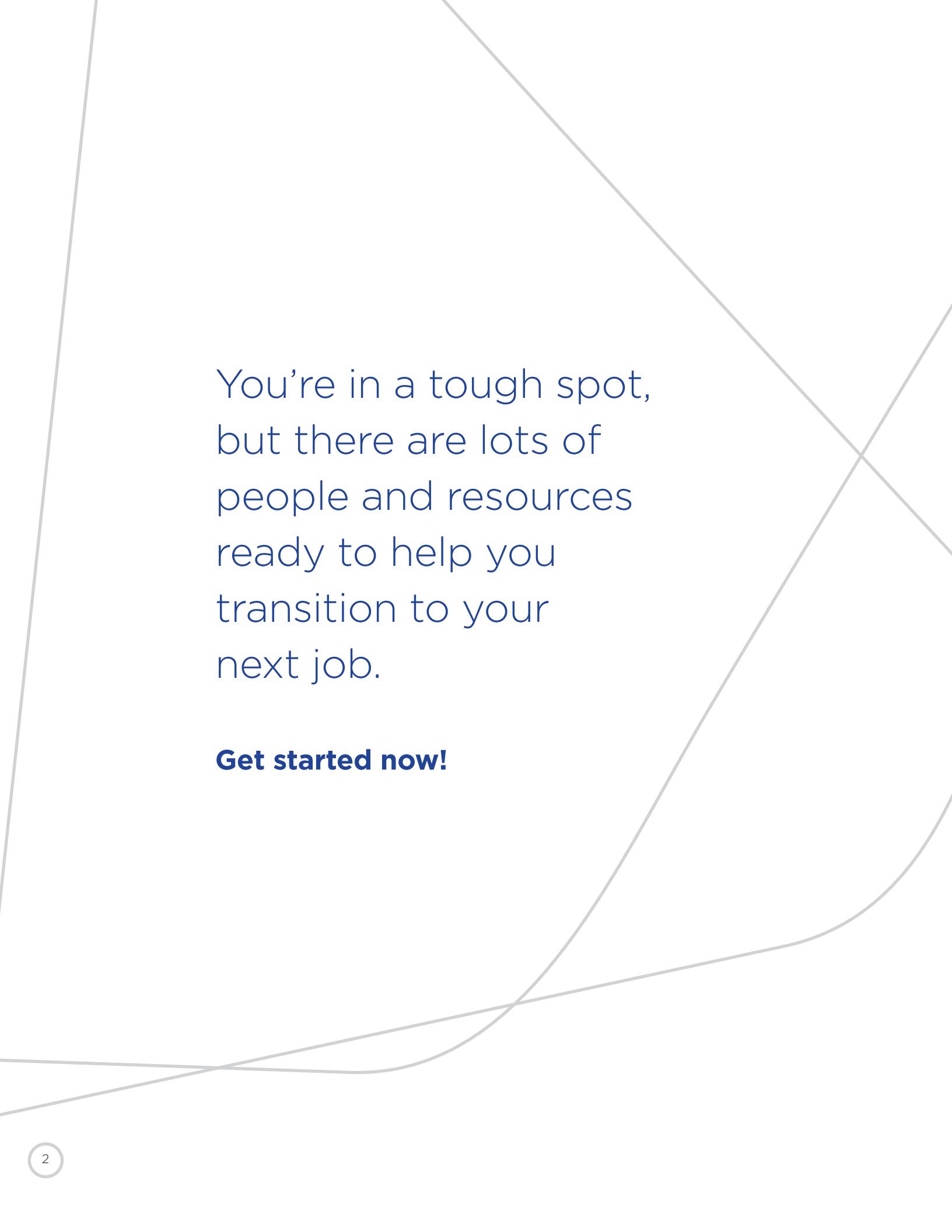




Tools & Resources for Transitioning to **YOUR NEXT JOB**

.....





You're in a tough spot,
but there are lots of
people and resources
ready to help you
transition to your
next job.

Get started now!

Rapid Response — What's in it for you?

Every year, thousands of workers become unemployed through no fault of their own. Rapid Response services and programs are intended to help those who have received notice of layoffs or termination due to downsizing or facility closure. Services focus on insuring that affected employees, like you, know how to take advantage of the many resources available to help you transition to a new job as quickly as possible.

Oklahoma's Rapid Response Team is here to assist you as you move through the process, beginning with this Rapid Response resource book, which is full of helpful information and tips for understanding the resources that are available, including:

- How to file for Unemployment Insurance
- Tips for finding your next job
- Programs and resources available to get you through the transition

You will also want to visit your local Oklahoma Works Center, a proud partner of the American Job Center network. The centers are strategically located throughout the state (see the list beginning on page 29) and offer a variety of services, such as:

- Assistance with Unemployment Insurance
- Career counseling, job search and job placement assistance, and other re-employment services
- Assessment of skill levels, aptitudes and supportive service needs
- Access to training for a new occupation, if needed
- Information on supportive services like transportation, child care, and referral to other services as appropriate
- Short-term skill building, individually or in a group setting, focusing on communication skills, professional conduct, and other interpersonal skills

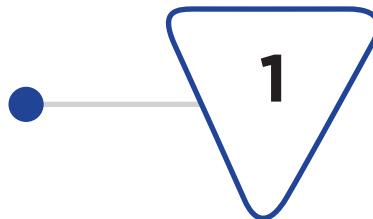


Vikki Dearing

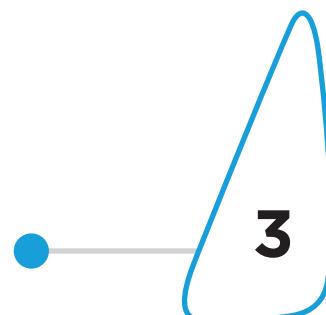
State Rapid Response Coordinator
Oklahoma Office of Workforce Development
Vikki.Dearing@osuokc.edu
405-945-9195

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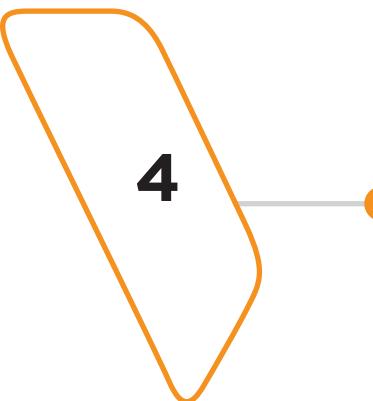
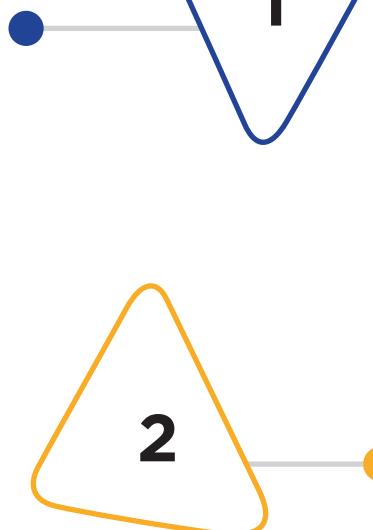
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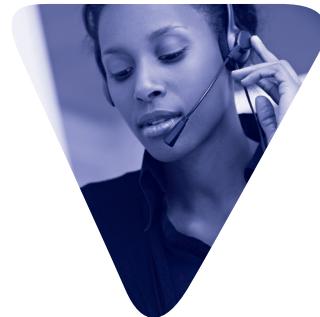
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Part 1

Tips for Finding the Right Job



Tips for Finding the Right Job

Oklahoma Works Centers offer services that will assist you in your job search.

