# Unemployment Insurance



Information for employees on the SharedWork program and how to complete an unemployment application

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# Topics we will cover



The SharedWork program - Why SharedWork?

How to complete the application for unemployment benefits

How to submit a weekly claim each week

**Unemployment Q&A** 

Resources



# Why the SharedWork Program?



- Retain skilled workforce, reduce payrolls costs, serve as a smart alternative to full-layoffs...
- Employees collect partial benefits to replace a portion of their lost wages.
- Employees on SharedWork do not have to look for other work.
- Employees must be available for all work offered by their regular employer.
- Employers must continue to pay for employees' health insurance.



# What you will need

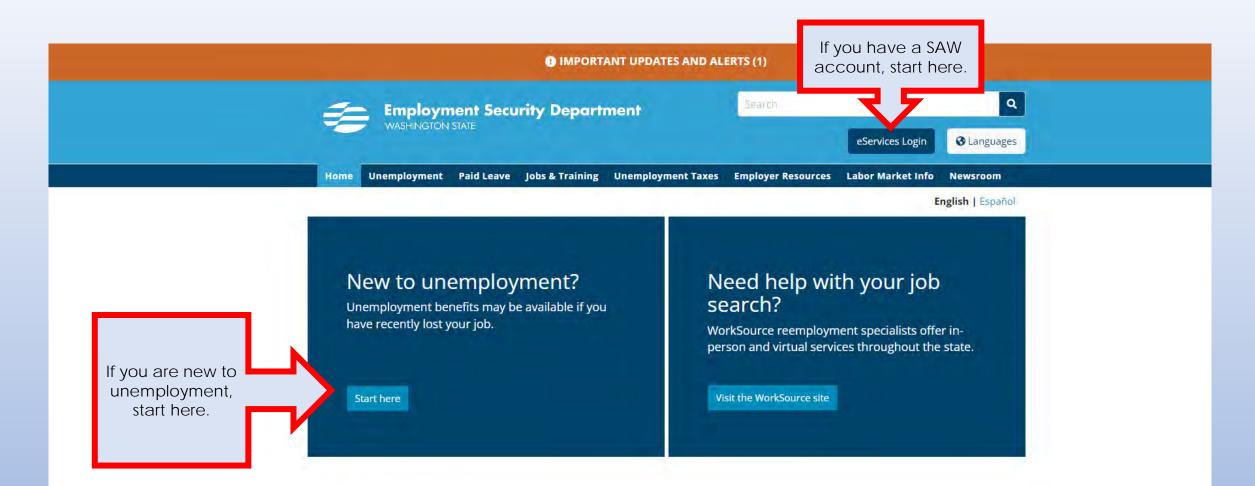


- Logged in to the Internet: <u>www.esd.wa.gov</u>
- Pen and paper
- SSN, address, date of birth
- WA drivers license or WA ID, if you have one
- Employer names, addresses, and dates of employment for the past 18 months
- Bank routing and account numbers if signing up for direct deposit today



# Apply for Unemployment Benefits





## For employers:

- Required reporting of SOC (Standard Occupational Classification) codes starts with reporting for fourth quarter of 2022.
- Learn about tax relief for 2022 and beyond.

## SecureAccess Washington login

## Sign in for eServices



If you have issues creating your SAW account, return to the sign-in page for eServices.

Then select:

esd.wa.gov/unemployment/ technical-support

#### **Individuals**

- · Apply for unemployment benefits
- · Submit a weekly claim
- · Manage your unemployment benefits claim
- · Restart a current claim
- · Pay a benefit overpayment
- Look up your past wages
- Schedule a required WorkSource appointment

### **Employers**

- · Pay laxes
- Apply for SharedWork
- · Apply for the Work Opportunity Tax Credit
- · Manage your employees' unemployment claims
  - Send a secure message
  - View and respond to correspondence
  - File an appeal

# SecureAccess Washington (SAW) Use your SecureAccess Washington (SAW) username and password What is SAW? Employers: If you have ever paid taxes online with EAMS (Employer Account Management Services), you must use the same SAW account. Username: Check to see if you have a SAW account Username Password: Password Click here if you are having trouble signing in

#### Need an account?

If you haven't already, you must create and activate a SecureAccess Washington (SAW) account to use our online services. What is SAW?

Check to see if you have a SAW account

Create new account

Type your Username and Password and click Sign in

We use SecureAccesss Washington to protect your personal Information



## Apply for unemployment benefits



Español

Sign out

## eServices

Update your SAW profile and access services from other government offices by visiting <u>SecureAccess Washington</u>

### For yourself

Apply for unemployment benefits or manage your current and past claims



#### Send us a secure message

· Ask us a question through a secure messaging service

#### Look up your past wages

. See and print your Washington wages from the past two years

## For an employer

Almost there! To access any eServices, you must finish your online setup by creating an account in EAMS (Employer Account Management System). Use the same username and password you used to create your SecureAccess Washington account. Once you have finished, return to this page to see the eServices available to you.

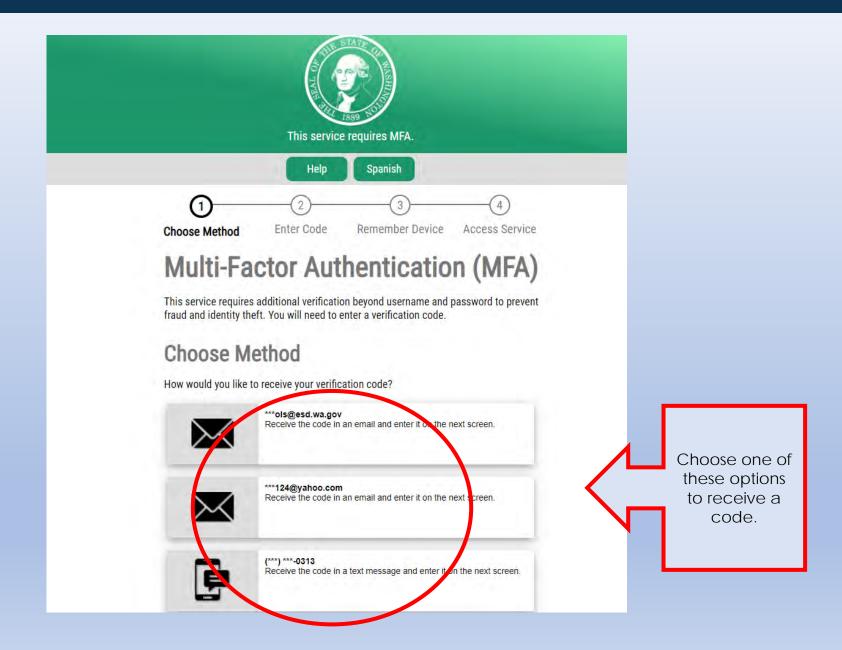
If you already have an EAMS account, to access eServices you need to "request access to locked services" in EAMS. See directions in the link below.

