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Applying for Unemployment

NC Gov. Roy Cooper on Tuesday, 3/17/20, issued an executive order that lifts some restrictions on unemployment benefits to help workers unemployed due to COVID-19 and those who are employed but will not receive a paycheck. Additionally, it adds benefit eligibility for those out of work because they have the virus or must care for someone who is sick.

The executive order made the following changes for the State of North Carolina:

- Removes the one-week waiting period to apply for unemployment benefits for workers who lost their jobs
- Removes the requirement that a person must look for another job during this time when so many potential employers are closed and social distancing guidelines are in effect
- Allows employees who lose their jobs, or in certain cases have their hours reduced due to COVID-19 issues, to apply for unemployment benefits
- Permits applicants to apply for benefits remotely by phone or online
- Directs that employers will not be held responsible for benefits paid as a direct result of these COVID-19 claims

HOW TO APPLY

You can apply for benefits online 24 hours a day, seven days a week. If you need help, contact the Customer Call Center at 888-737-0259, Monday through Friday, from 8 a.m. to 4:30 p.m.

[Here's where you can submit an application.](#)

[More information can be found on the FAQ page.](#)

Important steps for filing:

The process for filing unemployment can be challenging. Before you apply, [here's what you need](#).

- When applying for unemployment benefits through the NC Department of Employment Security (or through SC Department of Employment and Workforce, for Camp Thunderbird), you will be asked to **select the reason** employment ended. Team members who are still active with the Y, but not actively working, **should select the option which reflects the following work status: "A reduction of hours due to coronavirus"** (currently option #2 in NC DES's system).
- 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. When completing the weekly certification to NC DES, full-time members who have available PTO benefits should report any PTO taken in the preceding week. **Any questions regarding the reporting of PTO wages and how that impacts unemployment benefits should be directed to NC DES**, as we do not have specific information or influence on their treatment of PTO wages.
- We have prepared a verification letter you may provide to NC DES (or SC DEW) as proof of your current work status. The letter can be found in resources tab of [Team Member Resource Hub](#).