at which time resuming normal operations will be reassessed.

NC DHHS recommends that people at high risk of severe illness from COVID-19 should stay at home to the extent possible to decrease the chance of infection. High risk includes adults over 65 years of age, those with underlying health conditions including heart disease, lung disease, diabetes or those with weakened immune systems.

DavidsonWorks and NCWorks Career Center staff are available Monday-Friday, 8:00 a.m. – 5:00 p.m., by calling 336-242-2065 or 336-474-2655, to answer any questions you may have.

Pamela Walton
Director, DavidsonWorks Workforce Development Board
220 East 1st Avenue, Extension
Lexington, NC 27292
(336) 236-3046

Equal Opportunity Employer/Program