**Employer Resource Guide**

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| **Managing Agency** | **Program** | **Website** | **Service Provided** | **Qualifiers (type, size, etc.)** | **Contact Name** | **Contact Info** | **First Step (call, email, forms, etc.)** |
| NC Dept. of Commerce Division of Workforce Solutions | Business Edge (layoff aversion) | <https://www.nccommerce.com/business/workforce-development/consulting-services-staffing-business-edge> | Layoff aversion assessment and solution recommendations | NC-based companies, 20-250 employees, manufacturing industry sector | Jenni Harris, Russell Doles | [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com) | email contact information and summary of priority need |
| NC Dept. of Commerce Division of Workforce Solutions | Rapid Response | <https://www.nccommerce.com/business/business-closure-resources/rapid-response-support-workers> | intervention program that helps employers and workers facing layoffs, closures, and other sensitive business actions |  | Russell Doles, Yolanda Farrington | [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com) | email contact information and number of employees potentially impacted |
| US Dept. of Labor Employment and Training Administration | COVID-19 or Other Public Health Emergencies and the Fair Labor Standards Act Questions and Answers | <https://www.dol.gov/agencies/whd/flsa/pandemic> | Answers to questions on fair labor standards during this time of the Coronavirus |  |  | For additional information, visit our Wage and Hour Division Website: <https://www.dol.gov/agencies/whd> or call toll-free 1-866-4USWAGE (1-866-487-9243) |  |
| NC Dept. of Commerce Division of Workforce Solutions | WARN -- Worker Adjustment and Retraining Notification | <https://www.nccommerce.com/business/business-closure-resources/file-warn-notice> | The Worker Adjustment and Retraining Notification Act seeks to protect workers, their families, and their communities by requiring employers to provide 60 days’ advance notice of certain plant closings and mass layoffs. | Businesses that employ at least 100 workers, excluding part-time workers, are required to file a WARN notice if they are preparing to take one of the following actions: 1. Close a plant that affects at least 50 employees during any 30-day period.  2. Conduct a mass layoff of at least 500 employees, or a layoff impacting between 50-499 employees. | Russell Doles, Yolanda Farrington | [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com) | Visit: <https://www.nccommerce.com/documents/sample-warn-letter> for a sample WARN notice letter, which will help you complete one for your business, should the need arise. |
| NC Dept. of Commerce Division of Workforce Solutions | Trade Adjustment Assistance | <https://www.nccommerce.com/grants-incentives/workforce-grants/trade-adjustment-assistance-taa> | Trade Adjustment Assistance provides re-employment assistance to workers who have been negatively impacted by foreign trade. Through job referrals, training, and income support, this program is designed to help workers find new jobs. | NC workers who have been negatively impacted by foreign trade | Monique Allen | Trade Adjustment Assistance Unit  Tel. 919-814-0373 [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com) | Affected workers must file a petition with the U.S. Department of Labor within a year of the layoff. |
| US DOL Employment and Training Administration | U.S. DOL Guidance on Unemployment Insurance Flexibilities During COVID-19 Outbreak | <https://www.dol.gov/newsroom/releases/eta/eta20200312-0> | New Guidance on Unemployment Insurance Flexibilities |  | Megan Sweeney | Phone Number 202-693-4661 Email [sweeney.megan.p@dol.gov](mailto:sweeney.megan.p@dol.gov) |  |
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| SBTDC - Small Business and Technology Development Center | Helping businesses prepare for and recover from disasters. SBTDC has been identified as a “first responder” for business recovery in the state’s disaster recovery plan. | [www.sbtdc.org](http://www.sbtdc.org) | Helping businesses prepare for and recover from disasters and has been identified as a “first responder” for business recovery in the state’s disaster recovery plan  Services:  • Assessing the financial impact on your business  • Reconstructing financial statements  • Preparing your SBA disaster loan application  • Exploring options with creditors | All small to medium-sized businesses in NC | Contact Alex Viva at [aoviva@ncsu.edu](mailto:aoviva@ncsu.edu)  Tel. 919.515.6147 | [www.sbtdc.org](http://www.sbtdc.org) |  |