There are 31 Oklahoma Works Centers across the state (see list beginning on page 29). The goal at these Centers is to provide you with resources to assist with your job search, job placement, and career development. The staff at Oklahoma Works Centers can provide the following services:

- Assistance filing for unemployment insurance.
- Career counseling, job search, job placement assistance, and other re-employment services.
- Training for a new occupation.
- Assessment of skill levels, aptitudes, and supportive service needs.
- Information on supportive services, including transportation, child care, and referral to such services as appropriate.
- Short-term skill building, individually or in a group setting, including but not limited to punctuality, professional conduct, resume building, and communications skills.

OKJobMatch.com

OKJobMatch.com is an employment resource that matches job seekers with employers based on experience, education, skills, certifications, and licenses, among other criteria. The website also allows Oklahoma's employers to search for talent in a single place.

No matter what your work or educational background might be, OKJobMatch.com uses your actual skills and experience to create a resume that takes the guesswork out of your job search. The resume-building feature helps applicants identify gaps in education, skill or credential requirements, and provides options for continuing education. Completing the online resume process is highly recommended to generate the highest number of results, but you can also upload an existing resume for a revision to OKJobMatch.com standards, or use it as-is.

OKJobMatch.com searches thousands of websites, matching you with the right job opportunities in all of Oklahoma's 77 counties and neighboring states — at no cost to you. Go to [OKJobMatch.com](#) to start your match today, or visit your local Oklahoma Works Center.

OKJobMatch

*The Right Match for
Oklahoma Job Seekers.*
[OKJobMatch.com](#)

Creating a Resume

Customize your resume to fit the job for which you are interviewing. Emphasize related work experience. Verify there are no spelling or grammatical errors. When you create your resume, you may find the following format choices helpful:

Resume Formats

Format	Advantages	Disadvantages	Best Used By
Chronological	<ul style="list-style-type: none"> Widely used format Job/employment history is listed in chronological order Shows growth in skills and responsibility Easy to prepare 	<ul style="list-style-type: none"> Emphasizes gaps in employment Not suitable if you lack work history Highlights frequent job changes Emphasizes lack of related experience and career changes 	<ul style="list-style-type: none"> Individuals with steady work history
Functional	<ul style="list-style-type: none"> Emphasizes skills rather than employment Organizes a variety of experience (paid, unpaid, other) Disguises gaps in work record or a series of short-term jobs 	<ul style="list-style-type: none"> Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> Individuals with no previous employment Individuals with gaps in employment Frequent job-changers Individuals who have developed skills not through employment
Combination	<ul style="list-style-type: none"> Highlights relevant skills and accomplishments De-emphasizes employment history in less-relevant jobs Combines skills developed in a variety of jobs or other activities Minimizes drawbacks such as employment gaps and absence of directly related work experience 	<ul style="list-style-type: none"> Confusing if not well organized De-emphasizes job tasks, responsibilities Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> Career-changers or those in transition Individuals reentering the job market after some absence Individuals who have grown in skill and responsibility Individuals pursuing the same or similar work as they've had in the past
Targeted Resume	<ul style="list-style-type: none"> Personalized to company/position Shows research More impressive to employer Written specifically to an employer's needs 	<ul style="list-style-type: none"> Time-consuming to prepare Confusing if not well organized Should be revised for each employer 	<ul style="list-style-type: none"> Everyone – because any of the other formats can be made into a targeted resume

Tips for Writing a Cover Letter

A cover letter is equally as important as your resume. It is an opportunity to sell your skills that fit the job description. Whether you are sending a letter and resume by mail or email, the following tips will help you make a good impression.

Be concise, accurate, and polite

- Use short sentences.
- Keep the letter to one page.
- Proofread your letter thoroughly and ask someone else to proofread it as well.
- Thank the reader for his or her time.
- If mailing the letter, sign your cover letter — blue ink is best to show the letter is an original.

Include these important sections in your cover letter

- **Heading and greeting:** Include the date, your name and your contact information. Address the letter to a specific person and/or title whenever possible.
- **Opening and introduction:** Explain who you are and your reason for writing, including how you found out about the position.
- **Body:** Sell yourself. First, reveal why you are a perfect and unique match for the position. Second, explain why you have chosen the employer and identify specific information about the position and employer to show you researched the company.
- **Assertive closing:** Politely take initiative toward further action and next contact.



Cover Letter Example

Adapted from the Department of Defense with data from the departments of Commerce, Education and Labor.

If this is an email cover letter, the subject line should reference the job for which you're applying. For example: Experienced Entrepreneur for Your Marketing Position January 1, 2017



Cover Letter Example

Dear Ms. Jackson,

I am writing in response to the job posting on the Mom's Marmalades websites for the digital marketing manager position in the Tulsa office. As a self-starter who has significant experience as a business owner I can offer Mom's Marmalades:

- Two years of entrepreneurial experience, including the opening of an online bookstore
- Computer proficiency, including Microsoft Word and Excel as well as Adobe InDesign and Photoshop
- Excellent verbal and written communication skills

I have always admired your company, and my family and I have enjoyed your products for many years. I would be honored to be a part of Mom's Marmalades and to help your company grow through online marketing. My attached résumé provides additional information on my background and qualifications. I look forward to hearing from you as soon as possible to arrange a time for an interview.

Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,


Joe Somebody

Address

Phone

Email

Completing the Application Form

Almost every employer will require you to fill out an application form, even though the company may already have your resume and cover letter. Applications may be used as a tool in screening applicants for interviews. Always take your time when filling out the application form. Use one as a draft copy before completing the final form. There is a sample Master Application Form (see pages 16-21). Use the following suggestions to complete application forms. Take the completed form when applying for jobs so you have all the information you'll need with you.

