



Tools & Resources for Transitioning to Your Next Job

A REVOLUTION IN JOB MATCHING TECHNOLOGY

For job seekers and employers.



OK Job Match.com

Matching the Right People With the Right Jobs.

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:

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

You will also want to visit your local Workforce Oklahoma Center. The centers are strategically located throughout the state (see the list beginning on page 19) 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

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!](#)



Vikki Dearing

State Rapid Response Coordinator
Oklahoma Department of Commerce

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Chapter 1 Tips for Finding the Right Job

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

Our goal during your transition to a new job is to provide you with employment resources to assist with your job search and career development. The staff at these centers will be able to assist you in the following areas:

- Career counseling, job search, job placement assistance, and other re-employment services.
- Training for a new occupation and assistance with unemployment insurance.
- 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 and communication skills.

OKJobMatch.com

OKJobMatch.com is an employment resource that matches job seekers with employers based on a number of criteria, including experience, education, skills, certifications and licenses. The website also allows Oklahoma's employers to search for talent in a single place. The resume-building process will help applicants identify gaps in education, skill or credential requirements, and provide options for continuing education.

The Right Match for
Oklahoma Job Seekers.
OKJobMatch.com

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. 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 more than 16,000 websites, matching you with the right job opportunities in all of Oklahoma's 77 counties and neighboring states — all at no cost to you. Go to www.OKJobMatch.com to start your match today, or visit your local Workforce Oklahoma Center.

Creating a Resume

Customize your resume to cater to the job for which you are interviewing. Emphasize related work experience. Verify there are no spelling or grammatical errors. When you do create your resume, you may use the following formats as a guide:

Resume Formats

Format	Advantages	Disadvantages	Best Used By
Chronological	<ul style="list-style-type: none"> • Widely used format • Logical flow • 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 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 nearly 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. Reveal why you are a perfect and unique match for the position. Explain why you have chosen the employer.
- **Assertive closing:** Politely take initiative toward further action and next contact.

Sample Letter or Email Cover Letter

If this is an email cover letter, sample subject line: Experienced Entrepreneur for Your Marketing Position

January 1, 2014

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

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 in the Supplemental Section of this manual (see Page 24). Use the following suggestions to complete application forms:

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." Always list the reason in a positive sentence. Again, keep in mind that some employers will screen you out for doing this.

- 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.)
- 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.



Tip: Use the master application form in the Supplemental Information section of this manual and retain it for reference.

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.

Preparing for the Job Interview

Having a successful interview is essential to being offered the job you have applied for. 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 Workforce Oklahoma 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 in the Supplemental Information section of this handbook.
 - **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 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 you think might not go over well with a potential employer, especially any negative comments about your previous employer.
 - **Keep photos G-rated:** Photos that you post of yourself online send a message about who you are. Flip through the photos on your social media accounts and be sure your profile photo is the image you want to portray.
 - **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 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 can 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?

Look for a match between the company and your goals and needs.

Chapter 2 Programs & Other Resources Available to You

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 Workforce Oklahoma Center.

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

Re-Employment Services

- Orientation to the information and services available
- Initial assessment of your needs and abilities
- Job search and placement assistance
- Labor market information and statistics
- Assistance in establishing eligibility for other federal, state or local programs
- Follow-up services to help you obtain or maintain employment
- Federal bonding for certain job seekers
- The Work Opportunity Tax Credit

Additional Services Available Through the Workforce Investment Act (WIA)

- Career counseling
- Basic skills training, such as resume preparation, interviewing skills, math and computer skills
- Work experience
- Internship assignments

Training Services

- Occupational skills training through a career technology center, community college, four-year college or other approved training entity
- On-the-job training

Supportive Services

- Supportive services such as transportation, child care, dependent care, and housing and needs-related payments are provided under certain circumstances to allow an individual to participate in the program

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

Chapter 3 Community Resources

There are a variety of resources available to you in your community if you need help during the transition to new employment:

- **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.

www.211oklahoma.org

Dial 211

- **Oklahoma Department of Consumer Credit**

The department is responsible for the regulation of consumer credit sales and consumer loans in the state of Oklahoma. It can help you understand your rights as a consumer and what is legal behavior for debt collectors.

