



General Information for Dislocated Workers



FREQUENTLY ASKED QUESTIONS

When you receive a layoff notification or a notice of not being employed, you are faced with an unpleasant situation, unanswered questions and concerns about yourself, and possibly your family.

To follow are some of the most frequently asked questions that may arise during this transition period and resources you can turn to for answers.

1. How can Dislocated Worker Services help me?

Contact your nearest Job Service customer service office for information.

2. What type of financial assistance programs are available while I seek work?

Contact your county social service agency, your nearest Job Service customer service office, or your area community action agency.

3. How will I manage when my income is reduced? How can I budget for this? How do I pay my bills? What about my creditors? Is help available?

a. *What about my utility bills?* Contact your utility company, your local county social service agency, or your area community action agency.

b. *What about my housing?* Contact your housing finance agency, your local housing authority, or a housing and urban development certified counselor on staff at some community action agencies.

Contact The Village Family Service Center:

Fargo (701) 451-4900 or 1-800-627-8220
Bismarck (701) 255-1165
Grand Forks (701) 746-4584
Minot (701) 852-3328
Devils Lake (701) 662-6776
(No Consumer Credit Counseling)
Jamestown (800) 450-4019

Contact your area

Community Action Agency:

Bismarck (701) 258-2240
Devils Lake (701) 662-6500 or 1-800-321-5943
Dickinson (701) 227-0131 or 1-800-359-2243
Fargo (701) 232-2452 or 1-800-726-7960
Grand Forks (701) 746-5431 or 1-800-450-1823
Jamestown..... (701) 252-1821 or 1-800-726-8179
Minot..... (701) 839-7221 or 1-800-726-8645
Williston (701) 572-8191

4. How do I get unemployment insurance?

Job Service North Dakota administers the North Dakota unemployment insurance program. Go to jobsnd.com and click on the **UI ICE** link or call (701) 328-4995 to file or reopen a claim.

5. What about my medical insurance? If I have insurance now, how long will I be covered?

Contact your present employer to keep current coverage, or contact your current insurance company to find out what options are available. The Blue Cross Blue Shield customer service number is 800-342-4718.

a. Is there inexpensive medical insurance available for me and my family until I get a new job?

No. However, if appropriate, ask Blue Cross Blue Shield about their single and family coverage for students or children, as costs vary depending on certain criteria; contact your local county social service agency.

6. How do I get help from Job Service?

Call or visit a Job Service customer service office or go to jobsnd.com. The website provides a wealth of information for job seekers including office location and contact information.

7. How can I find a job another way?

Use a variety of resources such as newspapers, friends, word of mouth, current or former employers, the Internet, or the telephone directory.

8. What is the labor market for my skills? What are the possibilities of relocating?

Contact your nearest Job Service customer service office for assistance.

9. I haven't interviewed for a job in a long time and feel my skills are rusty. Can someone at Job Service help me?

Job Service customer service offices can provide assistance at no cost to you.



JOB SERVICE North Dakota

10. Will my employer give me time off for interviews and to register with Job Service?

Discuss this topic with your employer.

11. I don't know how to prepare a résumé. Can Job Service help me?

Job Service staff can help you prepare targeted résumés at no cost and help you store them online for immediate availability to employers.

12. My children buy meal tickets at school, but I won't be able to pay for these later on. Is there help available?

Contact your school administrator's office and your local county social service agency for assistance.

13. My current budget finances my college student's education. I can no longer meet that need with my limited income. Is there financial assistance available?

Contact the financial aid officer at your child's college for more information.

14. Will I be eligible for food stamps or other food sources?

Contact your local county social service agency, area community action agency, or the Great Plains Food Bank in Fargo at (701) 232-6219 for emergency food assistance site locations.

15. If my skills are limited, can I receive training? What about a brush-up on my basic skills, such as math, reading, etc.? Is vocational training available?

Contact your nearest Job Service office or your area's adult learning center.

16. My spouse works outside the home the same hours that I am searching for employment. I cannot afford the expense of child care. Is help available?

Contact your local county social service agency, local churches, area community action agency, and friends for possible referral or information regarding child care sources.

17. Is job loss counseling available? My individual and family concerns have to do with feelings of loss, fear of failure, anger, depression, shame, and stress. What if there are problems with domestic violence or substance abuse, such as alcohol or drugs?

