



# Most Asked Questions and Responses About **One-Stop Centers &** **Unemployment Insurance** **Benefits.**



This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922. If you need special assistance to participate in this program, please call (949) 341-8000. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this program.

# Most Asked Questions & Responses About One-Stop Centers

## 1) What is a One-Stop Center?

- A single point of contact and a full menu of services for job seeker and employer customers
- Provides a forum for partner collaboration and partnerships
- Job seekers
  - ➔ receive universal access to comprehensive employment services and tools for job search preparation
  - ➔ receive labor market information to make more informed decisions about career choices
- Business
  - ➔ Business Service Team and Job Developers work with employers providing resources for recruitment, outplacement and labor market trends and forecasts, training and development

## 2) How do I find the nearest One-Stop Center?

- Access [www.servicelocator.org](http://www.servicelocator.org) website
- OR call 1-877-US2-JOBS(1-877-872-5627)

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

- Visit [www.oconestop.com](http://www.oconestop.com) website
  - ➔ select "Services" and access the "10 Steps to Employment"
  - ➔ or select [www.oconestop.com/employment-opportunities](http://www.oconestop.com/employment-opportunities) for websites that will get you started in preparing for your job search including 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

## 4) Who is eligible to receive services from a One-Stop Center and do I have to for 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.

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

- One comprehensive Centers are here to serve you Garden Grove plus an additional satellite location at the Joint Forces Training Base.
- Joint Forces Training Base and Garden Grove Hours:
  - Monday through Friday
  - 8:00am to 5:00p
  - Garden Grove Open till 7:00pm on Wednesday
- Bring your Right to Work documents—usually a valid driver's license and original social security card
- Plan on approximately 60 minutes to complete the process, including registering on the state job bank, CalJOBS
- 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](http://www.edd.ca.gov) prior to your visit
- 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

You will meet with a Services Navigator to receive an orientation regarding the resources and services that can start your job search.

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922. If you need special assistance to participate in this program, please call (949) 341-8000. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this program.

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

- Many valuable resources for low cost training opportunities are available
  - ➔ including schedules and materials for community colleges, Regional Occupational Programs, Adult Education Centers and other community training resources
- Upon completing the **WIOA** process you may qualify for an "individual training account voucher"
  - ➔ however, **WIOA** 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 Garden Grove
- Other possibilities include On-the Job Training (OJT), Apprenticeships or volunteer activities
  - ➔ On-the-Job Training (OJT) is one of the training opportunities offered by **WIOA** funding
    - if you have marketable skills but lack some specific skill(s) this may be a quick way to get hired
    - Career Coaches can assist in working with our partner agencies in finding an employer that is willing to contract to provide a wage subsidized assignment that provides up to a 50% reimbursement for the employer to hire and train you for usually about a 3 month assignment and there is a commitment by the employer to hire you at the completion of the training assignment
  - ➔ 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

- see a list of possible apprenticeships on EDD's website [www.labormarketinfo.edd.ca.gov/resources/training-and-apprenticeships.html](http://www.labormarketinfo.edd.ca.gov/resources/training-and-apprenticeships.html)

### ➔ Why would I want to volunteer?

- This 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](http://www.voa.org), Americorps [www.americorps.org](http://www.americorps.org)

## 7) What is the difference between registered and enrolled?

- Registered job seeker – receipt of Orange County One-Stop Center membership card provides you access to the self-service resources including the items mentioned in the #7 response
- Enrolled job seeker - if more intensive one-on-one assistance is needed with your job search or referral to a funded training program, you may qualify for one of the grants offered through the Centers if you meet the eligibility requirements
  - ➔ more intensive services are accessed by meeting with the Services Navigator and a referral to a Career Coach
  - ➔ the Career Coach will determine if the WIA program is a good match to your job search needs
    - the Career Coach will guide you through your job search, provide assessments, career planning and develop an individual employment plan
    - and if you lack skills or your former job is no longer in demand the Career Coach can also provide referrals to training opportunities