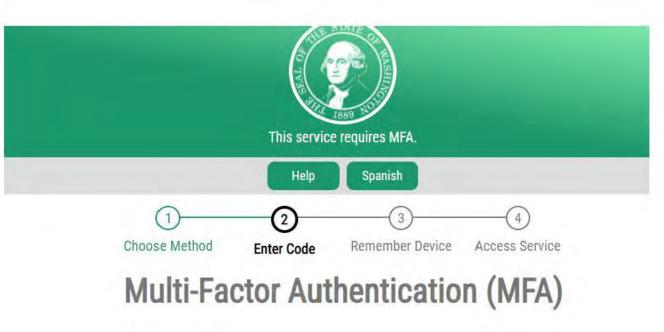
Find out more about creating an account in EAMS.

#### Apply for the WOTC (Work Opportunity Tax Credit)

- Submit applications and documentation
- Check the status of applications
- Print certifications

## Multi-Factor Authentication (MFA)



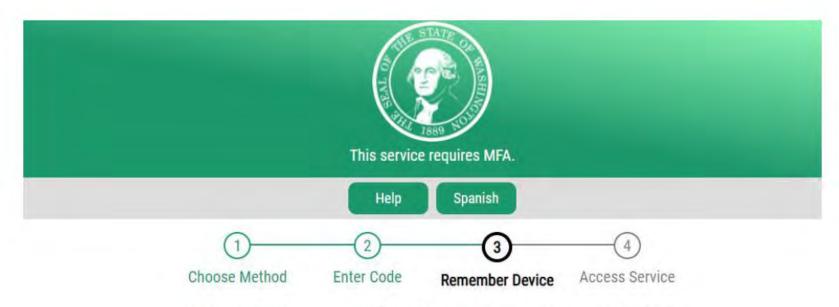




Step 1: Go to your email or text message and retrieve the 6-digit code. Enter the code into the field.

Step 2: Select the **Submit** button.





# Multi-Factor Authentication (MFA)

## Remember Device?

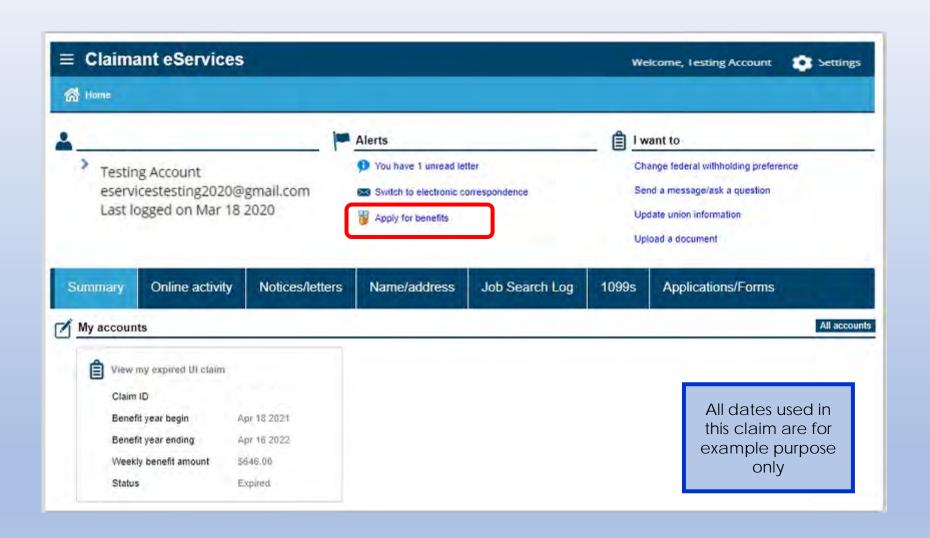
Choose to remember this device to reduce how often you are required to enter a verification code.

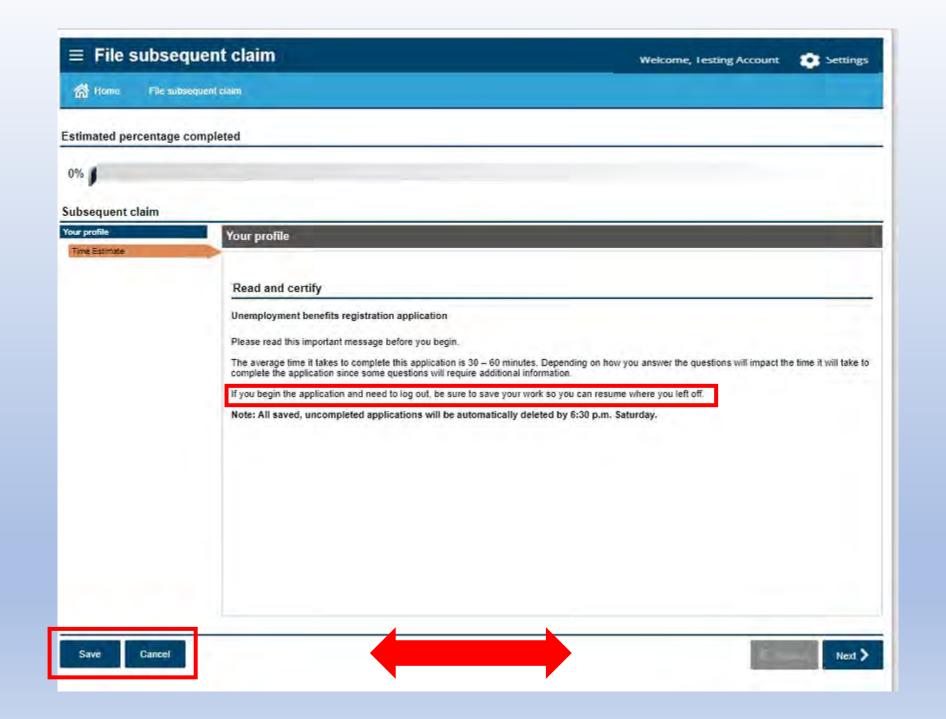
If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Submit

If you choose "remember my device," you be required to name it.





- . Information about jobs you have had in the last 18 months. Include part-time and temporary jobs. For each employer, you need a
  - Business name.
  - Mailing address.
  - Phone number.
  - Date you worked.
- · Paper and pen or pencil.
- If you had a military employer, your DD214 form.
- If you had a federal civilian employer, your SF50 or SF8.



Home

File subsequent claim

**≡** File subsequent claim

#### Estimated percentage completed

0%

#### Subsequent claim

Certification contid.

# Your profile Time Estimate Certification

## Read and certify

#### Save and continue button

You don't have to complete the entire application all at once. But if you don't type anything for 15 minutes, the application will time out and you will lose your information. Be sure to choose the Save and continue button.

If you choose not to continue this application, we will discard it on Saturday.