3613 NW 56th St., Suite 240

Oklahoma City, OK 73112-4512

405-521-3653

In-State Consumer Hotline: 800-448-4904

www.ok.gov/okdccc

- **Consumer Credit Counseling Services**

This is a nonprofit agency committed to helping people help themselves become financially strong individuals and families through free financial counseling, debt management and education. The agency offers personalized budgeting and money-management sessions with counselors. If you are experiencing housing issues like a delinquent mortgage, it also offers special housing counseling.

Business hours are 8 a.m. to 5:30 p.m. Monday to Thursday.

<http://cccsok.org>

Locations:

3230 N. Rockwell Ave.

Bethany, OK 73008

405-789-2227

317 W. Cherokee Ave., Suite A

Enid, OK 73701

Statewide Toll-Free: 800-364-2227

- **Insure Oklahoma**

Insure Oklahoma provides individual health coverage assistance for Oklahomans who are temporarily unemployed and are eligible to receive unemployment benefits.

For more information, go to www.insureoklahoma.org or call 888-365-3742.

- **HealthCare.gov**

On March 23, 2010, President Obama signed the Affordable Care Act. The law ensures that all Americans have access to affordable health insurance options. 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.

For more information, go to www.healthcare.gov or call 800-318-2596.

- **Oklahoma Department of Human Services**

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

www.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.

- **Food Pantries**

Oklahoma has two food banks that distribute food to 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:
www.regionalfoodbank.org/process_gethelp.php
405-972-1111
- In eastern Oklahoma:
www.okfoodbank.org/get-help/
918-585-2800

Chapter 4 Unemployment Insurance

How to File an Unemployment Claim

You can apply as soon as you become unemployed. Your application cannot be made retroactive beyond the week in which it is filed. You can apply by telephone or by using the Internet. For more information, please visit www.unemployment.ok.gov or your local Workforce Oklahoma Center.

Unemployment insurance provides a temporary source of income for individuals who are unemployed through no fault of their own.

Filing your claim is quick and easy!

To file your claim on the Internet, go to: www.unemployment.ok.gov

To file your claim over the phone: Inside the Oklahoma City calling area, call 405-525-1500. Outside the Oklahoma City area, call 800-555-1554. (8 a.m. to 4:15 p.m. M-F)

Information You Will Need for Filing Your Claim:

- Your Social Security Number.
- Name, address and dates of work for all employers for whom you have worked in the past 18 months
- If you are a veteran who separated from the armed forces in the past 18 months, you will need a copy of your DD-214 (member 4).
- If you were a federal civilian employee in the same period of time, you will need a copy of your SF-8 or SF-50.
- If you had out-of-state employment in the past 18 months, you will need to provide the name(s) and address(es) of these employer(s).

You have two choices to receive your unemployment payments: by debit card or direct deposit. If you wish to enroll for direct deposit, you must wait until the next business day after you have filed your claim, then call 866-320-8699, which is a toll-free call. If you do not sign up for direct deposit, your payments will be made by debit card, which will be mailed out when you are found eligible for payment. It normally takes 7-10 days to receive the card after it is mailed.

For more information, including the direct deposit form, please visit www.ok.gov/oesc_web/Services/Unemployment_Insurance/UI_Claimant_Info.html, or visit your local Workforce Oklahoma Center. You may also call 405-525-1500 in the Oklahoma City area or 800-555-1554.

Frequently Asked Questions:

www.ok.gov/oesc_web/Services/Unemployment_Insurance/Claimant_FAQs.html

Work search requirements: All individuals, with the exception of those in approved training, must search for work. You are required to show two work search contacts each week benefits are claimed. You also are required to keep a record of all work search activities for two years or until you are employed. The Oklahoma Employment Security Commission conducts random audits of these records. See the Work Search Log on page 32 of this handbook for an easy method to record your job-seeking activities.

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Oklahoma's Workforce System

Oklahoma's Workforce system is made up of a network of agencies that are dedicated to helping Oklahomans find jobs and prepare for the workplace. Rapid Response services are provided when a layoff and/or plant closure appears imminent. The objective of Rapid Response is to help workers transition from notification of layoff to re-employment as soon as possible.