| Small Business Administration | SBA Loans Disaster Assistance | <https://www.sba.gov/funding-programs/loans> | The SBA works with lenders to provide loans to small businesses. The agency doesn’t lend money directly to small business owners. Instead, it sets guidelines for loans made by its partnering lenders, community development organizations, and micro-lending institutions. The SBA reduces risk for lenders and makes it easier for them to access capital. That makes it easier for small businesses to get loans. |  | Scott Daugherty | 5 West Hargett Street, Suite 600 Raleigh, NC 27601  [sdaugherty@sbtdc.org](mailto:sdaugherty@sbtdc.org) | Find your local SBA office and set up an appointment for counseling or help filling out loan applications. |
| Carolina Small Business Development Fund | Business Coaching, Disaster recovery and relief, Veteran entrepreneurship, Women's business centers, Latino entrepreneurship, Training opportunities | <https://carolinasmallbusiness.org/> | Carolina Small Business Development Fund provides the tools and guidance that allow entrepreneurs to achieve their dreams. |  |  | [Tel. (919) 803-1437 services@carolinasmallbusiness.org](mailto:Tel.%20%20(919)%20803-1437%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20%20services@carolinasmallbusiness.org) | 1. Needs Assessment completed prior to customized action plan.  2. If you would like to request one-on-one technical assistance, you can complete our Request for Counseling form.  3. Take a look at our trainings and seminars. |
| NCCCS | Small Business Center Network | www.ncsbc.net | General Business Counseling; Business Continuity and Strategic Planning; Loan Application Assistance; Financial Projections and Cash Flow Management; Marketing Assistance; Provision of Resource Information and Referral to Appropriate Agencies and Sources of Assistance | Small Business Owners | Anne Shaw | [shawa@nccommunitycolleges.edu](mailto:shawa@nccommunitycolleges.edu) | email contact information and summary of needed assistance |
| NC Biotech Center | COVID-19 Resources for North Carolina Life Science Companies and Researchers | <https://www.ncbiotech.org/covid-19> | Given the role North Carolina's life science community may play in response to the COVID-19 virus, and the effect the outbreak may have on business operations, this page compiles resources and news relevant to local life science companies and researchers. This page is actively being maintained by Life Science Intelligence at NCBiotech. If you have something to submit, please email research@ncbiotech.org, and follow NCBiotech on Twitter for updates. | For North Carolina Life Science Companies and Researchers | Doug Edgeton, CEO | Tel. 919.541.9366 [doug\_edgeton@ncbiotech.org](mailto:doug_edgeton@ncbiotech.org) |  |
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| NC Rural Center | Disaster Recovery | <https://www.ncruralcenter.org/engagement/disaster-recovery/>  also  <https://www.ncruralcenter.org/lending/> | Through their partnerships with Thread Capital, Golden LEAF Foundation, SBTDC, BLNC, and SBCN, the NC Rural Center has been able to gather financial resources, help disseminate information, host disaster recovery centers for the SBA, and provide disaster recovery bridge loans to small businesses as they wait for more permanent financing to come through. Now, with the partnership of, Thread Capital, the Rural Center has moved its focus from direct recovery lending to being a critical facilitator of all things disaster recovery in North Carolina. The team works with other organizations across the state to centralize resources for disaster recovery, making them more manageable and far-reaching for those affected. | Individuals, Small Business, Agriculture & Farming, Nonprofits | Barry Ryan, Vice President | [barry@ncruralcenter.org](mailto:barry@ncruralcenter.org) |  |
| Division of Employment Security | Employer Call Center | <https://des.nc.gov/> | Employers should contact the Employer Call Center with questions or assistance regarding temporary attached claims, taxes, List of Charges/Potential Charges, sign in and password resets. | Employers should contact the Employer Call Center with questions or assistance regarding taxes, List of Charges/Potential Charges, sign in and password resets. |  | Phone (Toll Free): 866-278-3822 Phone (Local): 919-707-1150 Fax: 919-715-0780 Hours of Operation: Monday through Friday, 8:00 a.m. to 4:30 p.m. Employer Tax Assistance [des.tax.customerservice@nccommerce.com](mailto:des.tax.customerservice@nccommerce.com)  Unemployment Insurance Sides Employer Support & Inquiry [des.employersupport@nccommerce.com](mailto:des.employersupport@nccommerce.com) |  |
