



**INSTRUCTIONS TO APPLY FOR UNEMPLOYMENT
IF YOU LIVE OR WORK IN AN AREA IN NC
AFFECTED BY HURRICANE HELENE**

How do I apply?

When there is a federal disaster in North Carolina, the Division of Employment Security will announce the areas in which DUA benefits are available and deadlines for applying.

- The most efficient way to file a claim is to file online at des.nc.gov. If you need assistance, you may file over the phone by calling the Customer Call Center at 888-737-0259
- Go to the North Carolina Division of Employment Security website at des.nc.gov.

If new to DES as a claimant you will need to;

- Create an online account and sign in to file your claim.
- Click File a New Unemployment Insurance Claim.
- All claimants are required to first apply for state unemployment insurance benefits. If you are found ineligible for or you have exhausted state unemployment insurance benefits, you may file for DUA.
- When filing for DUA, select '**A federally-declared disaster**' when asked to give a reason for unemployment.
- If you are self-employed, a farmer or a commercial fisher, you must provide proof of employment and income within 21 days of filing your claim.
- Once your eligibility is determined, you will receive notification from DES.
- Remember, you must complete a Weekly Certification for every week you are filing for benefits to receive payments. If you earned any wages during the week, you must report them on your Weekly Certification.

DUA is a federal program that provides temporary payments for people who, as a direct result of a disaster:

- No longer have a job.
- Are unable to reach their place of unemployment.
- Cannot work because of an injury caused by the disaster.
- Were unable to begin employment or self-employment due to the disaster.
- Have become the major supplier of household income due to a disaster-related death of the previous major supplier of household income.

If an individual answers any question in error, it cannot be corrected – it will need to go through the claims process and adjudication process. There may be certain items that the call center can escalate however, the claimant/individual must read and answer all questions correctly.

TIP for Filing a Weekly Certification during a Disaster event:

Claimants should enter "YES" to the following fact-finding questions on the weekly certification screen.

- | | |
|-----------------------------|-----|
| Did you look for work? | YES |
| Were you able to work? | YES |
| Were you available to work? | YES |

*Some may feel this is not an ethical tactic; however, they actually are able and available to look for work but due to the circumstances they cannot do so.
Answering “no” to any of these questions will result in a delay of their claim.*

What is needed to apply?

- Your Social Security number or your Alien Registration number.
- The names and address of all employers you work for within the last 18 months, including those in other states.
- If you’re self-employed, a farmer or a commercial fisher, proof of your employment and income.

What other things do I need to know?

- If your company provides a paid time off benefit, any accrued PTO will need to be exhausted before you are eligible for benefits.
- A waiting period equivalent to one full week’s wages will be applied before you are eligible for benefits.

2024 COUNTIES AS OF 10/1/2024	
Alexander	Jackson
Alleghany	Lincoln
Ashe	Macon
Avery	Madison
Buncombe	McDowell
Burke	Mitchell
Caldwell	Polk
Catawba	Rutherford
Clay	Transylvania
Cleveland	Watauga
Gaston	Wilkes
Haywood	Yancey
Henderson	Jackson