- 1 Be prepared** when you fill out the form. Have all necessary information easily accessible.
- 2** Read and **follow all directions** before beginning to fill out the form.
- 3** Make your application form **neat and easy to read** — it will be judged on appearance and content. If possible, type the form. If you can't type, print neatly.
- 4 Do not write “see resume,”** even if the application repeats information.
- 5 Read each question** and decide how you will answer before you begin to write. This helps you fit the answer into the available space and to write the best answer.
- 6 Answer all questions.** If a question does not apply or you feel the question invades your privacy, write “N/A” for “not applicable.” Do not leave blank spaces.
- 7 Do not scratch out** or write over mistakes. If you must correct over a mistake, cross out the error completely with a single line (—).
- 8 Take your time, but work steadily.** If you take too long filling out an application at the company, the employer may think you were not properly prepared or that you work too slowly.
- 9 Answer questions honestly** — never lie — and do not use sarcastic answers.
- 10 Ask for clarification** if you do not understand something about the form.
- 11** After you complete the form, **check it for accuracy**, correct grammar, and spelling.
- 12** Make sure it is neat, and **make a copy** for your records.
- 13 Follow up** at regular intervals (about every week) until you hear from the employer.

14 Work Experience: Make sure you have all the information you will need with you. Work on describing your duties before you fill out an application so you can be brief and clear in your descriptions. When you prefer not to give your salary history, you should rarely use “will discuss in interview.” However, keep in mind that some employers will screen you out for doing this. When giving your reason for leaving, never give a negative answer — “completed goals,” “moved” and “seasonal” are all acceptable answers. Do not write “fired.” Again, keep in mind that some employers will screen you out for doing this. Always list the reason in a positive sentence.

15 Position Desired: Always fill in this space! Never write “any” or “will do anything.” Do some research first so you know the jobs you qualify for and the jobs that are available in the company. Always write in the name of the position for which you are applying. If the company has more than one position that interests you, fill out a separate application for each. (Some say “first choice” and “second choice” — you may use one application in this case.)

Your Right to Privacy According to the Personal Privacy Act, it is inappropriate for employers to request certain information on application forms. If you encounter a job application that requests this information, it is your decision whether to supply it. If you choose not to answer these types of questions, make sure you write “N/A” for “not applicable” to indicate you have seen the question. Keep in mind that some employers may still screen you out for doing this. Some examples of inappropriate questions include date of birth, marital status, dependents, health, citizenship, and social or religious affiliations.



Tip: Use the master application form on pages 16-21 and retain it for reference.

16 Salary Desired: Before filling out an application, be sure you know the lowest salary you would accept and the wage range for the position you want. Call a few companies in the area and ask the pay range for the type of job for which you are applying. It is best to list a salary or salary range after you research average starting wages.

17 Availability: Unless you cannot start a job right away, write the current date in this space. Otherwise, write the date you will be available to start work. If you are currently working, write in “After a two-week notice period.” If asked what hours or shifts you will work, you may write “open” unless you have specific requirements.

18 Special Skills, Abilities and Training:

This is an opportunity for you to highlight anything that might possibly set you apart from other applicants.

Preparing for the Job Interview

Having a successful interview is essential to being offered the job for which you have applied.

Following are tips for preparing for the interview:

- **Research the Company:** Learn as much as you can about the company where you will be interviewing. Review the company's website for more information, such as the company's history and annual reports. You can also visit your local Oklahoma Works Center for assistance.
- **Attention to Detail:** Dress appropriately for the interview. If you are unsure of what to wear, call the human resources department at the company where you are interviewing and ask them about the dress code. Arrive 10-15 minutes before the interview. Be professional and courteous, keeping in mind that first impressions count. Also, bring extra copies of your resume and bring a notebook and pen.
- **Stay Positive:** Do not complain about the company you previously worked for or your former boss. Instead, emphasize accomplishments.
- **Anticipate Tough Questions:** For example, "why do you believe you are qualified for this position?" and "how do you handle pressure?" There are more examples of tough questions in the next section of this handbook.
- **Be Honest:** Emphasize your accomplishments and do not make excuses.
- **Ask the Right Questions:** The questions you ask should demonstrate your interest in the job. Ask for job-related details (e.g., "Where does the job fit into the organization?", "How would I be introduced to the job?"). There are more examples of questions you can ask during the interview on page 15.
- **Follow Up:** Take notes on important points you have discussed and get the interviewer's contact information. Ask how the hiring process will proceed and send the interviewer a *handwritten* or email thank you note.

Social Media

These days, employers are looking to social networks to check up on potential employees, and what you have on your accounts may determine whether you get the job. Below are some helpful tips to ensure your social media accounts are helping, not hurting, your job search.

- **Search for yourself:** Type your name and city into a search engine, such as Google or Bing, and see what comes up.
- **Comment cleanup:** Read through your social media posts from the past year and delete or hide comments or pictures you think might not go over well with a potential employer, especially any negative comments about your previous employer.

- **Keep photos G-rated:** Look through your pictures and remove or limit privacy on photos that others might find offensive. For example, hand gestures, alcoholic beverages, political images, unprofessional clothing, etc.
- **Keep it private:** In lieu of deleting photos or comments from your account, you can change your account privacy settings to allow only your followers or friends to view your full profile or photos. Check the settings occasionally, as some social media networks change their privacy settings fairly frequently. Just remember that those hiring could request to follow your posts. *While declining the request is always an option, it might not send the best message.*

Answering Tough Questions

The following is a list of questions and answers that can help you prepare for the interview:

1 Tell me about yourself. Briefly discuss your education and professional achievements and goals. Briefly describe your qualifications for the job and the contributions you could make to the organization.

2 Why did you leave your last job? Why are you leaving your current position? This is a difficult, critical question. Do not bad-mouth previous employers. Don't sound too opportunistic. It is good to state after long personal consideration, you wanted an opportunity to expand your background or knowledge. You feel your chance to make a contribution at this time is very low and that you are seeking a company with greater opportunities. For example: "I achieved my goals there and began looking for new challenges. It became apparent that I would have to look elsewhere to find those opportunities." You could then explain what your goals were, how you met them and where you see yourself going now.

3 What do you consider your most significant accomplishment? This can get you the job. Prepare extensively. Tell a brief story, which includes details and your professional involvement. The problem, action, resolution organization appropriate works well here. Describe a situation that presented a problem, detail what actions you took to resolve it, and discuss what the resolution was. This should be an accomplishment that was truly worth achieving. Some aspects that you could discuss include hard work, deadlines, overcoming obstacles, important company issues and relations with co-workers.

4 Why do you believe you are qualified for this position? Why should I hire you? Pick two or three main factors about the job and about you that are most relevant. Discuss for two minutes, with specific details. Select a technical skill, a specific management skill (organizing, staffing, planning) and a personal success story.

5 Have you ever accomplished something

you did not think you could? Show you are goal-orientated and have a strong work ethic, personal commitment, and integrity. Provide a good example where you overcame numerous difficulties to succeed. Prove you are not a quitter and you'll get going when the going gets tough.