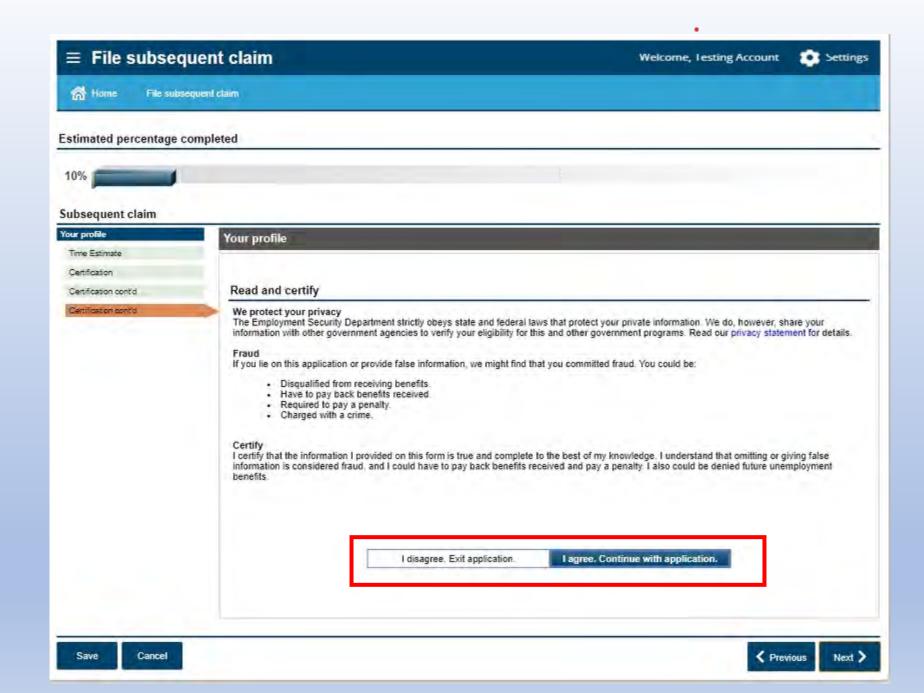
#### Get a confirmation number!

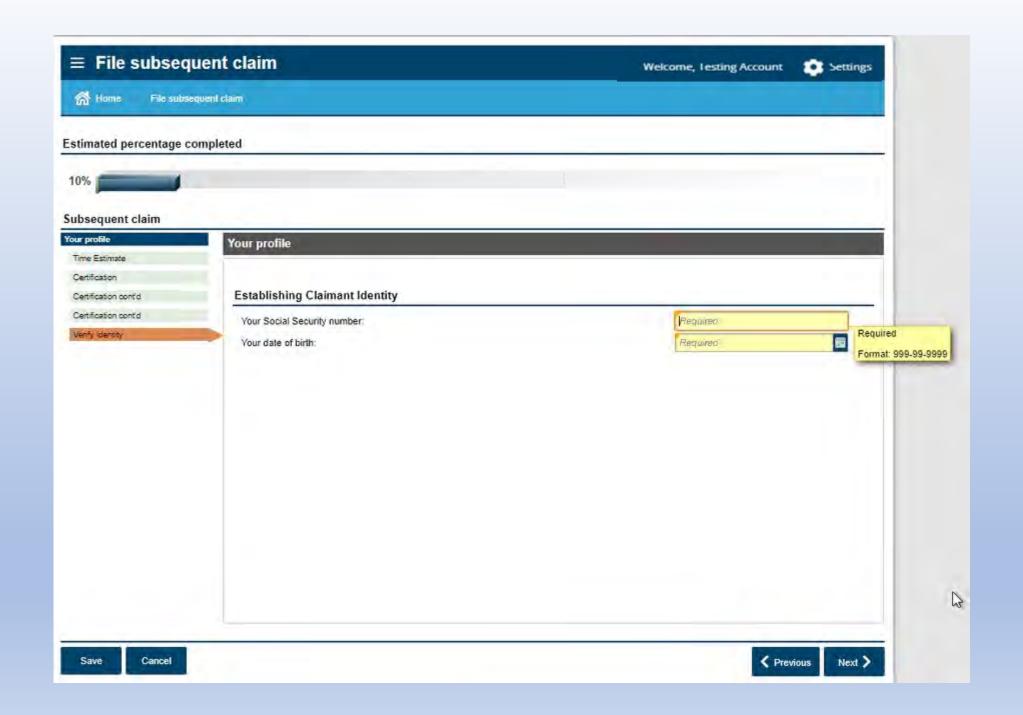
Be sure to get a confirmation number proving you submitted your application. If you exit the application before receiving a confirmation number, you will lose any information you entered and you'll have to start over. You will also need the number if you exit and return to the application later.