Oklahoma's Workforce system includes the following entities:

- **Governor's Council for Workforce and Economic Development:** The Council works to develop creative solutions that expand and improve Oklahoma's workforce.
- **Oklahoma Department of Commerce Office of Workforce Development:** The Office of Workforce Development facilitates the collaborative process of creating and implementing a systems approach to workforce development that serves business and creates employment opportunities for all Oklahomans.
- **Oklahoma Employment Security Commission (OESC):** OESC is a federally funded state agency dedicated to providing quality service and assistance to Oklahoma's employers and job seekers. OESC makes a substantial investment in local communities through workforce centers strategically located throughout Oklahoma.
- **Oklahoma System of Career and Technology Education:** The Oklahoma Department of Career and Technology Education is the state of Oklahoma's premier provider of skills training focused on high-wage/high-demand occupations. Local CareerTech technology training centers are set up to provide career guidance, skills assessment and industry-driven skills training focused on getting a job or advancing within an existing one.
- **Workforce Investment Boards:** Oklahoma's Workforce Investment Boards ensure education and training systems are aligned with employer demands, as well as expanding the skills of Oklahoma's workforce.
- **Oklahoma Department of Rehabilitation Services:** The department expands opportunities for employment, independent life and economic self-sufficiency by helping Oklahomans with disabilities bridge barriers to success in the workplace, in school and at home.
- **Oklahoma Department of Human Services (DHS):** The Oklahoma Department of Human Services offers health care services for recently unemployed Oklahomans with children. Eligibility is determined based on income.
- **Oklahoma State Regents for Higher Education:** The State Regents offer many programs and services to help you return to college or begin your college education. Oklahoma's higher education institutions continually develop and refine their fast track and professional development training programs to adapt to ever-changing business needs and hundreds of college degree programs.

Workforce Oklahoma Centers

The following is a listing of Workforce Oklahoma Centers. The list can also be found at http://www.ok.gov/oesc_web/Services/Workforce_Services/index.html.

Ada Workforce Center

1500 Hoppe Blvd., Suite 2
Ada, OK 74820
Telephone: 580-332-1533
Fax: 580-421-9265
Email: manager.ada@oesc.ok.gov
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Altus Workforce Center

1115 N. Spurgeon St.
Altus, OK 73521
Telephone: 580-482-3262
Fax: 580-482-3284
Email: manager.altus@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Ardmore Workforce Center

2421 Autumn Run, Suite B
Ardmore, OK 73401
Telephone: 580-223-3291
Fax: 580-226-2730
Email: manager.ardmore@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Bartlesville Workforce Center

210 NE Washington Blvd.
Bartlesville, OK 74006
Telephone: 918-332-4800
Fax: 918-333-3610
Email: manager.bartlesville@oesc.state.ok.us
Hours of Operation: 8 a.m. to 5 p.m. Monday through Friday

Chickasha Workforce Center

301 S. Second St.
Chickasha, OK 73018
Telephone: 405-224-3310
Fax: 405-222-1215
Email: manager.chickasha@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Claremore Workforce Center

1810 N. Sioux Ave.
Claremore, OK 74017
Telephone: 918-341-6633
Fax: 918-341-7723
Email: manager.claremore@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Clinton Workforce Center

1120 Frisco Ave.
Clinton, OK 73601
Telephone: 580-323-1341
Fax: 580-323-9176
Email: manager.clinton@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Duncan Workforce Center

1927 W. Elk Ave.
Duncan, OK 73533
Telephone: 580-255-8950
Fax: 580-255-8959
Email: manager.duncan@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Durant Workforce Center

4310 U.S. 70 West
Durant, OK 73533
Telephone: 580-924-1828
Fax: 580-920-2464
Email: manager.durant@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Enid Workforce Center

900 W. Cherokee Ave.
Enid, OK 73701
Telephone: 580-234-6043
Fax: 580-234-8405
Email: manager.enid@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Guymon Workforce Center

225 E. U.S. 54
Guymon, OK 73942
Telephone: 580-338-8521
Fax: 580-468-1814
Email: manager.guymon@oesc.state.ok.us
Hours of Operation: 8 a.m. to 5 p.m. Monday through Friday

Holdenville Workforce Center

115 Rodgers Drive
Holdenville, OK 74848
Telephone: 405-379-5452
Fax: 405-379-6355
Email: manager.holdenville@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Idabel Workforce Center

2102 SE Washington St., Suite B & C
Idabel, OK 74745
Telephone: 580-286-6667
Fax: 580-286-7867
Email: manager.idabel@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Lawton Workforce Center

1711 SW 11th St.
Lawton, OK 73501
Telephone: 580-357-3500
Fax: 580-357-9629
Email: manager.lawton@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