6 What do you like/dislike about your current position?

The interviewer may be trying to determine your compatibility with the open position. Stating you dislike overtime or dislike specific details, or that you dislike "management," can cost you the position. There is nothing wrong with liking challenges, high-pressure situations or opportunity to grow, or disliking bureaucracy.

7 How do you handle pressure? Do you like or dislike these situations?

High achievers tend to perform well in high-pressure situations. Conversely, this question also could imply that the position is pressure-packed. If you perform well under stress, provide a good example with details, giving an overview of the stress situation. Try to relay the situation as a challenge rather than focusing on your ability to handle pressure. The interviewer will see you turn a negative into a positive situation.

8 Good employees can take the initiative and get the job done. Can you describe yourself in terms of this statement?

A proactive, results-oriented person does not

need constant supervision. To convince the interviewer you know how to take initiative, you must describe a situation in which you were self-motivated. Discuss at least one example in depth. (You should have at least three examples.) Demonstrate a strong work ethic and creativity.

9 What is the worst or most embarrassing aspect about your career? How would you have done things differently now with 20/20 hindsight? This is a question to find out if you are introspective and if you learn from your mistakes. The right answer indicates an open, flexible personality. Do not be afraid to talk about negative results or problem issues, particularly if you have learned from them. Dynamic, high-performance individuals learn from mistakes. End your story on a positive note.

10 How have you grown or changed over the past few years?

To discuss this effectively is indicative of a well-balanced, intelligent individual. Maturation, increased technical skills, or increased self-confidence are important aspects of human development. Overcoming personal obstacles or recognizing manageable weaknesses can make you an approachable and desirable employee.

11 What do you consider your most significant strengths?

Know four or five key strengths. Be able to discuss each with a specific example. Select those attributes

that are most compatible with the job opening. Most people mention management ability or good interpersonal skills in response to this question. If you cannot describe the specific characteristics of management, such as planning, organizing, budgeting, staffing, etc., do not say you have strong management skills. If you mention interpersonal skills, you should be able to clearly explain what you mean.

12 **What do you consider your most significant weakness?** Show by specific example how a weakness can be turned into strength. Balance any negative statement with a positive statement. Be sure to answer the “follow-up” question that they are

thinking (and may never ask). That is, “what are you doing about it?” or “how do you work around it?” Example: “I tend to be a workaholic, but have learned to better manage my time.”

13 **Deadlines, frustration, difficult people, and silly rules can make a job difficult. How do you handle these types of things?** If you can’t deal with petty frustrations, you’ll be seen as a problem. You certainly can state your displeasure at the petty side of these issues, but how you overcome them is more important. Diplomacy, perseverance, and common sense may often prevail even in difficult circumstances.

Questions to Ask During an Interview

During the interview, you will be deciding if the company is a good place for you to work. Based on the answers to your questions, you will learn about the employer. It is a good idea to write down five or six questions you want to ask based on your research of the company. Below are examples of questions you might ask:

- How do you describe a typical day on the job?
- How would you describe the work environment?
- Do your employees work individually or as a team?
- How are employee performance reviews done?
- What are the promotion possibilities?
- What is the general management style with regard to customer service, and employees?
- How would I be trained or introduced to the job?
- Does the company have a promote-from-within policy?
- What further education or training does the company consider important?



Tip: Look for a match or link between the company and your goals and needs.



Tip: Take this completed form when applying for jobs so you have all the information you'll need with you.

Sample Master Application Form

PLEASE PRINT ALL INFORMATION REQUESTED EXCEPT SIGNATURE | APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS

Date _____

Name _____

Last

First

Middle

Maiden

Present address _____

Number

Street

City

State

ZIP

How long? _____

Social Security No. _____ - _____ - _____ Telephone () _____ - _____

If under 18, please list age _____

1. Position applied for _____
(Be specific)

2. Salary desired _____
(Be specific)

Days/hours available to work:

No Preference Monday _____ Tuesday _____ Wednesday _____
 Thursday _____ Friday _____

How many hours can you work weekly? _____ Can you work nights? _____

Employment desired: Full Time Only Part Time Only Full or Part Time

When available for work? _____

TYPE OF SCHOOL	NAME OF SCHOOL	LOCATION (Complete mailing address)	YEARS COMPLETED	MAJOR & DEGREE
High School				
College				
Bus. or Trade School				
Professional School				

Have you ever been convicted of a crime? Yes No

If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation.

Do you have a driver's license? Yes No

What is your means of transportation to work? _____

Driver's License Number _____ Expiration Date _____

State of issue _____ Operator Commercial (CDL) Chauffeur

Have you had any accidents during the past three years? _____ How many? _____

Have you had any moving violations during the past three years? _____ How Many?

.....

Office Only

Typing Yes No _____ WPM

10-key Yes No

Word Processing Yes No _____ WPM

Personal Computer Yes No / PC Mac

Other Skills _____

.....

Please list two references other than relatives or previous employers.

Name _____ Position _____

Company _____ Address _____

Telephone () _____ - _____

Name _____ Position _____

Company _____ Address _____

Telephone () _____ - _____

An application form sometimes makes it difficult for an individual to adequately summarize a complete background. Use the space below to summarize any additional information necessary to describe your full qualifications for the specific position for which you are applying.

Military

Have you ever been in the armed forces? Yes No

Are you now a member of the national guard? Yes No

Specialty _____ Date Entered _____ Discharge Date _____

Work Experience

Please list your work experience for the past five years beginning with your most recent job held. If you were self-employed, give firm name. Attach additional sheets if necessary.

Name of Employer _____

Address _____

City

State

ZIP

Phone Number () _____ - _____

Name of Last Supervisor _____

Employment Dates: From _____ To _____

Pay or Salary: Start _____ Final _____

Your last job title _____

Reason for leaving (be specific) _____

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer _____

Address _____

City _____

State _____

ZIP _____

Phone Number () _____ - _____

Name of Last Supervisor _____

Employment Dates: From _____ To _____

Pay or Salary: Start _____ Final _____

Your last job title _____

Reason for leaving (be specific) _____

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer _____ Address _____
City _____ State _____ ZIP _____

Phone Number () _____ - _____

Name of Last Supervisor _____

Employment Dates: From _____ To _____

Pay or Salary: Start _____ Final _____

Your last job title _____

Reason for leaving (be specific) _____

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer _____ Address _____
City _____ State _____ ZIP _____

Phone Number () _____ - _____

Name of Last Supervisor _____

Employment Dates: From _____ To _____

Pay or Salary: Start _____ Final _____

Your last job title _____

Reason for leaving (be specific) _____

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

May we contact your present employer? Yes No

Did you complete this application yourself? Yes No

If not, who did? _____

.....