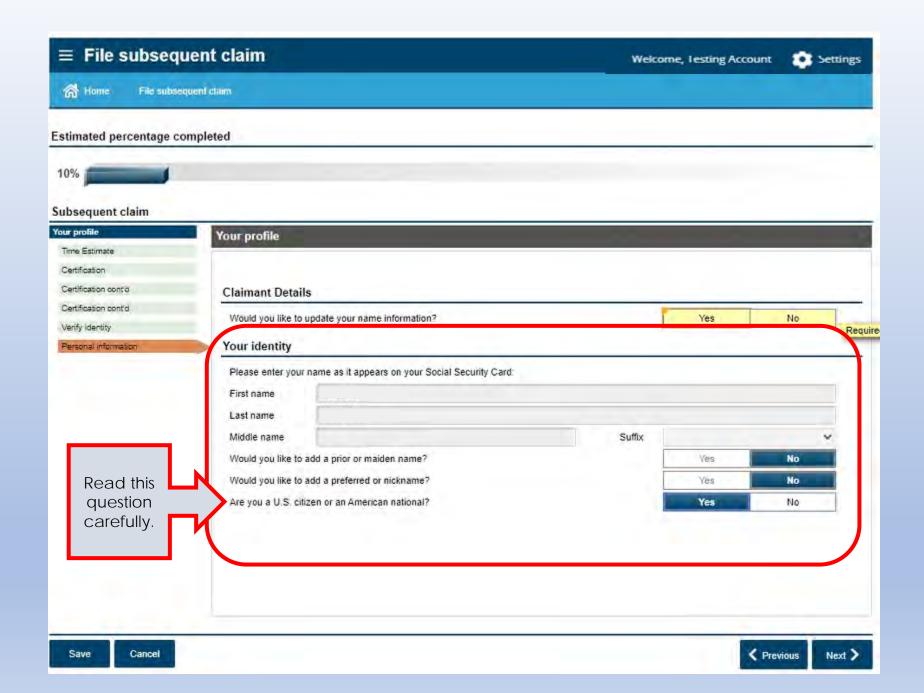
#### When to apply

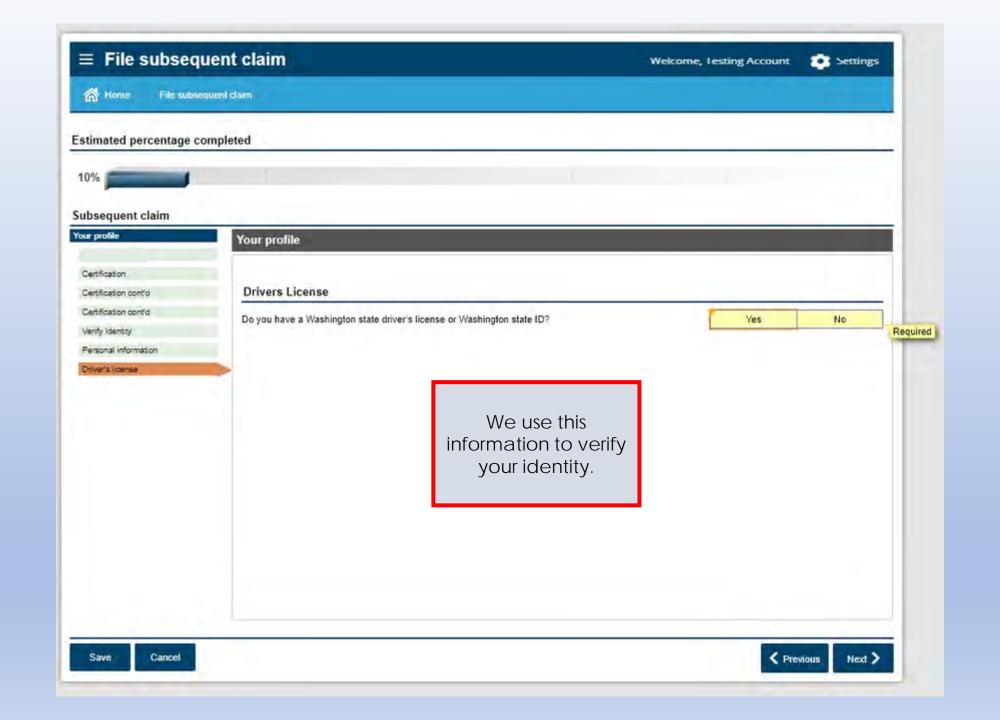
Your unemployment benefits claim will start Sunday of the week you apply. If you don't want to start your claim yet, wait to apply until the week (Sunday through Saturday) you want your claim to start.