McAlester Workforce Center

1414 E. Wade Watts Ave.
McAlester, OK 74501
Telephone: 918-423-6830
Fax: 918-421-6333
Email: manager.mcalester@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Miami Workforce Center

121 N. Main St.
Miami, OK 74354
Telephone: 918-542-5561
Fax: 918-542-7505
Email: manager.miami@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Muskogee Workforce Center

717 S. 32nd St.
Muskogee, OK 74401
Telephone: 918-682-3364
Fax: 918-682-4311
Email: manager.muskogee@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Norman Workforce Center

1141 E. Main St.
Norman, OK 73071
Telephone: 405-701-2000
Fax: 405-701-2042
Email: manager.norman@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

OKC Brookwood South Workforce Center

9210 S. Western Ave., Suite A-9
Oklahoma City, OK 73139
Telephone: 405-234-5000
Fax: 405-378-0223
Email: manager.southside@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

OKC Eastside Workforce Center

7401 NE 23rd St.
Oklahoma City, OK 73141
Telephone: 405-713-1890
Fax: 405-713-1898
Email: manager.east@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Okmulgee Workforce Center

1801 E. Fourth St.
Okmulgee, OK 74447
Telephone: 918-756-5791
Fax: 918-756-0937
Email: manager.okmulgee@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Ponca City Workforce Center

1201 W. Grand Ave.
Ponca City, OK 74601
Telephone: 580-765-3372
Fax: 580-765-6145
Email: manager.poncacity@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Poteau Workforce Center

106 Rogers Ave.
Poteau, OK 73533
Telephone: 918-647-3124
Fax: 918-647-8939
Email: manager.poteau@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Pryor Workforce Center

219 NE First St.
Pryor, OK 74361
Telephone: 918-825-2582
Fax: 918-825-6494
Email: manager.pryor@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Sallisaw Workforce Center

401 W. Houser Ave.
Sallisaw, OK 74955
Telephone: 918-775-5541
Fax: 918-775-6385
Email: manager.muskogee@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Sand Springs Workforce Center

401 E. Broadway, Suite B 1
Sand Springs, OK 74063
Telephone: 918-245-9544
Fax: 918-245-9566
Email: manager.sapulpa@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Sapulpa Workforce Center

1700 S. Main St.
Sapulpa, OK 73533
Telephone: 918-224-9430
Fax: 918-227-2859
Email: manager.sapulpa@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Seminole Workforce Center

229 N. Second St.
Seminole, OK 74868
Telephone: 405-382-4670
Fax: 405-382-0104
Email: manager.seminole@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Shawnee Workforce Center

2 John C Bruton Blvd.
Shawnee, OK 74804
Telephone: 405-275-7800
Fax: 405-878-9742
Email: manager.shawnee@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Stillwater Workforce Center

3006 E. Sixth St. (Oklahoma 51)
Stillwater, OK 74074
Telephone: 405-624-1450
Fax: 405-624-7441
Email: manager.stillwater@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Stilwell Workforce Center

219 W. Oak St.
Stilwell, OK 73129
Telephone: 918-696-6608
Fax: 918-696-5983
Email: manager.tahlequah@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Tahlequah Workforce Center

1755 S. Muskogee Ave.
Tahlequah, OK 74464
Telephone: 918-456-8846
Fax: 918-456-3256
Email: manager.tahlequah@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Tulsa Eastgate Workforce Center

14002 E. 21st St., Suite 1030
Tulsa, OK 74134
Telephone: 918-796-1200
Fax: 918-796-1313
Email: manager.eastgate@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Tulsa Skyline Workforce Center

6128 E. 38th St., Suite 405
Tulsa, OK 74135
Telephone: 918-384-2300
Fax: 918-384-2310
Email: manager.skyline@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Woodward Workforce Center

1117 11th St.
Woodward, OK 73801
Telephone: 580-256-3308
Fax: 580-254-3093
Email: manager.woodward@oesc.state.ok.us
Hours of Operation:
8 a.m. to 5 p.m. Monday through Friday

Comprehensive Resource List

The following is a comprehensive list of resources to assist you in your transition to new employment.