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| NCDHHS | Information on Coronavirus in Spanish | [https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/materials-and](https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/materials-and%20) | 1. Share Facts About coronavirus disease 2019 (COVID-19): English 2. What you need to know: English, Spanish, Simplified Chinese 3. What to do if you are sick: English, Spanish, Simplified Chinese 4. Stop the spread of germs: English, Spanish, Simplified Chinese 5. Symptoms of Coronavirus Disease 2019 COVID-19: English, Spanish, 3. Simplified Chinese 6. CDC Protect and Prepares Communities: English 7. Stay Healthy Wash Your Hands: 8.5 X 11- English, Spanish. 11 X 17- English, Spanish 8. Wash Your Hands: English, Spanish, French, Arabic, Bengali, Chinese, Portuguese, Urdu 9. Keep Calm and Wash Your Hands: 8.5 X 11- English, Spanish, French, Arabic, Bengali, Chinese. 11 X 17- English, Spanish, French, Arabic, Bengali, Chinese 10. NCDHHS Division of Public Health: Community Engagement Resources for public health officials with North Carolina's local health departments. |  | For additional resources or questions, please contact: Luis Cruz, Director of Agriculture Services and Foreign Labor at [luis.cruz@nccommerce.com](mailto:luis.cruz@nccommerce.com) |  |  |
| Centers for Disease Control | Information on Coronavirus in Spanish | <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html> | For additional resources or questions, please contact: Luis Cruz, Director of Agriculture Services and Foreign Labor at [luis.cruz@nccommerce.com](mailto:luis.cruz@nccommerce.com) |  |  |  |  |
| NC Dept. of Commerce Division of Workforce Solutions | Foreign Labor Certifications | [https://www.foreignlaborcert.doleta.gov/2015\_H-2B\_IFR.cfm](https://www.foreignlaborcert.doleta.gov/2015_H-2B_IFR.cfm%20) | H-2B -- non-agricultural foreign labor  or H-2B Permanent  The H-2B temporary non-agricultural program permits employers who meet the program requirements to hire nonimmigrant workers to temporarily come to the U.S. and perform non-agricultural services or labor based on the employer's temporary need. The employer applicant must establish that its need for non-agricultural services or labor is temporary in nature, regardless of whether the underlying job is permanent or temporary. | To participate in the H-2B program, an applicant must: 1. Be an employer with a valid Federal Employer Identification Number (FEIN); 2. Have a place of business (i.e., physical location) in the United States; 3. Have a means by which it can be contacted for employment. | Louise Joyner | Foreign Labor Application Gateway: https://flag.dol.gov | Prior to filing a petition with DHS' U.S. Citizenship and Immigration Services (USCIS), an employer must obtain an approved temporary labor certification from the Department: New Applicants must 1. Register - 150-120 calendar days before the date of need will be required. 2. Obtain a Prevailing Wage Determination (PWD) - at least 60 calendar days before it is needed.  3. File a job order and H-2B application - 90 to 75 days prior to the date of need. |
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| NC Dept. of Commerce Division of Workforce Solutions / NCWorks Career Centers | Agricultural Services | <https://www.nccommerce.com/business/workforce-development/agricultural-workforce> | Agricultural Employment Consultants conduct outreach services in areas where Migrant & Seasonal Farmworkers live, work and gather to identify farmworkers, enhance their employability and provide supportive services. | Must be Migrant/Seasonal Farmworkers and Agricultural Employers to participate | Luis Cruz, Jenni Harris | Contact your local NCWorks Career Center or the Agricultural Services main office at 919-814-0464. | Call or email Agricultural Services for information on farm workers or participating businesses. |
| NC Dept. of Commerce Division of Workforce Solutions | Incumbent Worker Training | <https://www.nccommerce.com/grants-incentives/workforce-grants/incumbent-worker-training> | Helps companies train their existing employees, which leads to an increased skill level, so that employees can be promoted and the employer can backfill opportunities for less skilled or experienced employees. | NC Employees who have worked for a business consistently for six months or more. |  | [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com)  Tel. 919-814-0400 or Workforce Development Boards https://www.ncawdb.org/local-boards/ | email contact information and summary of training desired |
| NC Dept. of Commerce Division of Workforce Solutions | On-The-Job Training | <https://www.nccommerce.com/grants-incentives/workforce-grants/job-training> | Through OJT, a wage reimbursement incentive may be provided to a business to help offset the cost of training a new employee with limited skills. Wage reimbursement ranges from 50 to 75 percent, and can last up to six months. |  |  | [DWS\_BusinessServices@nccommerce.com](mailto:DWS_BusinessServices@nccommerce.com)  Tel. 919-814-0400 or Workforce Development Boards <https://www.ncawdb.org/local-boards/> | email contact information and types of job available |