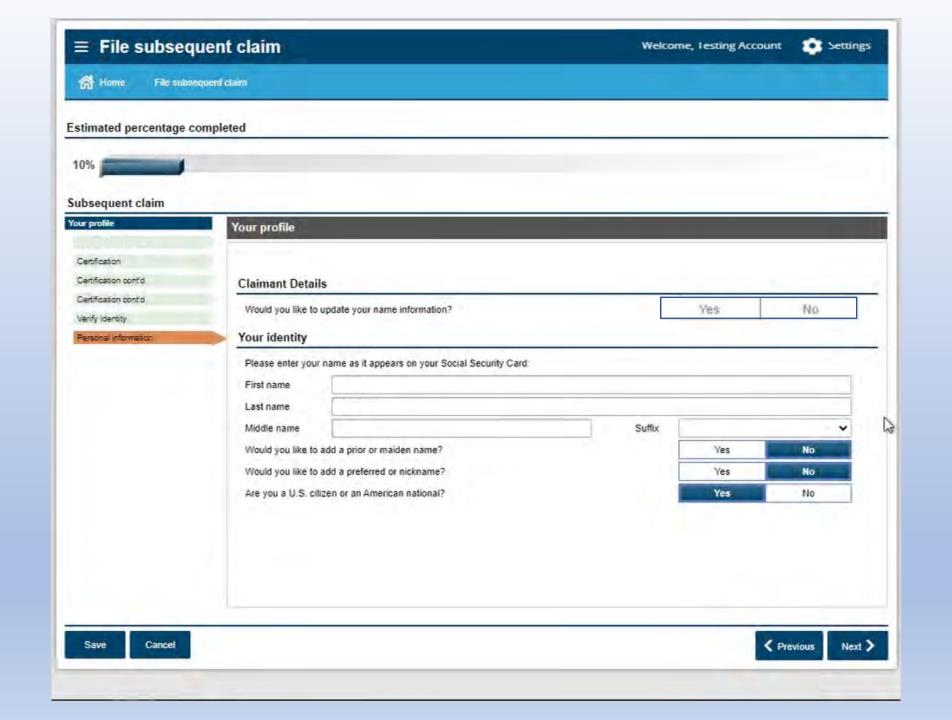


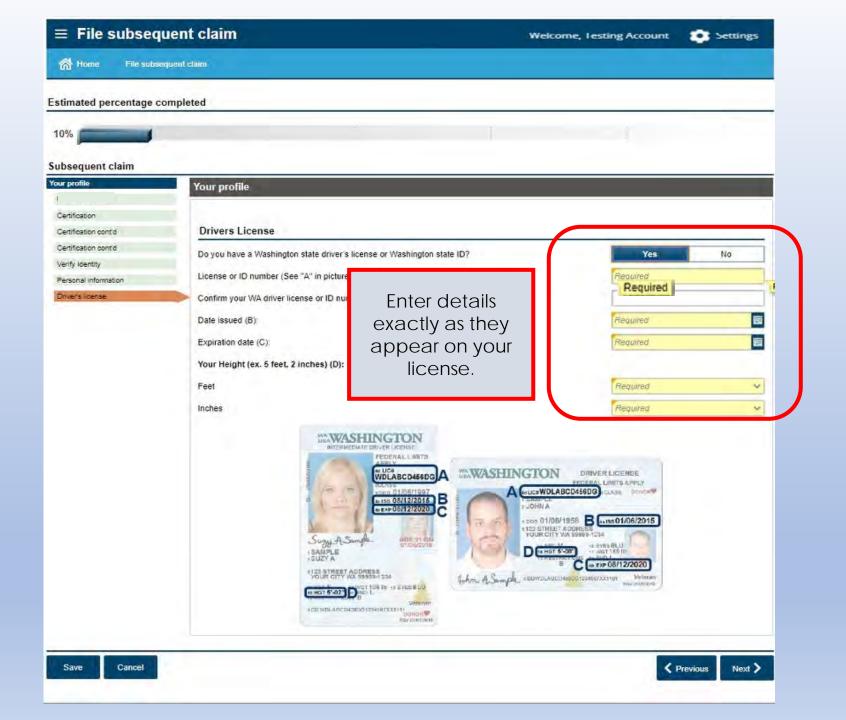








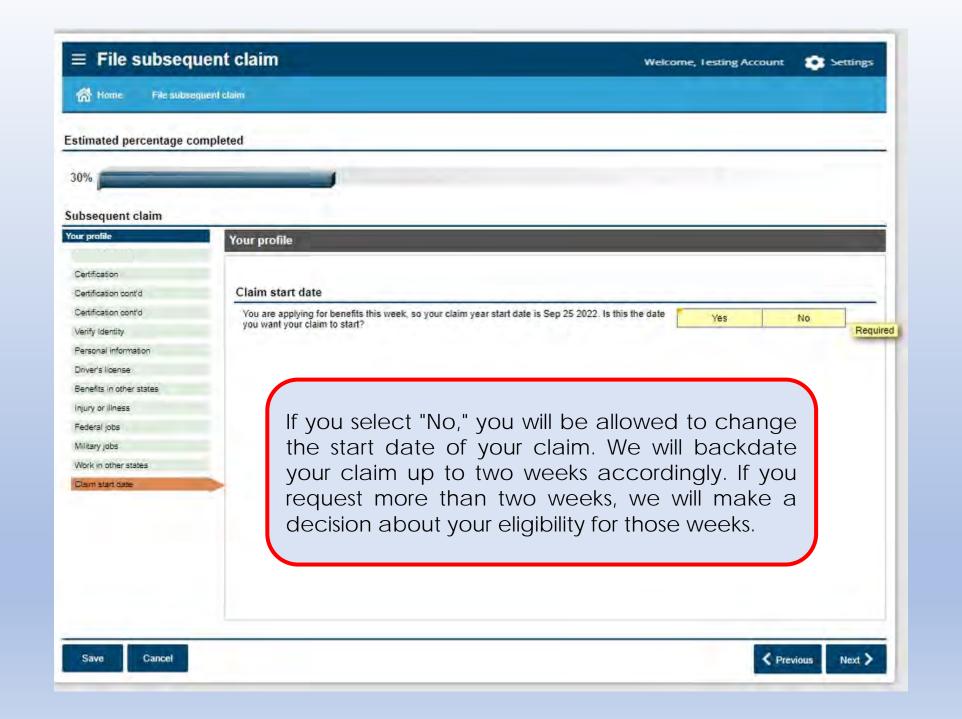


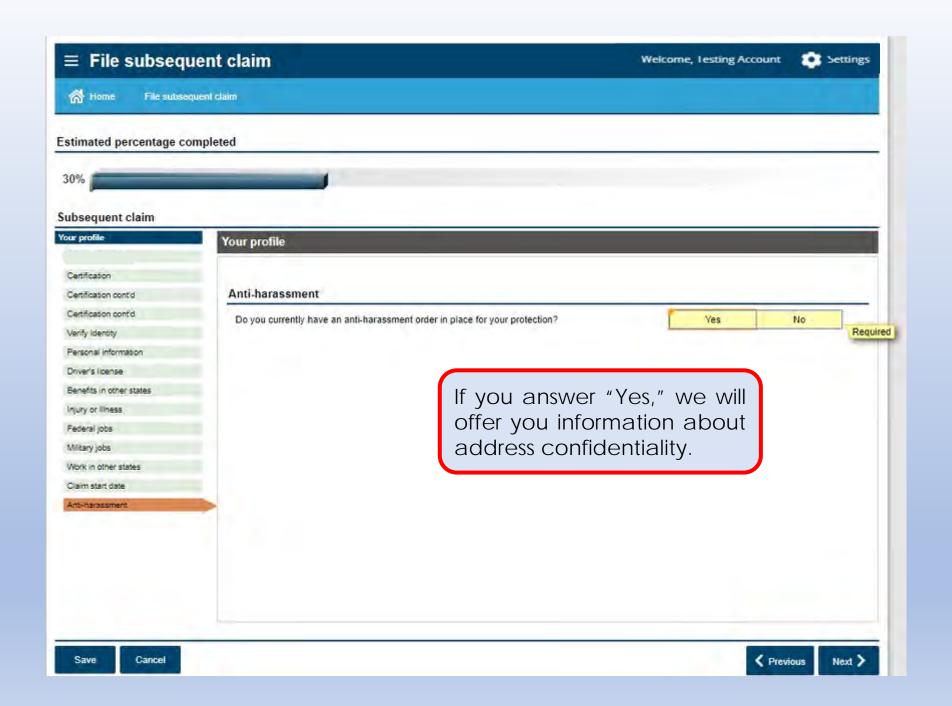


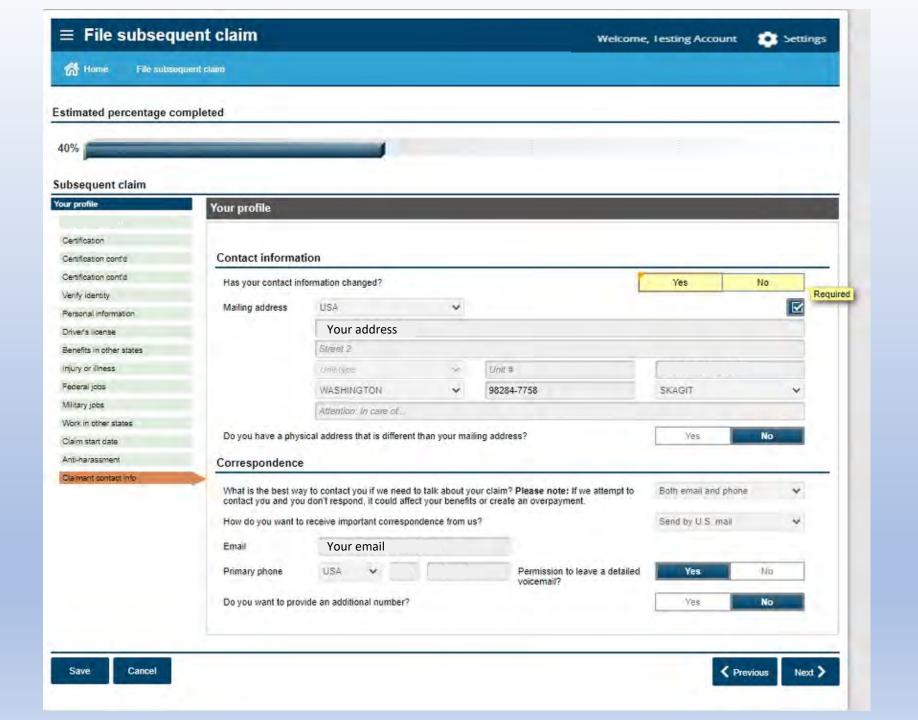
# Application for unemployment benefits

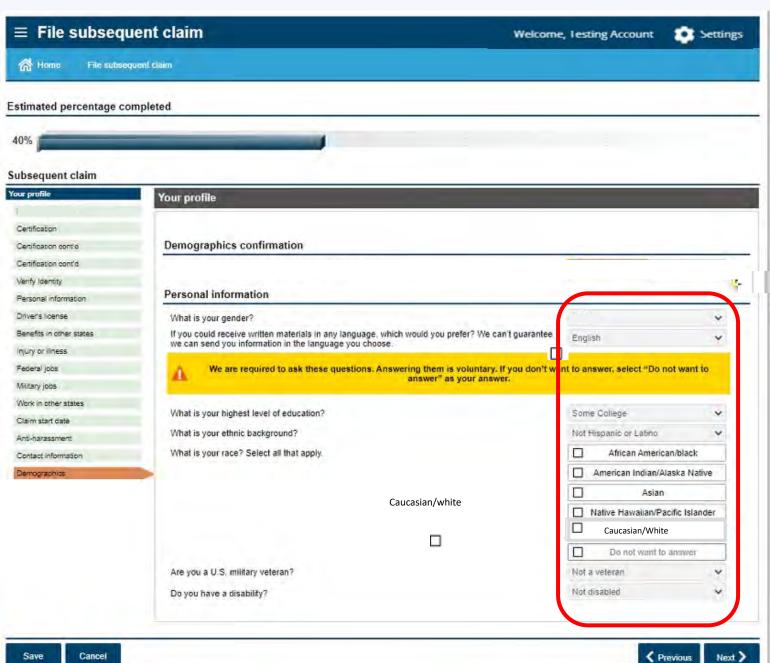
## Application for unemployment benefits