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 Employment Security Commission (OESC)**

OESC offers services to job seekers through local Workforce Oklahoma Centers.

www.ok.gov/oesc_web

- Workforce Oklahoma Centers:

- www.ok.gov/oesc_web/Services/Workforce_Services/index.html

- 888-980-9675

- OESC Unemployment Insurance Services:

- www.ok.gov/oesc_web/Services/Unemployment_Insurance/index.html

- 405-525-1500 (inside the OKC calling area), 800-555-1554 (all others)

- **Employment with the State of Oklahoma**

State of Oklahoma job listings.

www.ok.gov/opm/State_Jobs/index.html

- **USAJOBS**

A one-stop source for federal jobs and employment information.

www.usajobs.gov

- **Resources for Veterans**

A number of resources are available for veterans seeking employment.

www.OKMilitaryConnection.com

Career-Planning Tools

- **Oklahoma Workforce Portal**

The portal is designed to connect job seekers, employers and community partners to the tools and resources need to build Oklahoma's workforce. Includes a good link for veterans.

OKworks.gov

- **Oklahoma Career Information System (OKCIS)**

An easy-to-use, one-stop shop for in-depth information about careers, career planning, education and training, resume writing, job searching and more.

www.okcis.intocareers.org/materials/portal/home.html

405-743-5425 or 405-743-5404

- **OK Career Planner**

Oklahoma offers opportunities for newcomers to the working world and those who need a change of pace and a fresh start. What career fits you? How will you get there?

www.OKcareerplanner.com

Training and Education

- **Oklahoma Career Technology Centers**

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

www.okcareertech.org/technology-centers

405-377-2000

- **Oklahoma Colleges and Universities**

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

www.okhighered.org/adult-students

800-858-1840

- **Reach Higher**

Oklahoma's degree completion program offers an Associate of Arts or Associate of Science in Enterprise Development (general studies or business administration) designed for working adults who have already earned at least 18 hours of college credit and want to finish an associate degree.

www.okhighered.org/reachhigher

800-858-1840

Community Resources

- **211 Oklahoma**

Connects people with important community services seven days a week, 365 days a year.

www.211oklahoma.org

Dial 211

- **Insure Oklahoma**

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

www.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.

www.healthcare.gov

800-318-2596

- **Food Pantries**

Oklahoma has two food banks that distribute food to 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:

www.regionalfoodbank.org/process_gethelp.php

405-972-1111

– In eastern Oklahoma:

www.okfoodbank.org/get-help

918-585-2800

- **Consumer Credit Counseling Services**

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

www.cccsok.org

In OKC Metro: 405-789-2227 / Outside of the OKC Metro: 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.

www.ok.gov/okdocc

405-521-3653

- **Oklahoma Department of Rehabilitation Services**

The department 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.

www.okrehab.org

405-951-3400 voice/TTY or 800-845-8476 toll-free voice/TTY

- **Oklahoma Department of Human Services (OKDHS)**

OKDHS offers a variety of programs and services. Eligibility is determined based on income. See Chapter 4 for details.

www.okdhs.org

800-987-7767

Unemployment Insurance

- **How to File a Claim**

Unemployment Insurance can be filed online or over the phone. See Chapter 1 for details.

www.unemployment.ok.gov

Statewide: 800-555-1554

Oklahoma City: 405-525-1500

- **Oklahoma Debit MasterCard®**

Information related to the use of a debit card when drawing unemployment insurance.

www.eppicard.com/okedcuiclient

866-320-8699

The following is an example of an application form and the information you may be asked to provide.

Sample Master Application Form

PLEASE PRINT ALL INFORMATION REQUESTED EXCEPT SIGNATURE

APPLICATION FOR EMPLOYMENT
APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS

PLEASE COMPLETE PAGES 24-29

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 _____ 2. Salary desired _____
(Be specific) (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, please explain.

Do you have a driver's license? ☐ Yes ☐ No

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.

Sample Employment Application Form: www.entrepreneur.com/formnet/form/1023

Work Search Log

Work Search Form

To the Claimant: You must complete and retain this form for future audits as a record of your work search. This will be your job search record.

