



In Partnership with Coastline Community College

FREQUENTLY ASKED QUESTIONS & RESPONSES ABOUT ONE-STOP CENTERS

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FREQUENTLY ASKED QUESTIONS & RESPONSES ABOUT UNEMPLOYMENT INSURANCE

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What is a One-Stop Center?

The One-Stop Center provides a single point of contact and a full menu of services for our job seeker and employer customers. Our job seeker customers receive universal access to comprehensive employment services and tools for job search preparation. The Center also provides labor market information for job seekers to be able to make more informed decisions about their career choices. And we provide a forum for partner collaboration and partnerships. The Business Service Team and Job Developers work with the employer partner providing resources for recruitment, outplacement and labor market trends and forecasts, training and development.

How do I find the nearest One-Stop Center?

You can find the nearest Center to where you live by accessing www.servicelocator.org or you can call 1-877-US2-JOBS(1-877-872-5627).

What is available to prepare for my job search if I can't visit the Orange County One-Stop Center right away?

On our website, www.oconestop.com, if you select "Services" and access the "10 Steps to Employment" or <http://www.oconestop.com/servicesDetail.cfm?serviceID=19>, this will provide websites that will get you started in preparing for your job search. It includes Assessment, Researching the Labor Market, Career Exploration, Training Opportunities, Resume Preparation, Developing your Job Search, Interview Process, Negotiating the Offer, Congratulations You Got the Job and Career Ladder Outlook.

Who is eligible to receive services from a One-Stop Center and do I have to pay for these services?

Through federal and state funding all job seekers needing assistance with preparing for their job search, career counseling, labor market information, identifying job opportunities or additional training can access One-Stop services at no cost.

How do I register with the Orange County One-Stop Center?

We have two (2) centers located in Westminster and Irvine. You're welcome to come in during our operating hours of Monday, Tuesday, Friday, 8 am to 5 pm; Wednesday and Thursday, 8 am to 7 pm. We are also open on Saturday from 8 am to 12 pm. To complete our intake/registration process, you will need to bring your Right to Work documents—usually a valid driver's license and original social security card and plan on spending approximately 60 minutes completing our process that includes registering on CalJOBS, the state job bank. To reduce the time for Intake/registration, please bring your resume on a disk and you can also register for CalJOBS at www.edd.ca.gov prior to your visit. The reception staff will provide a tour and assist you in completing the intake/registration process. After you've completed the intake/registration process, you will be issued a personal membership ID card that will need to be shown each time you visit the Orange County One-Stop Centers.

What if I don't have an original valid driver's license or social security card?

If you need a valid California driver's license you can access information at www.dmv.ca.gov.

If you need to apply for a social security card you can access information at www.socialsecurity.gov.

In addition, a list of acceptable employment eligibility documents can be accessed on our website at <http://www.oconestop.com/servicesDetail.cfm?serviceID=11> or by selecting "SERVICES" and "Job Seeker Services"

What services or workshops does Orange County One-Stop Center offer to help me with my job search?

After you complete the intake/registration process, you will be free to attend workshops, on-site employer recruitments, use the phones, faxes and computers with Internet access to conduct your job search. Any questions that you may have can be addressed by the Resource Center staff or the Concierge of the Day(C.O.D.).

If you would like to know more about the One-Stop Center we recommend that you attend the “Get to Know Your One-Stop Center” workshop. Besides providing information about our partners, programs and services, your attendance at this workshop provides the first step in possibly qualifying for more intensive services.

To prepare for your job search, we offer a variety of workshops that provide you with the most up-to-date tools. We suggest that you take them in the following order to receive the most benefit.

- Get to Know Your One-Stop Center
- Discover Your Valuable Transferable Skills
- Labor Market Information
- How to Write a Winning Resume/Cover Letter/Application
- Accessing the Hidden Job Market
- Networking
- Interview Techniques

We also offer several other workshops that are presented by some of our partner agencies including a Job Search for Veterans, Money Matters, Stress Management, Decision Making & Goal Setting and Time Management & Values. One-Stop Center staff may also connect job seekers with possible referrals to services that are offered in the community, including services for people with disabilities, emergency food, utility assistance, mental health services, etc.

What is the difference between registered and enrolled?

It is simple to become a registered member at the Orange County One-Stop Center. At your initial visit to the Center you will be asked to show “Right to Work” documentation – usually your valid driver’s license and original social security card. If you do not have these two original forms of identification, you can refer to the response for “What if I don’t have an original valid driver’s license or social security card?” for a list of acceptable replacement documents to complete your registration. You will also complete a short intake form and the EDD CalJOBS registration process. To reduce the time for intake/registration, please bring your resume on a disk and you can also register for CalJOBS at www.edd.ca.gov prior to your visit. This process constitutes **registration** as a member of the Orange County One-Stop Center. Gaining access to the services in the Resource Center includes: informative workshops, on-site employer recruitments, use of the phones, faxes and computers with Internet access and helpful staff who can assist you in conducting your job search.

If you need more intensive one-on-one assistance with your job search or a referral to a funded training program, you may qualify for one of the grants offered through the Orange County One-Stop Centers. You must meet eligibility requirements to be **enrolled**. Information about this process is included in the next response.