PLEASE READ CAREFULLY

APPLICATION FORM WAIVER

I authorize investigation of all statements contained in this application. I understand that the misrepresentation or omission of facts called for is cause for dismissal at any time without any previous notice. I hereby give the Company permission to contact schools, previous employers (unless otherwise indicated), references, and others, and hereby release the Company from any liability as a result of such contract.

I also understand that (1) the Company has a drug and alcohol policy that provides for preemployment testing as well as testing after employment; (2) consent to and compliance with such policy is a condition of my employment; and (3) continued employment is based on the successful passing of testing under such policy. I further understand that continued employment may be based on the successful passing of job-related physical examinations.

Signature of applicant _____

Date: _____

This Company is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, age or disability. We assure you that your opportunity for employment with this Company depends solely on your qualifications.

Thank you for completing this application form and for your interest in our business.

Part 2

Re-Employment Services and Trade Adjustment Assistance



Re-Employment Services and Trade Adjustment Assistance

Unemployment may be a result of:

- Facility closure or layoffs at a plant or company
- Business failure where you were self-employed and have been forced to close your business
- Being a displaced homemaker; this includes those dependent on a family member's income

As someone who has lost your job as a result of these kinds of circumstances, you can take advantage of the following programs and services provided by your local Oklahoma Works Center.



Every year, thousands of workers become unemployed through no fault of their own.

Re-Employment Services

- Orientation to the information and services available
- Development of an Individual Employment Plan, including the following services, as needed:
 - Initial assessment of your needs and abilities
 - Job search and placement assistance
 - Career counseling
 - Labor market information
 - Basic skills training, such as resume preparation, interviewing skills, math, and computer skills
 - Occupational skills training through a career technology center, community college, four-year college, registered apprenticeship, or other approved training entity
 - Assistance in establishing eligibility for other federal, state, or local programs
 - Federal bonding for certain job seekers
 - The Work Opportunity Tax Credit
 - Follow-up services to help you obtain or maintain employment
 - On-the-job training
 - Supportive Services

Trade Adjustment Assistance (TAA)

- Individuals whose layoff was created or affected by international trade may be eligible for additional services under the Trade Adjustment Assistance program.
- TAA-certified workers can access services such as income support, relocation and job search allowances.
- Those who need retraining for suitable employment may receive occupational training.

Part 3

Helpful Resources



Helpful Resources

There are a variety of resources available to you in your community and across the state as you transition to new employment. Following are several you might find useful.

Oklahoma Works Oklahoma Works brings all of our state's workforce partners and resources together, connecting employers, employees, and job-seekers to information and programs that help build Oklahoma's workforce. The ultimate goal is for all Oklahomans to have the education, training, and skills needed so that Oklahoma employers succeed and grow and all Oklahomans can achieve the American dream. Find helpful information and resources on the website:

OklahomaWorks.gov

Job Finding Resources

OKJobMatch.com A revolutionary way to match you with the right jobs in Oklahoma. No matter what your work or educational background might be, OKJobMatch.com uses your actual skills and experience to create a resume that takes the guesswork out of your job search.

OKJobMatch.com

Oklahoma Works Centers provide a variety of free employment resources to assist with your job search and career development — including information and access to training opportunities. Examples of services/resources offered include: job search assistance, unemployment insurance information and registration, high-speed internet access and computers, phones and copiers, training for a new career, career counseling, career exploration and information, skills upgrade, and veterans services.

oklahomaworks.gov/centers • 888-980-9675

Employment with the State of Oklahoma The State of Oklahoma has job openings statewide in a variety of agencies. At any one time openings may include positions for those with technical skills certifications or experience to positions requiring college degrees.

Jobs.OK.gov

USAJOBS A one-stop resource for federal jobs and related employment information. Explore opportunities, create a USAJOBS profile, and learn about the federal application process at their website.

USAjobs.gov



Training and Education

Oklahoma Career Guide An online tool available for all Oklahomans to easily explore and use to guide their future. You can take assessments, identify occupations, establish education plans and, ultimately, connect to employers. Whether you are a student searching for career and college options or an adult looking for a new career path, OKCareerGuide.org is the powerful tool to provide all the career and educational resources you will need to chart your course for the future.

OKCareerGuide.org

Oklahoma Career Technology Centers Local Career Technology Centers can provide career guidance, skills assessment, and industry-driven skills training focused on getting a job.

okcareertech.org/technology-centers • 800-522-5810

Adult Basic Education (ABE) ABE programs serve students ages 16 and over who are not enrolled in school and who want to improve their basic skills in reading, writing, math, listening, and speaking.

OKAdultBasicEd.com • 800-522-5810

Oklahoma Colleges and Universities Many programs and services are available to help you return to college or begin your college education.

okhigered.org/adult-students • 800-858-1840

Oklahoma College Start An online tool that helps students and adults in the workplace chart a personalized plan for college. You can explore colleges, get help with career planning, learn about financial aid, start building a portfolio, and find information on creating resumes and polishing interview skills.

OKCollegeStart.org • 800-858-1840

Reach Higher Oklahoma's degree completion program offers adults with some college hours a path to an associate's or bachelor's degree. Reach Higher programs provide on-campus and online class options, personalized schedules and courses of study that meet career goals, with flexible enrollment periods year-round.

OKHigherEd.org/ReachHigher • 800-858-1840

Federal Student Aid Free Application for Federal Student Aid (FAFSA), a part of the U.S. Department of Education, is the largest provider of student financial aid in the nation. The office of Federal Student Aid helps make college education possible by providing more than \$150 billion in federal grants, loans, and *work-study funds* each year.

StudentAid.ed.gov • 800-433-3243



Community Resources

211 Oklahoma 211 Oklahoma is a free 24-hour community resource helpline that connects Oklahomans with important community resources seven days a week, every day of the year. This hotline has a wealth of information, from financial assistance to child care to personal counseling.

211oklahoma.org • 211

Consumer Credit Counseling Services This nonprofit agency helps people help themselves through free financial counseling, debt management, and education.

cccsok.org • 405-789-2227 • 800-364-2227

Oklahoma Department of Consumer Credit The Department can help you understand your rights as a consumer and what is legal behavior for debt collectors.

ok.gov/okdocc • 405-521-3653

Resources for Veterans A number of resources are available for veterans seeking employment.