SSN: 123-45-6789NAME: Raymond Farquar

Work Search Plan: (1) 2 Work search efforts (2) Temporary Layoff with Return to work date of (3) Union Worker Local

Claim Week	Date	Employer Name, Address, City and State	Telephone Number	Name of Person Contacted	Method of Contact	Type of Work Applied For	Results
Week Beginning 08-31-08 thru Week Ending 9-4-08	9-1-08	Jack's Auto 29105 N.W. 199", OKC, OK	405-256-9999	Jack (Owner)	In Person	Mechanic	Not hiring
		Fishbaum's Fritter House Mel@fishbaum.com	405-256-8888	No name provided	Email/resume	Head Cook	Will call if needed
Week Beginning 09-06-08 thru Week Ending							
Week Beginning thru Week Ending							
Week Beginning thru Week Ending							
Week Beginning thru Week Ending							
Week Beginning thru Week Ending							
Week Beginning thru Week Ending							

I certify that I have provided true and correct statements and facts relating to my claim for unemployment benefits. I understand that the law provides penalties for false statements or failure to disclose material facts. I also understand that my claim may be audited. Date: Signature:

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities

Important Information About Your Unemployment Insurance Benefits

The Oklahoma Employment Security Commission (OESC) has implemented an electronic payment program for receiving your payments electronically by using either a new prepaid debit card, called the Oklahoma Debit MasterCard®, or direct deposit to your own personal bank account. This program provides fast, convenient and secure methods of receiving your payments. Your unemployment insurance payments will be deposited into your prepaid Oklahoma Debit MasterCard® account or to your personal bank account.



If you wish to receive your payments by direct deposit, follow the direct deposit option steps listed on the next page, under "Next Steps." If you wish to receive your funds on the new Oklahoma Debit MasterCard®, you do not need to do anything. If you take no action, you will automatically be enrolled to receive a new prepaid debit card unless you were previously enrolled in direct deposit.

Benefits to You Associated with the New Oklahoma Debit MasterCard®:

- Reliable access to your funds, and no delays due to natural disasters
- No lost or stolen checks containing personal information
- Simply spend your money by presenting your Oklahoma Debit MasterCard®
 - It's safe, convenient, and secure
- Use the card to make purchases and get cash back at retailers, ATMs, or bank teller windows
- Use the card at thousands of locations, anywhere MasterCard® debit cards are accepted
- Balance and card account information is available 24 hours a day, 7 days a week, year round
- Automated notification via phone or email when a deposit is posted to your card account
- A convenient customer service toll-free number to answer questions anytime, every day of the year
- Free balance inquiry and transaction history at www.EPPICard.com
- Your card account is protected by your Personal Identification Number (PIN)
- Your card account is FDIC insured

Next Steps

For the Debit MasterCard® Option:

1. You are pre-enrolled, so there is no need to take any action unless you were previously enrolled in direct deposit, in which case you need to call **866-320-8699** and cancel direct deposit. Your card will be mailed to you automatically.
2. To ensure that your new Debit MasterCard® is delivered to you, double check your address. Call this toll-free number, **866-320-8699**, to update your current address.
3. Once you receive your card, activate your account by calling the same Customer Service Center at **866-320-8699**. You may not use the card until you activate the card account (by selecting your PIN) and after funds have been deposited to your card account.

For the Direct Deposit Option:

1. If you wish to have your weekly payments directly deposited to your personal bank account, call the same Customer Service Center number, **866-320-8699**, select the direct deposit option, and then tell the operator that you would like to enroll in direct deposit to receive your weekly payments. A direct deposit form will be mailed to you to request your bank account information and signature authorizing the deposits to be posted to your personal account. You can also view and print the form online at https://www.eppicard.com/okedcuiclient/pdf/OKUI_DD_Form.pdf.
2. Complete the enrollment form and mail it to the address printed on the form, or fax it to **405-947-2990**.
3. Enrollment takes approximately four to seven days from receipt of the completed form.
4. If you do not select the direct deposit payment method in a timely manner, you will automatically receive the new Debit MasterCard®, or any direct deposit information you previously provided will continue to be used.

Customer Service

Visit www.EPPICard.com or call **866-320-8699**
(24 hours/every day)

Important Card Safety Tips

- Keep your Personal Identification Number (PIN) a secret. Never write it down anywhere, especially on your card.
- When using an ATM, have your card out and ready to use as you approach. If you observe or sense suspicious persons or circumstances, do not use the ATM at that time.
- Always take your card, receipts and transaction records.



Your Unemployment Insurance Funds
will be deposited to this card.

Do Not Throw This Card Away!

Your card is valid for three (3) years. During the time your card is valid, if you become eligible for benefits within this period, your payments will be deposited to this card. You will receive a new card after your current card expires only if you have a balance.