Are there any special requirements to receive more intensive services at Orange County One-Stop Center?

If you need more intensive services we recommend that you attend the “Get to Know Your One-Stop Center” workshop. At the end of the workshop our Workforce Investment Act (WIA) staff will meet with the workshop participants that are interested in enrolling in a WIA program and provide the participant with the name of a career coach. Once you speak with a career coach, they will determine if the WIA program is a good match to your job search needs. If it is determined that the WIA program is what you need to be successful in your job search, then you will be referred to an eligibility session by the career coach. The benefit of enrolling in WIA is that it can provide a career coach who will guide you

through your job search, provide assessments, career planning and develop an individual employment plan. Also if you lack skills or your former job is no longer in demand the career coach can also provide referrals to training opportunities.

What opportunities are available for training at the Orange County One-Stop Center?

We have many valuable resources for low cost training opportunities including schedules and materials for community colleges, Regional Occupational Programs, Adult Education Centers and other community training resources. If you complete the WIA eligibility process you may also be eligible for an “individual training account voucher.” However, please be aware that WIA is not an entitlement program and we can only provide training vouchers after all other resources have been exhausted and only to Orange County residents for careers that are in local demand and for schools from the locally approved training vendor list. Basic computer classes are also offered by partner agency staff at the One-Stop Centers in Irvine and Westminster. Other training opportunities could include On-the-Job Training (OJT), Apprenticeships or volunteer activities.

What is an OJT?

An On-the-Job Training (OJT) is one of the training opportunities offered by WIA funding. If you have marketable skills but lack some specific skill(s) this may be a quick way to get hired. The One-Stop career coaches will assist you in finding an employer that is willing to contract with the One-Stop Center to provide a wage subsidized assignment. The One-Stop Center will provide up to a 50% reimbursement for the employer to hire and train you. This is usually about a 3 month assignment and there is a commitment by the employer to hire you at the completion of the training assignment.

What is an Apprenticeship?

Apprenticeship is a combination of on-the-job training and related classroom instruction in which you can learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs are sponsored by joint employer and labor groups, individual employers, and/or employer associations. Please see a list of possible apprenticeships on our website, <http://www.oconestop.com/servicesDetail.cfm?serviceID=26> or select “Services” and “Apprenticeship Committees.”

Why would I want to volunteer?

Volunteering provides you with many benefits including networking for possible employment opportunities, a chance to utilize your skills and learn new skills to add to your resume, making a contribution to your community, and an opportunity to do something that you love and feel good about yourself. There are many organizations to contact if you are interested in being a volunteer such as the Volunteer Center of Orange County <http://www.volunteercenter.org/>, Volunteers of America www.voa.org, Americorps www.americorps.org.

What is considered a demand occupation for Orange County?

The Orange County Workforce Investment Board (OCWIB) supports the Orange County One-Stop Centers as well as labor market analysis in order to provide a well-trained workforce to meet economic growth. The OCWIB has developed the Orange County Clusters that have emerged as demonstrating a tendency toward higher growth rates than other sectors. These Clusters include; business and professional services; energy, environment and green technologies; construction; FIRE-finance, insurance, real estate; healthcare; information technology; logistics and transportation; advanced manufacturing; biotechnology/nanotechnology; hospitality and tourism. You may access more information related to these clusters at the OCWIB website

<http://egov.ocgov.com/ocgov/Community%20Investment%20Division/Workforce%20Investment%20Board>

The Orange County One-Stop Center also offers a Labor Market Information (LMI) workshop that will teach you how to strengthen your job search by accessing information of where the jobs are, wages, projections of growth and career exploration resources.

I have heard that green jobs are in demand. What is a green job?

There is no single definition of a green job. According to the Green Jobs Act, green jobs encompass any workplace activity that involves energy efficiency or renewable energy manufacturing, installation and maintenance; building retrofits to improve energy use, as well as energy assessments; deconstruction and materials re-use, and manufacturing of sustainable products using processes.

The green technology is a current high growth employment opportunity and many of the community colleges and private institutions are developing green technology training. You can also access more information regarding green technology at <http://www.green-technology.org/what.htm> and <http://www.labormarketinfo.edd.ca.gov/article.asp?articleid=1208>.

MOST ASKED QUESTIONS & RESPONSES ABOUT UNEMPLOYMENT INSURANCE BENEFITS

How do I apply for Unemployment Insurance (UI) benefits?

File your UI claim by accessing eApply4UI at any time, in English or Spanish at www.edd.ca.gov/eapply4ui or you can print and mail or fax in Form DE 11011.

File by telephone 1-800-300-5616. Follow the directions listed below for the One-Stop Center beige phones.