OKMilitaryConnection.com

Food Banks Oklahoma has regional two food banks that distribute food to Food Resource Centers and pantries across the state. The Regional Food Bank of Oklahoma serves 53 counties in central and western Oklahoma, and the Community Food Bank of Eastern Oklahoma distributes food to pantries in 24 counties in eastern Oklahoma. To locate a food pantry near you, contact:

In Western and Central Oklahoma

regionalfoodbank.org/get-help
405-972-1111

In Eastern Oklahoma

okfoodbank.org/get-help
918-585-2800

Insure Oklahoma Allows Oklahomans who are temporarily unemployed to purchase health insurance through the state.

insureoklahoma.org • 888-365-3742

HealthCare.gov The Marketplace at HealthCare.gov allows individuals to compare health plans on a level playing field. Middle- and low-income families will get tax credits that cover a significant portion of the cost of coverage.

healthcare.gov • 800-318-2596

Oklahoma Department of Human Services The Oklahoma Department of Human Services offers health care and other services for Oklahomans with children. Eligibility is determined based on income.

OKDHS.org • 877-751-2972

- **Supplemental Nutrition Assistance Program (SNAP)** enables low-income families to buy eligible food in authorized retail food stores.
- **Temporary Assistance for Needy Families (TANF)** provides cash assistance on a time-limited basis in meeting basic needs, training leading to employment, employment services and child care assistance for qualified families with children.
- **Child Care Subsidy** helps ensure training supervision, nutrition and education for children while their parents or caregivers are at work, in training or receiving an education.
- **SoonerCare** (Oklahoma Medicaid) is a health coverage program that helps pay for some or all medical bills for people who can't afford them.

Oklahoma Department of Rehabilitation Services

The Oklahoma Department of Rehabilitation Services provides opportunities for employment, independent life, and economic self-sufficiency by helping Oklahomans with disabilities bridge barriers to success in the workplace, school, and at home.

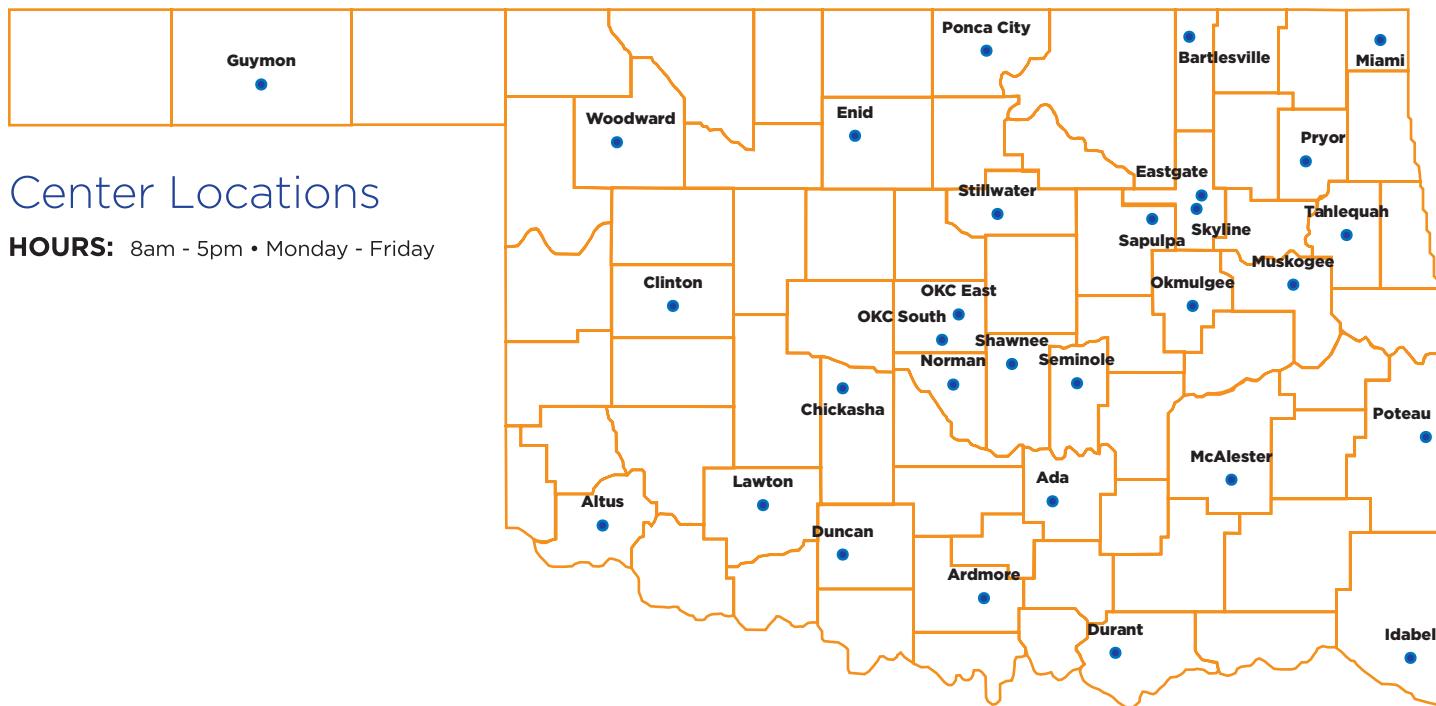
okrehab.org • 405-951-3400 voice/TTY or 800-845-8476 toll-free voice/TTY

MyRide

MyRide is a One-Click/One-Call Clearinghouse of Oklahoma's public transportation resources. MyRide cannot pay for a ride or schedule a ride, but it is a good place to start when you are looking for a ride. Call 844-OKMyRide (844-656-9743) and a call-center representative will navigate the MyRide website for you by telephone. You can also visit the MyRide website.

MyRide.ok.gov

A proud partner of the **AmericanJobCenter®** network



Center Locations

HOURS: 8am - 5pm • Monday - Friday

Ada

1500 Hoppe Blvd., Suite 2, (74820)

580-332-1533

Counties Served: Garvin, Pontotoc

Altus

1115 N. Spurgeon St. (73521)

580-482-3262

Counties Served: Greer, Harmon, Jackson, Kiowa

Ardmore

2421 Autumn Run, Suite B (73401)

580-223-3291

Counties Served: Carter, Love, Murray

Bartlesville

210 N.E. Washington (74006)

918-332-4800

Counties Served: Nowata, Washington

Chickasha

301 S. 2nd St. (73018)

405-224-3310

Counties Served: Grady, McClain, Caddo

Clinton

1120 Frisco Ave (73601)

580-323-1341

Counties Served: Beckham, Custer, Roger Mills, Washita

Duncan

1927 W. Elk Ave (73533)

580-255-8950

Counties Served: Jefferson, Stephens

Durant

4209 Hwy. 70 West (74701)

580-924-1828

Counties Served: Atoka, Bryan, Coal, Johnston, Marshall

Enid

114 S. Independence (73701)

580-234-6043

Counties Served: Alfalfa, Blaine, Garfield, Grant, Kingfisher, Major

Guymon

225 E. Hwy 54 (73942)

580-338-8521

Counties Served: Beaver, Cimarron, and Texas

Idabel

2102 S.E. Washington St., Suites B & C (74745)

580-286-6667

Counties Served: McCurtain, Choctaw, Pushmataha

Lawton

1711 S.W. 11th St. (73501)

580-357-3500

Counties Served: Comanche, Cotton, Tillman

McAlester

1414 E. Wade Watts Ave. (74501)

918-423-6830

Counties Served: Haskell, Latimer, Pittsburg

Miami

121 N. Main (74354)

918-542-5561

Counties Served: Craig, Ottawa

Muskogee

717 S. 32nd (74401)

918-682-3364

Counties Served: McIntosh, Muskogee, Wagoner

Norman

1141 E. Main (73071)

405-701-2000

Counties Served: Cleveland

Oklahoma City

Counties Served: Logan, Oklahoma, Canadian

Brookwood South

9210 S. Western Ave. (73139)

405-234-5000

Eastside

7401 N.E. 23rd (73141)

405-713-1890

*OKC VA Medical Center

VA Medical Center / Room 1B-109G

921 N. E. 13th St.

Oklahoma City, OK (73104)