| NC Community College System | Customized Training | <https://www.nccommunitycolleges.edu/customized-training> | The goal of Customized Training is to foster and support three key aspects of a company's well-being: Job Growth, Technology Investment, Productivity Enhancement | NC-based companies who are new or expanding. | Pres. Peter Hans | [hansp@nccommunitycolleges.edu](mailto:hansp@nccommunitycolleges.edu) Tel: 919-807-6951 | Contact your local community college for information by industry sector or desired training. |
| NC Dept. of Commerce Division of Workforce Solutions | Federal Bonding and Reentry | <https://www.nccommerce.com/grants-incentives/workforce-grants/high-risk-employees-federal-bonding> | Provides free insurance --$5,000 in coverage-- for the first six months of hiring “at risk” individuals. The coverage protects the employer from acts of dishonesty such as theft, larceny or embezzlement. | NC Employers who hire the following individuals:  Individuals with a history of arrest or conviction.  Individuals with a history of substance abuse.  Individuals with poor credit or who have declared bankruptcy.  Individuals with a dishonorable discharge from the military.  Individuals lacking sufficient work history. | Wendi Eure | [DWS\_Re-Entry@nccommerce.com](mailto:DWS_Re-Entry@nccommerce.com) | The Employer contacts an NCWorks Career Center or the Federal Bonding Coordinator.  Staff complete the Federal Bonding Certification form. |
| NC Community College System | Apprenticeships | <https://www.apprenticeshipnc.com/> | Apprenticeships help workers learn specialized skills needed in today’s economy. The program combines on-the-job learning with related classroom instruction.  Apprenticeship allows businesses to create flexible and effective training and hiring solutions that work for their industry. Apprentices learn practical skills while earning a nationally recognized industry credential. | | Kathryn Castelloes | [apprenticeshipnc@nccommunitycolleges.edu](mailto:apprenticeshipnc@nccommunitycolleges.edu) | Contact ApprenticeshipNC for information on how to start up an apprenticeship program in your company. |
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| NCWorks Career Centers | Talent Identification and Selection | <https://www.nccommerce.com/business/workforce-development/ncworks-career-centers-business-services> | 80+ NCWorks Career Centers, located across the state, are equipped to help employers find, train, and retain the qualified employees they need. These centers provide free services to help local businesses, including the following:  Job applicant screening and qualified candidate referrals  Valuable and up-to-date labor market facts and projections, such as wages  Information on tax credits for hiring particular groups of workers  Space to conduct job interviews  Help arranging job fairs  Workshops on employer-related subjects  Reference library  Employee training resources  Layoff/closure prevention services for employers  Information about Federal Bonding (insurance for hiring at-risk workers) | NC-based companies | 80+ different centers located around the State. | <https://www.ncworks.gov/vosnet/ContactUs.aspx?tab=2> | Locate your NCWorks Career Center and set up an appointment. Then register with NCWorks Online and start searching for job candidates today! |
| Business Link North Carolina | Starting/Expanding a Business or general business resource questions | [www.BLNC.gov](http://www.BLNC.gov) | Provide General Statutes for businesses and offer assistance with resources for business loans and grants (if available) | Help any size business that wants to be in NC. | Holly Yanker and BLNC Team | [blnc@edpnc.com or holly.yanker@edpnc.com](mailto:blnc@edpnc.com%20or%20holly.yanker@edpnc.com%20%20)  or call  800-228-8443,  if receive voicemail, leave a message | Visit website BLNC.gov and call with questions 800-228-8443 |
| Golden LEAF | Economic Catalyst Program | <https://www.nccommerce.com/grants-incentives/public-infrastructure-funds/goldenleaf-infrastructure-grants> | Assists eligible state, regional and local economic development entities with grants to support projects in which a company will commit to create a specific number of full-time jobs in a tobacco-dependent or economically distressed area. | Eligible applicants are governmental entities and 501 (c)(3) nonprofit organizations. Applications must be for projects that will lead to job creation and the expected job creation is AT RISK without Golden LEAF support. | Scott Hamilton or Terri Bryant Adou-Dy | [programs@goldenleaf.org](mailto:programs@goldenleaf.org) | Review the Economic Catalyst priorities. Complete the application form and submit the attachments listed on the form. |
