

Employment Transition During COVID-19 Pandemic

Transcript

#1 A layoff during any circumstances can bring about a wide range of emotions. Fear. Anger. Sadness. Uncertainty. Those emotions may be even stronger for you during the pandemic.

With this presentation, we hope to provide some information you need right now to reduce those emotions. Even though the COVID-19 pandemic has changed the way we can do things, we still have many services and resources to help you through this transition and on your way to re-employment.

#2 This presentation will touch on three main topics: Missouri Job Center registration, services and some basic information about Unemployment Insurance to get you started.

#3 Registration with the Missouri Job Center is required not only to receive some of the services at a job center, but to receive unemployment insurance funds. With a Jobs.Mo.gov registration, you will be able to search for jobs and have access to many other resources, which we'll talk about later.

If you have not already registered, you can register by going to Jobs.Mo.gov and clicking on "Create Account." If you already have an account but you forgot either your user name or password, or both, you can click on "Forgot User Name / Password."

You will be asked a series of questions to retrieve your registration and then you can set a new user name and password. You can change or edit your user name and password at any time after you've logged in.

#4 Missouri job centers offer a wide array of programs and services, including workshops tailored to laid off workers, assessments of your skills and interests, access to job-search resources and different types of training programs. There are two job centers in the Southwest Region of Missouri. They are located in Joplin and Monett.

#5 While both regional job centers are closed to the public, staff still are assisting customers by phone and online methods. If you would like to request that a Job Center staff member call you to answer your questions, please go to SectorReady.org and click on the "Application" button. It will look like this on your screen.

Clicking the button will take you to a form to fill out that will provide information for the staff member to be able to better help you. You are not obligated to participate in any service or program when you submit this form. It only will be used by staff to evaluate your needs and be prepared to provide the information you need when they call you back.

If you are not able to access the form, you may request a call back by calling (833) 208-4555 and leaving a message.

Although we are unable to provide in-person workshops to help you with your job-search activities, we do have some workshops online and continue to add more as they are developed. Workshop topics include resume preparation and job-interview tips, and many more.

You can access these workshops by going to SectorReady.org/workshops

#7 Assessments at Jobs.mo.gov help you identify your workplace skills, human & interpersonal skills, and knowledge and can help you match those skills to jobs best suited to you.

A comprehensive self-assessment is the first step in identifying transferable skills – skills you already have that are needed in other career paths.

Another great assessment to try is the interest profiler at MyNextMove.org/explore.

#8 There are many resources and services currently offered through the Missouri Job centers:

- **Jobs.Mo.gov** – This is your primary resource to receive services, as well as to do many activities like searching for a job, preparing your resume and linking you to other resources.
- **A texting club** is available for you to receive updates on virtual job fairs, training programs, workshops and much more. Text SWMOJOBS to 41411 to start receiving your text alerts. Normal text messaging rates may apply.
- **SectorReady.org** is our workforce region’s local website and contains a wealth of information. Two things of particular interest may be the Resource Navigator, which you can find at SectorReady.org/about/business-directory. The Resource Navigator can help you find community resources like housing, food and mental health services. Another part of the website you’ll want to check out is Virtual Job Fest. It’s located at SectorReady.org/JobFest and contains current job openings in the region.

You also may want to **visit with a workforce specialist**. Workforce specialists are available by phone, email and video chat. They can help you with your job search, discuss possible training options, help you with your resume and so much more. They also can help you decide what your next steps are to obtaining your employment and training goals.

#9 Multiple training assistance programs are available through Missouri Job Centers to help you get the skills you need for your next job.

- **On-the-Job Training / OJT** allows you the opportunity to receive wages working for a participating business while learning a new skill.
- **Occupational skills training** allows for training at a local college, technical school or other educational facility to obtain a certificate or degree. Many schools are offering online learning until they re-open for in-person training.
- **Apprenticeships** are designed to be an earn-while-you-learn model. Apprenticeships are a combination of on-the-job training and related instruction in which workers learn their new occupation.

#10 While you think about your next steps, or are in the process of putting them into action, you may apply to receive temporary financial assistance through the Unemployment Insurance Program.

#11 To file for Unemployment Insurance, you may go to [Uinteract.Labor.Mo.gov](https://uinteract.labor.mo.gov) to file online or you may call one of the regional claims center phone numbers. There are some eligibility requirements to receive Unemployment Insurance, which you can check out by going to [Labor.Mo.gov/DES/Claims/Eligibility_web](https://labor.mo.gov/DES/Claims/Eligibility_web) or you may ask a claims specialist on the phone.

Due to the increased demand, it may be difficult to reach a claims specialist by phone. When you call, be sure to have plenty of time and stay on the line. If you hang up and call back later, you will be put at the back of the line. Another way to contact a claims representative is by emailing ESUIClaims@labor.mo.gov

If you have filed for Unemployment Insurance benefits in the past, but forgot your User ID and are locked out, you may email a claims representative at that same email address to have it reset. Be sure to include your name, phone number and last four digits of your Social Security number. Due to the volume of emails, it may take a few days for you to receive a response.

If you remember your User ID, but can't remember your password, just click on "Forgot Password" to reset it.

#12 If you lost your job due to circumstances related to COVID-19, you will not have to wait the traditional waiting week to receive your Unemployment Insurance benefits. There still is a protest period, however, that you must wait for, before you can receive funds. During this time, your employer is contacted and your information is verified. It usually takes about 10 days to complete this process. Until it is complete, you will see "Pending Protest" if you check your benefits status online.

The Federal Pandemic Unemployment Compensation program provides an extra \$600 for everyone eligible for at least \$1 in regular unemployment benefits for that week. This program is slated to end the week ending July 25, 2020.

Work-search activities are not required for those whose employment was affected by COVID-19. Be sure that you have informed the department of labor of your call-back date when you apply for unemployment insurance benefits. Work searches typically are waived if the call-back date is within eight weeks of the original layoff date. Employers can request waivers to extend this work-search waiver.

#13 We hope that the information provided in this presentation has been helpful. If you need more information, please visit Jobs.Mo.gov, SectorReady.org or Labor.Mo.gov or call a Missouri Job Center.