Contact The Village Family Service Center (Page 1), local hospital services, churches, county extension agent, or Lutheran Social Services of North Dakota.

Other resources that may be able to help you include:

FirstLink 24-Hour Hotline 2-1-1 or 701-235-7335

Catholic Charities North Dakota 1-800-450-4457
Fargo (701) 235-4457
Bismarck (701) 255-1793
Grand Forks (701) 775-4196
Minot (701) 852-2854

Regional Human Service Centers:

Bismarck (701) 328-8888 or 1-888-328-2662
Devils Lake (701) 665-2200 or 1-888-607-8610
Dickinson (701) 227-7500 or 1-888-227-7525
Fargo (701) 298-4500 or 1-888-342-4900
Grand Forks (701) 795-3000 or 1-888-256-6742
Jamestown (701) 253-6300 or 1-800-260-1310
Minot (701) 857-8500 or 1-888-470-6968
Williston (701) 774-4600 or 1-800-231-7724

18. How can I access a variety of community resources via the Internet?

Go to jobsnd.com and click on SHARE Network. The SHARE Network is an Internet-based referral system with links to more than 100 service options. Find service provider information including address, hours of operation, services provided, and a point of contact.

Search statewide, by county, by service, or by provider for the service you need. Once you identify a service provider, you can create an online referral to take to the service provider and receive the desired services. You can also print a map to the provider's physical location. The SHARE Network is your community service connection.



JOB SERVICE NORTH DAKOTA SERVICES

Job Service North Dakota serves four primary functions:

1. Provide information about and referrals to individual job openings.
2. Administer the unemployment insurance program.
3. Administer training programs and referral to programs that prepare or retrain individuals for entry into the labor force.
4. Provide local, statewide, and national labor market information to help you make better employment decisions.

Here is a brief description of some services that may interest you:

jobsnd.com Internet Access – One of the fastest and easiest ways to search North Dakota job openings is through jobsnd.com. You can post your résumé to be searched by employers and access many employment and training-related links.

Virtual Recruiter – You can automate your job search with a virtual recruiter through jobsnd.com. The virtual recruiter notifies you when it finds jobs that match your search criteria.

Testing – Job Service provides testing services such as proficiency and occupation specific exams.

Resource Centers – Resource centers are located in Job Service offices around the state and give you access to informational tapes, interviewing and résumé software, employer profiles, and a large selection of resources and referral materials to help you conduct a successful job search.

Assessments – Assessments help you know how your skills can be applied on a new job. Assessments cover such areas as work experience, education and training, social and economic factors, physical and mental status, leisure activities, barriers to employment, personal traits, and interests and skills.

Assessments can also help you establish a career goal if you don't already have one.

Training – Areas of training are based on skill levels and may include reading and math skills, preparation for the General Equivalency Diploma (GED) through adult learning centers, local adult basic education programs, and tutors. Other training (determined by eligibility requirements and funding availability) may include classroom, vocational/technical, on-the-job training or entrepreneurial training.

Workshops – Gain the confidence and skills you need to get an interview and job offer by attending Job Service workshops.

Workshops cover a variety of topics such as job search skills, completing job applications, preparing résumés, interviewing techniques, how to follow-up after the interview, career planning assistance, Internet and basic computer skills, conducting online job searches and more.

Relocation Assistance – You may be able to receive relocation assistance if you cannot obtain employment in your commuting areas, and have secured verifiable suitable long-term employment elsewhere in North Dakota (Must meet eligibility requirements).

Unemployment Insurance – File or reopen an unemployment insurance claim through the **UIICE** link on jobsnd.com or by calling (701) 328-4995 Monday through Friday (except legal holidays) between 8 a.m. and 5 p.m. central time.

Veteran Services – Veterans and eligible spouses of veterans receive priority of service at Job Service North Dakota. This means that veterans and eligible spouses who meet all the eligibility requirements for a program or service will receive access to the program or service either earlier in time or instead of persons who are not eligible for priority of service.

Job Service offices also have Disabled Veteran Outreach Program Specialists who facilitate intensive services to educationally and economically disadvantaged veterans.