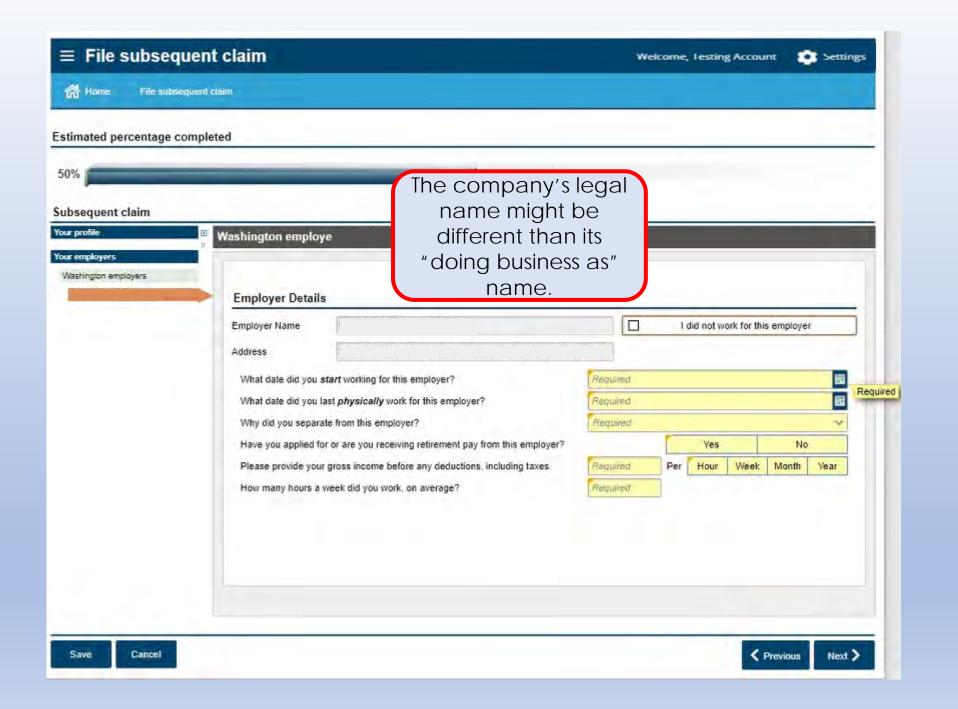
Benefits in other states		
Have you applied for or received unemployment benefits from a state other than Washington in the last 12 months?	Yes	No
Injury or illness		
Have you been unable to work for 13 or more consecutive weeks due to an injury or illness?	Yes	No
Federal employer		
Did you work for the federal government in the last 18 months? This doesn't include military service.	Yes	No
Military jobs		
Did you separate from active duty military service in the last 18 months?	Yes	No
Work in other states		
Have you worked in any state other than Washington in the last 18 months?	Yes	No