Activate Your New Oklahoma Debit MasterCard® Immediately — It's as easy as 1-2-3

1. Call **866-320-8699** to select your Personal Identification Number (PIN).
 - Enter your card number when prompted
 - Enter the last four digits of your Social Security Number
 - Enter your ZIP code
 - Select a four-digit PIN
2. Sign your name on the back of your card in ink.
3. Start using your card immediately everywhere MasterCard® is accepted, including retailers, bill payments and online shopping.

Helpful Hints when using your Oklahoma Debit MasterCard®**Shopping Flexibility and Power**

Your Oklahoma Debit MasterCard® is welcome everywhere MasterCard® is accepted, including groceries, pharmacies, restaurants, Internet/online purchases, automotive services and your favorite retailers.

Convenient Online Shopping

Shop with your favorite online retailer anytime, for books, clothing, electronics, gifts, travel, and just about everything.

Gas Stations

To buy fuel, simply present your card inside the store and tell the cashier how much you would like to purchase.

Deposit Notification by Phone or Email

Sign up at www.EPPICard.com or 866-320-8699.

Easy 24/7 Access to Your Card Information

Five (5) free calls each month, including dollar balance and last ten (10) transactions, at 866-320-8699 or www.EPPICard.com.

Pay Bills Online

Use your card to pay utilities, phone bills, cable TV, and more.

Description	Cost/Fee	Description	Cost/Fee
ATM Withdrawals (In-Network)	Unlimited free at Comerica Bank or MoneyPass® ATMs	ATM Withdrawals (Out of Network)*	\$1.25 for each ATM withdrawal not conducted at Comerica Bank or MoneyPass ATMs
ATM Balance Inquiry	<ul style="list-style-type: none"> • One (1) free at MoneyPass® or Comerica Bank ATMs per deposit • \$0.50 each additional inquiry • \$0.50 each inquiry at ATMs other than MoneyPass® or Comerica Bank 	ATM Denial	<ul style="list-style-type: none"> • \$0.50 for each ATM denial • An ATM denial occurs when there are not available funds to cover your cash withdrawal request
Teller-Assisted Cash Withdrawals	<ul style="list-style-type: none"> • One (1) free per deposit at MasterCard® Member Bank or Credit Union • \$2.00 for each additional transaction • To report a problem with a participating bank, please call 866-320-8699 	Card Replacement	<ul style="list-style-type: none"> • One (1) free every twelve (12)-month period • \$4.00 for each additional card • Standard Delivery (5 to 8 business days) • Expedited Delivery (2 to 3 business days); additional Expedited Card Delivery Fee applies
Expedited Card Delivery Fee	\$15.00 per request	Customer Service Interactive Voice Response (IVR)	<ul style="list-style-type: none"> • Five (5) free inquiries per month to the IVR • \$0.50 for each additional inquiry
Inactivity Fee**	\$1.50 per month after 360 days of inactivity following activation of your card	International Transaction Fee	2% of transaction amount for each ATM cash withdrawal, teller-assisted cash withdrawal, POS transaction and purchase with cash back transaction conducted outside of the U.S.
International ATM Transaction Fee	\$1.25 for each international ATM transaction (International Transaction fee also applies)	Mailed Card Account Statement	\$1.50 per month

Do Not Throw This Card Away!

* ATM owners may charge an additional fee called a “surcharge” or “convenience fee.” Visit our website at www.EPPICard.com or call us at 866-320-8699 to find the nearest locations of surcharge-free ATMs.

** Inactivity is defined as no deposits, cash withdrawals, balance inquiries or purchases for 360 consecutive days. The inactivity fee will not be charged after the card account balance reaches zero (\$0.00) or after the card account begins to have activity.

Note to cardholder: Fee-free transactions earned expire at the end of each calendar month if not used.

The Oklahoma Debit MasterCard® card is issued by Comerica Bank pursuant to a license by MasterCard International Incorporated.

MasterCard® and the MasterCard® brand mark are registered trademarks of MasterCard International Incorporated.

Sources:

https://www.eppicard.com/okedcuiclient/pdf/CO_OKUI_AL01.4_2013-07-03.pdf

https://www.eppicard.com/okedcuiclient/pdf/OKUI_Carrier.pdf





**Helping You Transition
to Your Next Job**