TIPS FOR COPING WITH A JOB LOSS

The loss of your job may affect your finances and emotional well-being. Typically, the reduction of income is the first change felt in the household. As the period of being without work gets longer, the impact on feelings and the resulting stress become greater burdens. Together these factors can damage otherwise stable relationships. Understanding and acting to control these negative effects of unemployment are the focus of the following information.

Create a budget – As soon as you learn of a layoff or job ending, you should quickly face the financial reality that your income will be reduced. You can delay or avoid more strict spending reductions by developing budget plans early. Identify where your money is going. Measure your needs against your wants. Above all, do not take on any new debts unless absolutely necessary.

Plan daily accomplishments – It is easy to misuse your time when the structure of the work setting is removed. Prepare lists of daily and weekly goals. As you complete each task, check it off your list.

Plan your job search – The ideal way to cope with unemployment is to find another job as soon as possible. Job-seeking activities should be the major focus of your daily activities. Your new job is finding a job.

Your nearest Job Service office is the best place to start. Customer service staff will help you evaluate your job skills and share labor market information about your community. They can also assist with résumé preparation and provide helpful job search information.

Be sure to let your friends, family, and associates know you are seeking employment. Talk to people you trust and respect about your situation. This is not the time to go it alone.

Identify resources – Much of your concern during periods of unemployment will focus on financial needs. Make use of as many financial help and counseling resources as you can during this time of less income. Your local county social service agency also handles several financial aid programs. Contact those you owe money to and explain your situation.

Remain positive – Spend time each day looking at the positive things in your life and remember not to measure your total self-worth in terms of your current situation. You may be feeling a lack of control over the situation, but there are many actions you can take to lessen your worries and relieve stress.

Communicate with others – Communicating with others is important as isolation can block your progress of becoming employed again. Any problem is easier to handle if you share it with those you trust, but they cannot provide help and understanding until they are aware of your feelings and concerns. Daily exercise is also a healthy way to work off tension.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for Job Service North Dakota to discriminate on the following basis:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2015 on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted or have access to any WIOA Title I financially assisted program or activity.
- Providing opportunities in or treating any person with regard to such a program or activity.
- Making employment decisions in the administration of or in connection with such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Officer:

Shawn Surface
Equal Opportunity Officer
Job Service North Dakota
PO Box 5507
Bismarck, ND 58506-5507

ssurface@nd.gov
Telephone: 701-328-1976
TTY: 800-366-6888 or 7-1-1
Fax: 701-328-4894

Or, you may file a complaint directly with:

The Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed, whichever is sooner, before filing with the CRC.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline. (In other words, within 120 days after the day on which you filed your complaint with the recipient.)

If the recipient gives you a written Notice of Final Action on your complaint but you are dissatisfied with the decision or resolution, you may file a complaint within the CRC. You must file the CRC complaint within 30 days of the date on which you received the Notice of Final Action.



Job Service North Dakota Offices

Bismarck

1601 E Century Ave
Bismarck, ND 58503
Ph: 701-328-5000
Fax: 701-328-5050

Grand Forks

1501 28th Ave S
Grand Forks, ND 58201
Ph: 701-795-3700
Fax: 701-795-3750

Williston

422 1st Ave W
Williston, ND 58801
Ph: 701-774-7900
Fax: 701-774-7925

Devils Lake

301 College Dr S
Devils Lake, ND 58301
Ph: 701-662-9300
Fax: 701-662-9310

Jamestown

1307 12th Ave NE, Ste 3
Jamestown, ND 58401
Ph: 701-253-6200
Fax: 701-253-6222

TTY Relay ND

800-366-6888
7-1-1

Dickinson

66 Osborn Dr
Dickinson, ND 58601
Ph: 701-227-3100
Fax: 701-227-3111

Minot

3416 N Broadway
Minot, ND 58703
Ph: 701-857-7500
Fax: 701-857-7550

Fargo

1350 32nd St S
Fargo, ND 58103
Ph: 701-239-7300
Fax: 701-239-7350

Wahpeton

524 2nd Ave N
Wahpeton, ND 58075
Ph: 701-671-1550
Fax: 701-671-1575

A proud partner of the

network



WORKFORCE PROGRAMS
JSND-6085 (R.5.16)

Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.