## 8) What is considered a demand occupation for Orange County?

- The Orange County Workforce Development Board (OCDB) supports the Orange County One-Stop Center(s) as well as labor market analysis to provide a well-trained workforce to meet economic growth
- The OCDB has developed the Orange County Clusters that demonstrate 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
- Access more information related to these clusters at the OCDB website <http://www.ocwib.org/labor>
- The Orange County One-Stop Center also offers a Labor Market Information (LMI) workshop that will inform you how to strengthen your job search by accessing information of where the jobs are, wages, projections of growth and career exploration resources

## 9) 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](http://www.dmv.ca.gov)
- If you need to apply for a social security card you can access information at [www.socialsecurity.gov](http://www.socialsecurity.gov)
- In addition, a list of acceptable employment eligibility documents can be accessed on our website at [www.oconestop.com/job-seekers](http://www.oconestop.com/job-seekers)

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

- After completing the intake/registration process, you will be free to
  - ➔ attend workshops that include the most up-to-date tools (refer to the month's schedule on our website or at reception)
  - ➔ participate in 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 Center staff or the Services Navigator
  - ➔ connect 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.

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

- According to 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/> and <http://www.labormarketinfo.edd.ca.gov/article.asp?articleid=1208>



# Most Asked Questions & Responses About Unemployment Insurance Benefits

## 1) 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/Unemployment/](http://www.edd.ca.gov/Unemployment/) or you can print and mail or fax in Form DE 1101i
- 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...", hang 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 [www.edd.ca.gov/Unemployment/](http://www.edd.ca.gov/Unemployment/) or <http://www.edd.ca.gov/> to request a response

## 2) When should I apply for UI?

- ➔ As soon as you become unemployed or working less than full-time
- ➔ All claims are effective on the Sunday prior to applying for benefits

➔ You have a one week unpaid waiting period; the waiting period does not begin until the claim is filed

## 3) 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/>

## 4) 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 (your earnings during 12 months)
- During periods of high unemployment, additional benefits may be granted by Congress, or the State Legislature
- For additional questions you can call 1-800-300-5616 or access the website at [www.edd.ca.gov/](http://www.edd.ca.gov/) to request more information

## 5) 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

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922. If you need special assistance to participate in this program, please call (949) 341-8000. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this program.

## 6) 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)
- For questions about your individual case call 1-800-300-5616 or access the website at <http://www.edd.ca.gov/> to request more information

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

- Status information is available by using the automated telephone system, 1-866-333-4606, and providing your Personal Identification Number (PIN)
- Access 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
- Contact EDD immediately if you lose your check

## 8) How do I avoid delays in receiving my UI benefits?

- 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

## 9) 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 OC One-Stop Center
- For more information about EDD's Workforce Services you can access their website at <https://www.edd.ca.gov/jobs.htm>

## 10) 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, <https://www.edd.ca.gov/jobs.htm>
- If your training is funded under the Workforce Innovation and Opportunity Act (WIOA), 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

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922. If you need special assistance to participate in this program, please call (949) 341-8000. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this program.

## 11) How do I qualify for California Training Benefits (CTB)?

- You may secure training on your own if you meet all of the following criteria:
  - ➔ you must be eligible for California UI benefits
  - ➔ AND it must be at least 3 years since your previous participation in CTB
  - ➔ 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 fulltime, not less than 20 hours per week, or 12 semester or quarter units



**Need More Information?**



**714-241-4900**

**America's JobCenter**  
*of California*<sup>SM</sup>

## Locations:

**OC One-Stop Center**  
Garden Grove  
7077 Orangewood Ave., Ste. 200  
Garden Grove, CA 92841

**OC One-Stop Center**  
JFTB  
11200 Lexington Dr. Bldg. 244  
Los Alamitos, CA 90720

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922. If you need special assistance to participate in this program, please call (949) 341-8000. Please call 48 hours in advance to allow the One-Stop Center to make reasonable arrangements to ensure accessibility to this program.

**[www.oconestop.com](http://www.oconestop.com)**