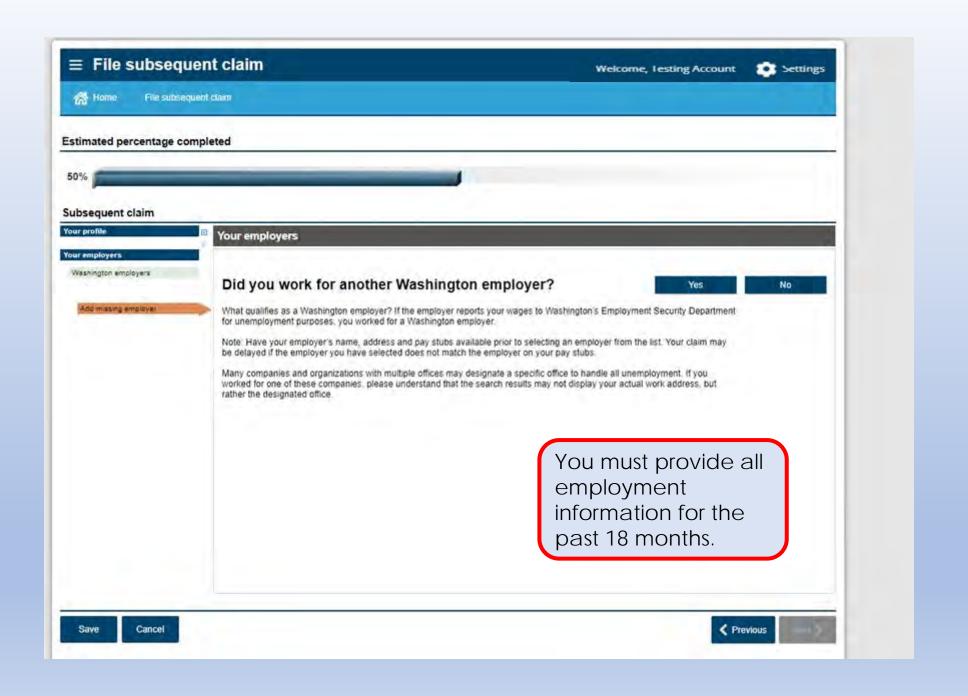


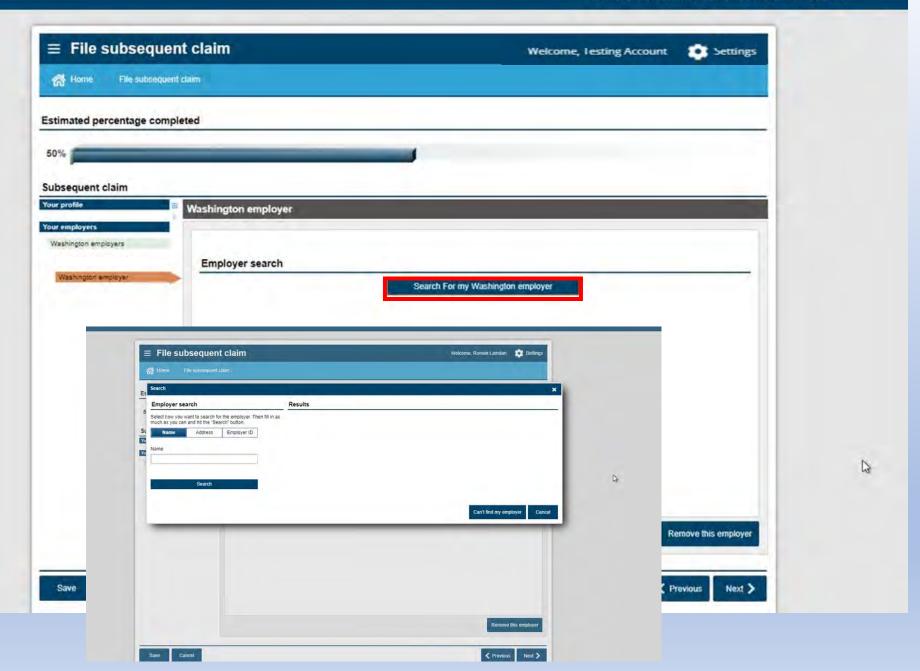


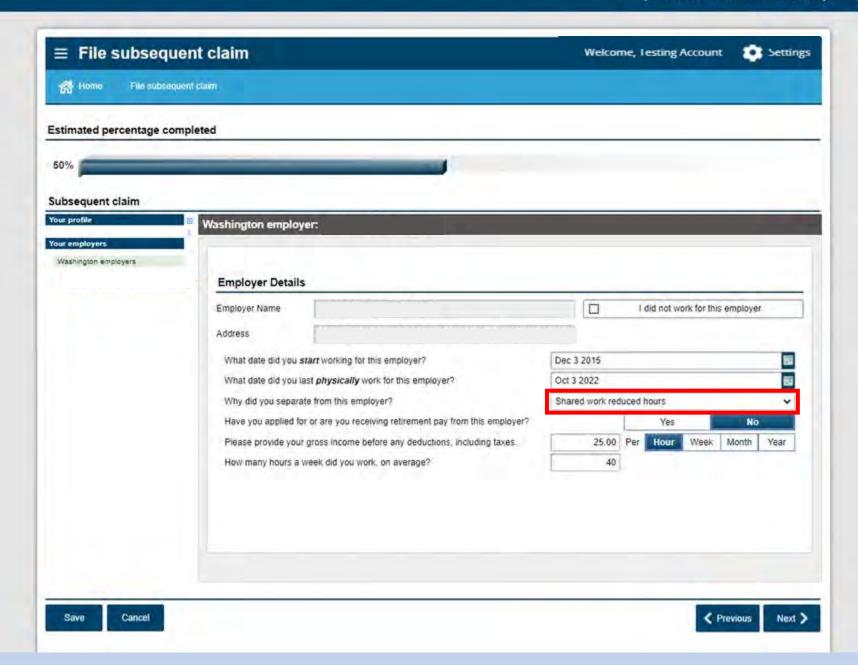


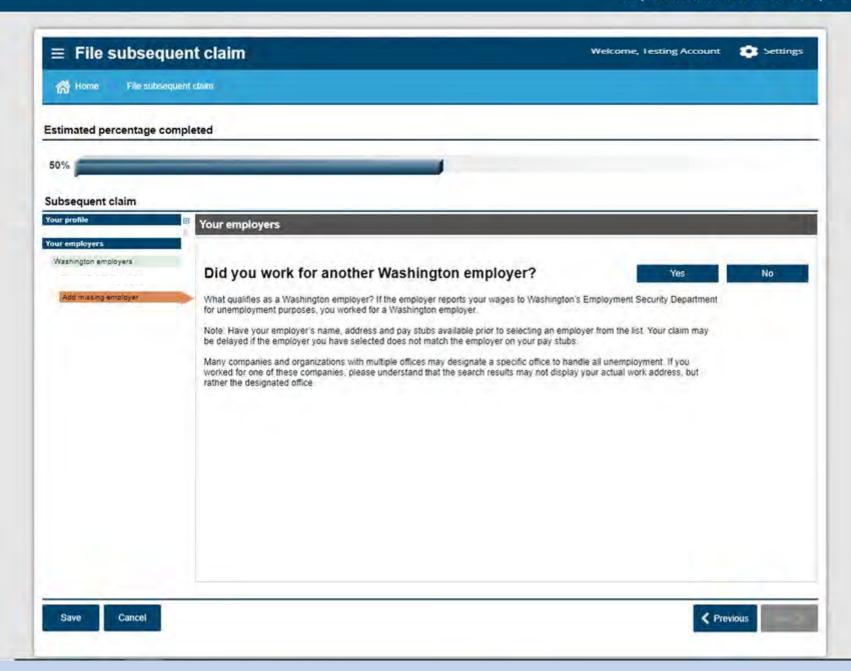




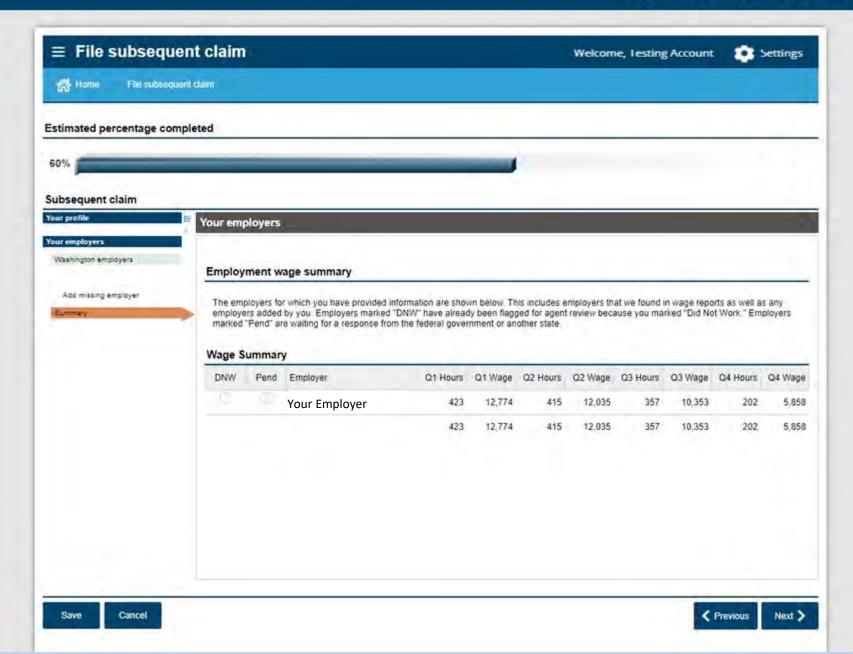