405-456-5031

Okmulgee

1801 East. 4th, OSU Campus (74447)

918-756-5791

Counties Served: Okmulgee

Ponca City

1201 W. Grand Ave. (74601)

580-765-3372

Counties Served: Kay, Noble and Osage

Poteau

106 Rogers Ave. (74953)

918-647-3124

Counties Served: Leflore

Pryor

403 E. Graham Ave. (74361)

918-825-2582

Counties Served: Mayes, Delaware, Rogers

Sapulpa

1700 S. Main (74066)

918-224-9430

Counties Served: Creek, Osage, Pawnee

Seminole

229 N. 2nd St. (74868)

405-382-4670

Counties Served: Seminole

Shawnee

2 John C. Bruton Blvd. (74804)

405-275-7800

Counties Served: Lincoln, Pottawatomie

Stillwater

3006 E. 6th St., Hwy 51 (74074)

405-624-1450

Counties Served: Payne

Tahlequah

1295 Skills Center Circle (74464)

918-456-8846

Counties Served: Cherokee, Sequoyah, Adair

Tulsa

Counties Served: Tulsa, Osage, Pawnee, Rogers
Wagoner

Tulsa Eastgate

14002 E. 21st., Suite 1030 (74134)

918-796-1200**Tulsa Skyline**

6128 E. 38th, Suite 405 (74135)

918-384-2300

Woodward

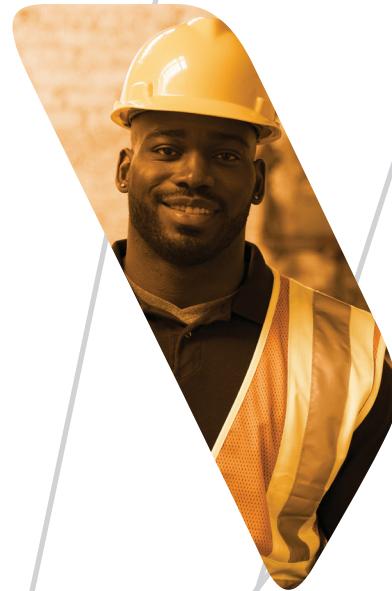
1117 11th St. (73801)

580-256-3308

Counties Served: Dewey, Ellis, Harper, Woods,
Woodward

Part 4

Unemployment Insurance



Unemployment Insurance

Filing your claim is quick and easy!

When to file your claim

- Claims cannot be filed until after the separation occurs.
- If you work your full week before you separate from the job, wait until the following week to file your claim.
- Claims are effective the Sunday of the week you file the claim.
- Claims cannot be backdated.
- Your claim is good for one year from the date filed or until funds are exhausted, whichever occurs first.

Information you will need when filing your claim

- Correct Social Security Number
- Driver's License/State ID Number
- If not a US Citizen, Alien Certification Number
- Valid Address and Phone Number for yourself
- Valid personal Email Address
- Company Name and complete Address for all employers for whom you have worked in the last 18 months
 - Mailing address and company name as it appears on your paystub or W-2 form
 - Street Address, City, State, and Zip Code
- Exact Dates of Employment

Claims can be filed by internet, which is the most convenient method, or by telephone. There is no charge to file for Unemployment Insurance. Internet access is available at your nearest Oklahoma Works Center or your local public library.

Filing by internet

- Go to unemployment.ok.gov and click on “Claimant Access”.
- Use only the website provided – we will NEVER ask for your credit card information.
- You will be prompted to answer a few preliminary questions.
- The system will direct you to register for work on OKJobMatch.com.
- Once your OKJobMatch.com registration is complete, you will be redirected to resume your Unemployment Claim.
- After the claim is filed, a series of screens advising of unemployment benefits requirements will appear.
- Read each screen carefully and do not click “I understand” until you have read the information.
- When the claim is complete you will receive a Confirmation Number.
- If the application is exited before the claim is complete you may resume the application from the point of exit within 3 days. Incomplete claims are discarded if not completed within 3 days.

Filing by phone

- To file your claim by phone call 405-525-1500 (inside OKC) or 1-800-555-1554 (outside OKC).
- Calling from a land line works best in order to avoid signal or battery loss which may occur with cell phone use.
- Select the option to “File a Claim”.
- You will be prompted to answer a series of automated questions.
- You will then be transferred to a representative who will assist with the completion of the claim.
- The representative will provide the final instructions needed. Do NOT hang up prior to following the instructions given or the claim will be incomplete - if you hang up before the claim is complete you will not be allowed to file weekly certifications for payment of benefits.

Monetary Eligibility is determined at the time the claim is filed and is based upon wages earned during the base period.

The Base Period - The base period is the time period we use to determine your monetary eligibility for unemployment benefits. We always use the first four of the last five completed calendar quarters.

The Monetary Determination

- A monetary determination will be issued to you once the claim is filed.
- Please review and verify the accuracy of the wages on the Monetary Determination.
- The determination should include wage information for all employers for whom you worked in the State of Oklahoma during the base period.
- Military Active Duty Service, Federal Government Wages, or wages earned in another State must be requested at the time the initial claim is filed. The system will prompt you for information regarding these wages. If these wages were not requested at the time the initial claim was filed, please contact the Service Center - 405-525-1500 (inside OKC) or 1-800-555-1554 (outside OKC) to have the wages requested.

Taxes

- Unemployment payments are taxable.
- You can choose to have Federal and/or State taxes withheld from your payments.
- 1099 tax forms are mailed by January 31st of the following year.

Length of Benefits - Several factors can affect the length of time you receive benefits, however, benefits usually last approximately 21 weeks.

Weekly Certification

- After your claim is established you must file weekly certifications in order to request and receive benefits each week.
- Weeks are defined as Sunday through Saturday.
- Weekly certifications cannot be filed until after the week has ended.
- Weekly certifications may be filed 24/7 using our automated phone system or by internet.