Access the beige phones at the Orange County One-Stop Centers. When you pick up the receiver there will be no dial tone; it will ring automatically in a few seconds. When the greeting begins with "Welcome to...", dial "130" immediately. When the greeting begins with "Thank You...", hand up and repeat step 1. After dialing "130" be prepared to provide your Social Security Number when a message plays "your call may be monitored for quality assurance, please hold while your call is being transferred." If the recording says "Due to the number of callers...", hang up and repeat step 1. If the recording says "Your estimated wait time...", wait on the line and a UI representative should be with you shortly. For any questions pertaining to your unemployment you can access the Employment Development Department (EDD) website at <http://www.edd.ca.gov/Unemployment/> or http://www.edd.ca.gov/Unemployment/Contact_UI.htm to request a response.

When should I apply for UI?

You should apply for benefits as soon as you become unemployed or working less than full-time. All claims are effective on the Sunday prior to applying for benefits, and have a one week unpaid waiting period. The waiting period does not begin until the claim is filed.

How do I qualify for UI benefits?

It is recommended that you contact EDD to determine if you qualify for benefits by calling 1-800-300-5616 or visit their website for more information at <http://www.edd.ca.gov/Unemployment/>.

How long can I receive UI benefits?

A claim is effective for one year. During the year you could receive from 12-26 weeks of full benefits. The number of weeks varies, based on total earnings during the base period (an individual's earnings during a 12 month period). During periods of high unemployment, additional benefits may be granted by Congress, or the State Legislature. It is best if you

call 1-800-300-5616 or access the website at http://www.edd.ca.gov/Unemployment/Contact_UI.htm to request more information.

What information do I need to file a claim?

You must provide your name; social security account number; mailing and/or residence address; telephone number; last employer information including name, address and telephone number; information on all employers you worked during the 18 months prior to filing your claim including name, period of employment, wages earned and how paid; driver's license or ID card number; last date worked and the reason you are no longer working; citizenship status, which may include your alien registration number.

How much can I receive?

Weekly benefit amounts range from a minimum of \$40 to a maximum of \$450 depending on your quarterly earnings. To qualify for the maximum amount each week (\$450) you must earn at least \$11,674.01 in a calendar quarter during the base period (an individual's earnings during a specific 12 month period). Again for your individual case it is best to either call 1-800-300-5616 or access the website at http://www.edd.ca.gov/Unemployment/Contact_UI.htm to request more information.

How do I find out the status of my UI check?

Benefit check information is available by using the automated telephone system, 1-866-333-4606, and providing your Personal Identification Number (PIN). You also can use the automated telephone system to create your PIN. Check information is available Monday through Saturday from 6 am to midnight and Sunday from 6 am to 9 pm. If you have not received your check or any response from EDD within 10 days of mailing your Continued Claim Form, DE 4581, contact EDD. Also contact EDD immediately if you lose your check.

How do I avoid delays in receiving my UI benefits?

You must make sure that you signed the claim form; answered all questions; nothing is attached to the form; mail the form immediately after the last week-ending date on the form has passed.

Your UI claim can be questioned for the following: quit your job; were fired from your job; are out of work due to strike or lockout; do not have child care; do not have transportation; do not look for work as instructed; file your claim late; mail your claim form late; refuse a job; give incorrect information or withhold information; fail to participate in re-employment activities; are a school employee filing a claim during the off-season; are or were not in satisfactory immigration status or legally authorized to work; are attending school during normal working hours for your occupation; are not physically or mentally able to work during normal working hours for your occupation.

What are the work search requirements to collect UI?

To be eligible for UI benefits, you must conduct a reasonable effort to search for suitable work. You are required to look and be available for full-time or part-time work each week. Tips for looking for work include: register with EDD Workforce Services; respond to want ads in the newspaper; contact employers who may have jobs in your field; contact prior employers; tell friends and relatives that you are looking for work; check trade books for you occupation; send resumes; register with placement facilities of a school, college, university, professional organization or the One-Stop Center. For more information about EDD's Workforce Services you can access their website at http://www.edd.ca.gov/Jobs_and_Training/Find_a_Job.htm.



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Can I attend school or training and receive UI benefits?

The California Training Benefits (CTB) program allows qualified individuals to continue to receive UI benefits while in approved training. It does not pay for your training. You must ask for information about CTB or apply for CTB training approval with EDD no later than the 16th week of receiving UI benefits. You may apply by calling 1-800-300-5616 or file on-line by visiting EDD's internet website, http://www.edd.ca.gov/Jobs_and_Training/Job_Seekers_Individuals.htm. If your training is funded under the Workforce Investment Act (WIA), Employment Training Panel (ETP), Trade Readjustment Act (TRA), or California Work Opportunity and Responsibility to Kids (CalWORKs), you may be eligible for the CTB program.

You may secure training on your own if you meet all of the following criteria: you must be eligible for California UI benefits AND be out of work for four or more continuous weeks, OR unlikely to return to your most recent work place due to plant closure or substantial reduction in work force, OR unemployed due to a mental or physical disability preventing the use of existing job skills, OR unemployed due to technological changes in your occupation; AND there must be a lack of demand for your current skills in the local labor market; AND there must be a demand for your training occupation in the local labor market; AND your training course must be completed within one year, including scheduled breaks and vacations (maximum break timeframe is no longer than 2 weeks); AND your training must be full time, not less than 20 hours per week, or 12 semester or quarter units; AND it must be at least 3 years since your previous participation in CTB.