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| EDPNC | Expand to North Carolina; One-on-one phone consultations to help navigate regulatory requirements, licensing and permitting; Identify barriers to growth and make connections to helpful resources; Grow your company globally through exportation -- services to navigate trade agreements and language barriers, and attend international trade shows. | [https://edpnc.com/](https://edpnc.com/%20) | If you're thinking about a new business location, our team of economic development experts can help you decide whether North Carolina is the perfect fit - and connect you with the resources you need to break ground. |  | Christopher Chung, CEO | Tel. 919-447-7788 [Christopher.chung@edpnc.com](mailto:Christopher.chung@edpnc.com) | Visit EDPNC website and identify area of labor market information or business expansion that you need. Staff directory is broken down into categories of services. |
| EDPNC | Small businesses that need business counseling or potential loans from a disaster. | <https://edpnc.com/start-or-grow-a-business/start-a-business/> |  | Small Businesses located in NC |  |  |  |
| NC Chamber | Working to establish a globally competitive workforce and create an enviable business climate that fuels statewide economic prosperity. | <https://ncchamber.com/coronavirus-resource-guide/> | Preparation, Not Panic – A CORONAVIRUS Resource Guide for Businesses | All NC Businesses | Gary Salamido | CONTACT  [gsalamido@ncchamber.com](mailto:gsalamido@ncchamber.com)  (919) 836-1403 |  |
| UNC-TV | Spanish translation of Governor's Press Conference Videos | [https://www.unctv.org/coronavirus](https://www.unctv.org/coronavirus%20) | Emergency Briefings by the Governor in Spanish |  |  |  |  |
| N.C. Department of Health & Human Services | Vocational Rehabilitation - Serving individuals with disabilities | For a description of VR services: <https://www.ncdhhs.gov/divisions/dvrs> | Tools that identify skills needed for a job and skills and aptitudes of available candidates. |  |  | Contact info for each local office is found here:  [https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices](%20https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices) | |
| Local Workforce Development Boards | Free hiring events for one or more employers. | https://www.ncawdb.org/local-boards/ | Professional staff can assist in planning, marketing, coordinating, and facilitating free hiring events for one or more employers. |  | Local Workforce Development Boards’ Business Services Representatives/teams and/or NCWorks Career Centers. | To learn more about free hiring events contact a Business Services Representative or NCWorks Career Center Manager in your area. <https://www.ncawdb.org/business-services-representatives/> | |
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| NC Dept. of Commerce Division of Workforce Solutions | Hiring Veterans | <https://veterans.ncworks.gov/>  or  [http://www.nc4me.org/home.html](http://www.nc4me.org/home.html%20) | \* The N.C. Division of Workforce Solutions provides job seeker services for veterans, transitioning service members, and eligible spouses. \* NC4ME Hiring Events – where hiring managers connect with military talent during Hiring Events held inside NC’s major military installations. \* Companies and candidates will arrive ready to conduct interviews prearranged based on candidate interest and company need. |  | Victor Glover for N.C. Division of Workforce Solutions | For N.C. Division of Workforce Solutions: [victor.glover@nccommerce.com](mailto:victor.glover@nccommerce.com)  For NC4ME: <https://nc4me.org/contact/> | |
| NC Dept. of Commerce Division of Workforce Solutions | Find labor market information and local wage data | [www.NCWorks.gov](http://www.ncworks.gov/) | \* Find occupation information, wage information, unemployment rates, advertised job posting statistics, demographic information, and more for a specific region, county, or metropolitan area.   \* Analyze Real-Time Trends in the Labor Market including employers and locations with the most job openings, employer and candidate salary expectations, and the number of unemployed per job opening. |  |  | NCWorks Online – Labor Market Information Visit NCWorks Online to access labor market information and local wage data. Once there, select “Find LMI data”. | |
| NC State's Industry Expansion Solutions | Training programs taught by subject matter experts in a variety of topics | [https://www.ies.ncsu.edu/](https://www.ies.ncsu.edu/%20) | Training programs and courses that lead to critical skills or a licensure, certification, renewal, or registry listing. Training can be delivered as a single course or bundled as a series of courses, like: Environmental Health and Safety, Leadership and Team Development, Process Improvement, Health Occupations, Manufacturing, Industrial Maintenance, Construction, Business, Computers, Transport Systems, Education, Languages, Service Occupations, and Agriculture and Natural Resources. |  | Phil Mintz [phil\_mintz@ncsu.edu](mailto:phil_mintz@ncsu.edu)  <https://www.ies.ncsu.edu/> | IES is the engineering-based, solutions-driven, client-focused unit of NC State University. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology. | |