By telephone

- Call 405-525-1500 (inside OKC) or 1-800-555-1554 (outside OKC).
- Select option “1” to file a claim.
- Follow the prompts to answer the series of eligibility questions.
- Do not hang up before hearing the automated voice say “Good Bye”.

By internet at unemployment.ok.gov

- Click “File Your Weekly Claim”.
- Do not exit the system until you receive a Claim ID number.
- Weekly certifications not filed within 14 days of the week ending date are considered untimely and may not be paid.

Weekly Eligibility Requirements

1 Available to work

- Individuals must be able and available to seek and accept work for at least 3 out of 5 work days.

2 Allowed to work Part-time and still draw benefits provided all other eligibility requirements are met

- If you work less than 32 hours per week and earnings are not excessive you may be eligible to receive a full or partial benefit payment.
- Individuals who earn an amount equal to or greater than \$100 above their weekly benefit amount during a week are considered to have excessive earnings and are ineligible for benefits for the week.
- Report all earnings (prior to deductions) **for the week they are earned** not when you get paid.
- Individuals working 32 or more hours during a week are considered employed and are ineligible for benefits.

3 A minimum of two (2) work search activities are required each week

- Document work search activities on the Work Search Form provided on page 41. Additional work search forms can be accessed online at:
unemploymentresources.ok.gov
- Work search activities must be consistent with your work experience, training, or education.
- Work search activities cannot be repeated with the same employer within a 4-week time period.
- In-person or telephone contacts should be made with an individual who has hiring authority.
- Keep a copy of the email/confirmation page for applications submitted online. Attach these to your Work Search form.
- You will be required to produce documentation of your work searches when selected for audit. You are subject to audit for up to two years.

Severance, retirement, and other payments may affect your weekly unemployment claim

- The Commission will determine if the payments are deductible.
- You must report any payments to which you are entitled at the time you file your initial claim.
- Payments must be reported the week they are received.

Retirement

- If paid in a lump sum, retirement payments are deductible during the week of receipt.
- If paid on a continuous basis, a deduction will be made each week benefits are claimed.
 - The Oklahoma Employment Security Commission will calculate the amount of the deduction.

401Ks

- Rolled over within 60 days are not deductible.
- If not rolled over within 60 days the payment is deductible the week of receipt.

Social Security

- Social Security benefits are not deductible from unemployment benefits.

Waiting Period

The waiting period week is the first week after the claim is filed in which all eligibility requirements have been met. Although you must still file your weekly claim to establish the waiting period week, you will not be paid for the waiting period week. For example, if the first week of the claim is denied due to failure to conduct work searches, this cannot serve as the waiting period week.

Benefit Payments

Oklahoma no longer issues paper checks. When a claim is filed you have two options for payment:

1 Debit Card

- Debit card is the default method of payment.
- You will be mailed a Debit Card once you are found eligible for payment.
- You should receive the card in approximately 7-10 business days.
- For information regarding benefits and fees go to: EppiCard.com
- DO NOT THROW YOUR CARD AWAY! The Debit Card is valid for 3 years. Any future payments within that time will be made to this card unless you contact the Xerox Payment Processing Center (1-866-320-8699) to request a change.



2 Direct Deposit

- You may set up direct deposit the next business day after filing your claim.
- To set up direct deposit, access the authorization form at EppiCard.com or call 1-866-320-8699 to request a form.
- Complete the form and fax it to the Xerox Payment Processing Center using the number on the form.
- It generally takes 4-7 business days to set up direct deposit once the Xerox Payment Processing Center receives the form.
- Direct deposit will be deactivated after 180 days without a deposit.

If you have previously had an unemployment claim in the state of Oklahoma, your payment option will remain the same unless you request a change. If you had benefits direct deposited previously and no longer have that account, you must contact the Xerox Payment Processing Center at 1-866-320-8699 to provide updated information.

3 Registering for work

- You **must** register for work within seven (7) days of filing your initial claim for Unemployment benefits.
- Oklahomans must register with the Oklahoma Employment Security Commission online at OKJobMatch.com. You must have a valid personal email address.
- If you are a resident of a state other than Oklahoma, you must register with your state employment service and provide proof of registration to the Oklahoma Employment Security Commission.
- Failure to register for work will cause a delay and/or possible denial of benefits.
- For assistance with OKJobMatch.com visit your nearest Oklahoma Works Center.

****You may complete this requirement at any time, you do not have to wait until you file your claim for unemployment benefits.****

Additional Requirements

You may receive notice by mail requesting your participation in:

- A Work Search Audit
- Re-employment activities

When you are scheduled to participate in additional activities be sure to follow the instructions outlined in the letter. Attendance and completion of the activity is **mandatory**. Failure to attend and complete the activity will result in a delay or denial of benefits.

The Workforce offices have a number of placement services to assist you in returning to work. Although it is not required for Unemployment benefits, it is strongly suggested you take advantage of these services.

Approved Training

- If you are considering returning to school contact your local Oklahoma Works Center and speak with a Training Coordinator.
- You may qualify for an approved training program.
- If your training is approved, satisfactory attendance and progress is substituted for work search activities.
- If you are selected for a random audit, an OES 752 Attendance and Progress form - found online at unemploymentresources.ok.gov - will need to be completed for each week being audited.

NOTE: Any individual who is enrolled in approved training will still be required to complete work search activities up until the week the training begins. Work search activities may be done in person, by resume, mail, telephone, fax, or email.

Change in Personal Information

The Post Office does not forward mail from the Oklahoma Employment Security Commission. Notify the Oklahoma Employment Security Commission immediately of address, phone number, or email changes by visiting our website, unemployment.ok.gov or by contacting the Unemployment Service Center at 405-525-1500 (inside OKC) or 1-800-555-1554 (outside OKC). Also update your account on OKJobMatch.com.

Help

If you have questions about your Unemployment claim, contact the Unemployment Service Center at 405-525-1500 (inside OKC) or 1-800-555-1554 (outside OKC).

Please be aware that Mondays are the day with the heaviest call volume. If you need to call on Monday - please be prepared to wait.

Many self-service features are available on our website, unemployment.ok.gov including the following:

- File a claim
- File Your Weekly Claim
- Inquire on Existing Claim
- View all weeks filed and all payments made for last three years
- View, print or email 1099s issued within the last three years
- Change Contact info (Address, Phone, Email)
- Change your PIN
- File an Appeal
- Re-employment Assistance for the Unemployed (Informational Booklet)
- Frequently Asked Questions (FAQ)
- Work Search Forms

Job Search Log

Name: _____ Date: _____



OKLAHOMA WORKS

oklahomaworks.gov

A proud partner of the **American Job Center**® network

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