Persons with Disabilities Services:
NCWorks Career Centers are committed to increasing access to employment and training services for individuals with disabilities. NCWorks Career Centers have undergone certification to ensure the provision of physical and programmatic accessibility for individuals with disabilities. Customers can request reasonable accommodations by informing NCWorks Career Center staff of their needs. If staff are not able to reasonably accommodate the individual, management should be notified and accommodations made.

Limited English Proficiency Services:
NCWorks Career Centers are committed to ensuring individuals with Limited English Proficiency (LEP) are provided meaningful access to all programs and services. Interpretation services are made available at no cost to the customer. Staff should use the I-SPEAK card to assist an LEP individual with identifying their native language. Bilingual staff may be utilized if one is available for that language or staff can utilize the Telephonic Interpreter Access Line: Linguista by calling 1-866-908-5744.

Older Worker Program:
The NCWorks Career Centers provide guidance to those individuals age 55 and up who need special assistance to overcome age barriers to employment. Staff there can assist with updating resumes to better showcase an older worker’s skills and experience. Centers may also offer special workshops for older workers. While all staff are committed to serving older workers, some centers may have a designated expert for this program. The Applicant Services Unit also publishes the Older Worker Insight, a newsletter with tips, advice, and training for workforce professionals.

Reemployment Services:
Reemployment Services and Eligibility Assessment (RESEA) The Reemployment Services and Eligibility Assessment (RESEA) are designed to identify unemployed insurance (UI) claimants who are most likely to exhaust UI benefits and transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX) who may need assistance in finding employment. Individuals are identified for RESEA services when they file for benefits and receive their first payments. RESEA participants are provided in-person assessments and reemployment services from NCWorks Career Center staff. Activities include developing an individualized reemployment plan, providing labor market information, identifying job skills and prospects, and reviewing the claimant’s continued UI benefit eligibility.

Employability Assessment Interview (EAI)
The Employability Assessment Interview (EAI) program provides concentrated in-person reemployment services to claimants receiving Unemployment Insurance (UI) benefits. EAI’s are designed to assist UI claimants with their efforts to obtain employment through in-person assessment, the development of an individualized work search plan, including labor market information and referral to employment-related services and/or training. Claimants who are not selected for RESEA, are referred to EAI for reemployment services.

For More Information Contact the Applicant Services Staff:
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