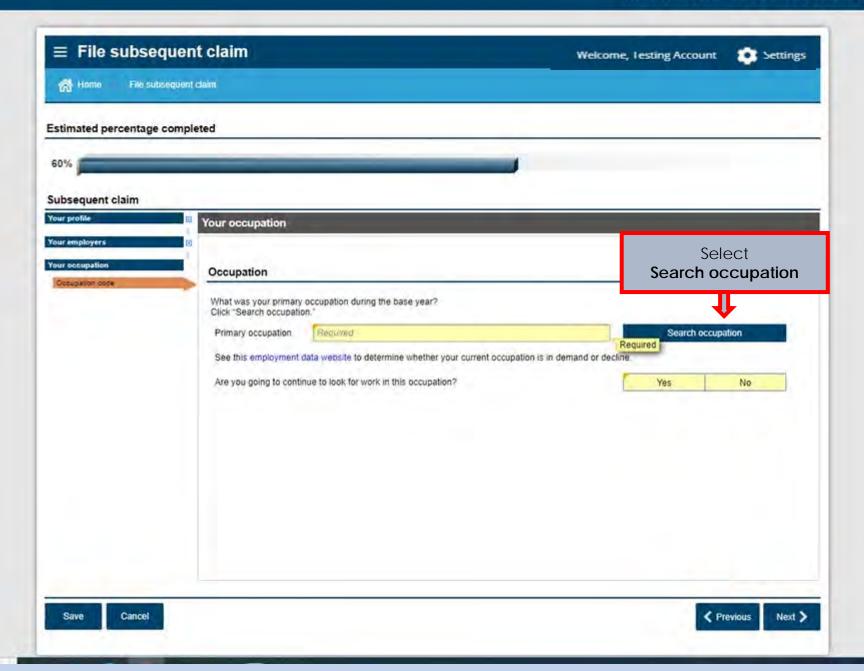


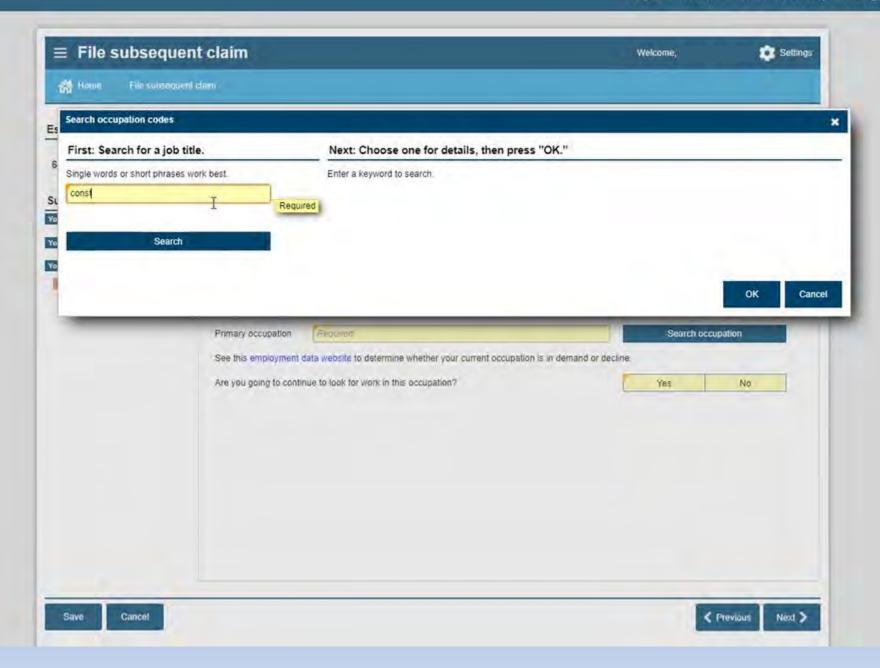


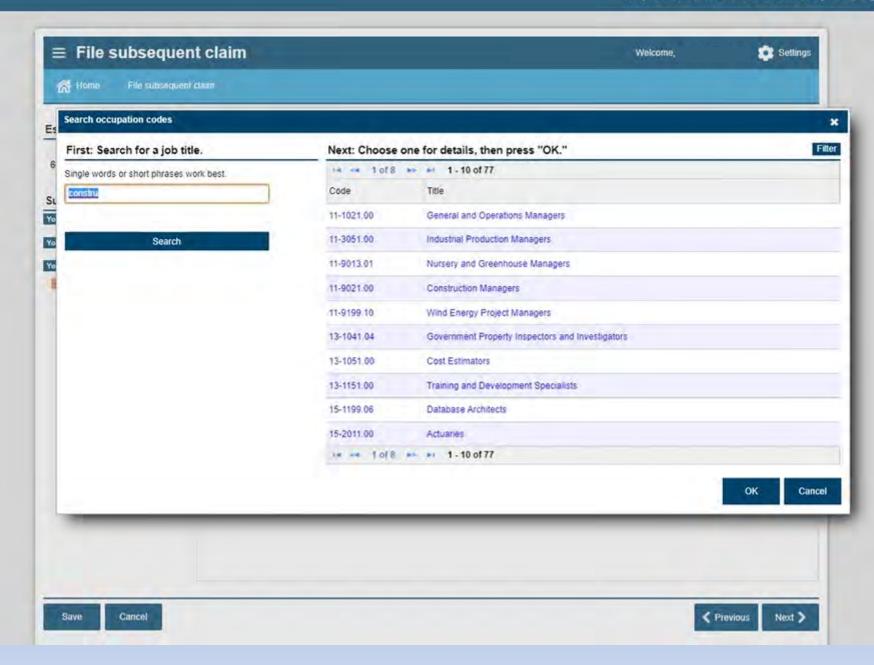
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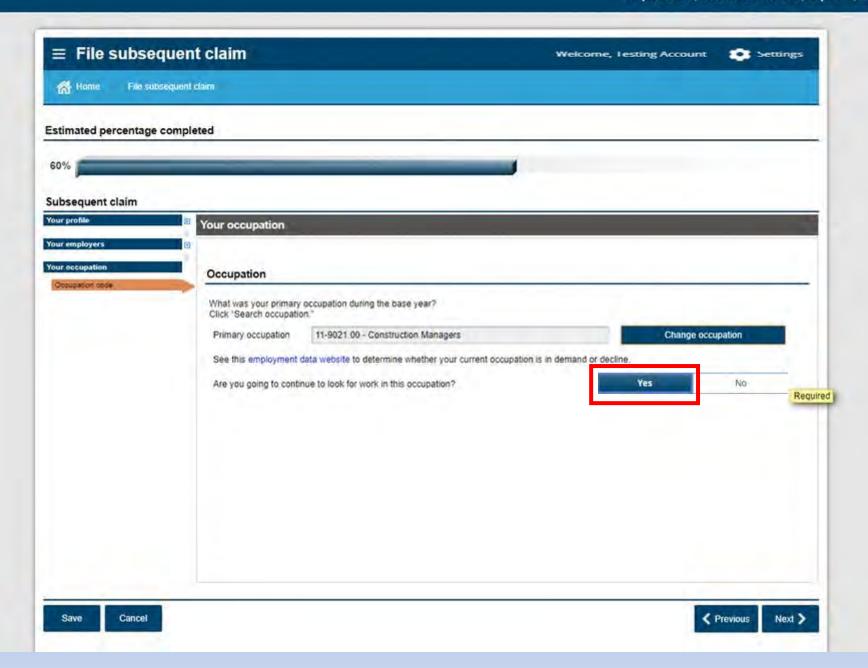


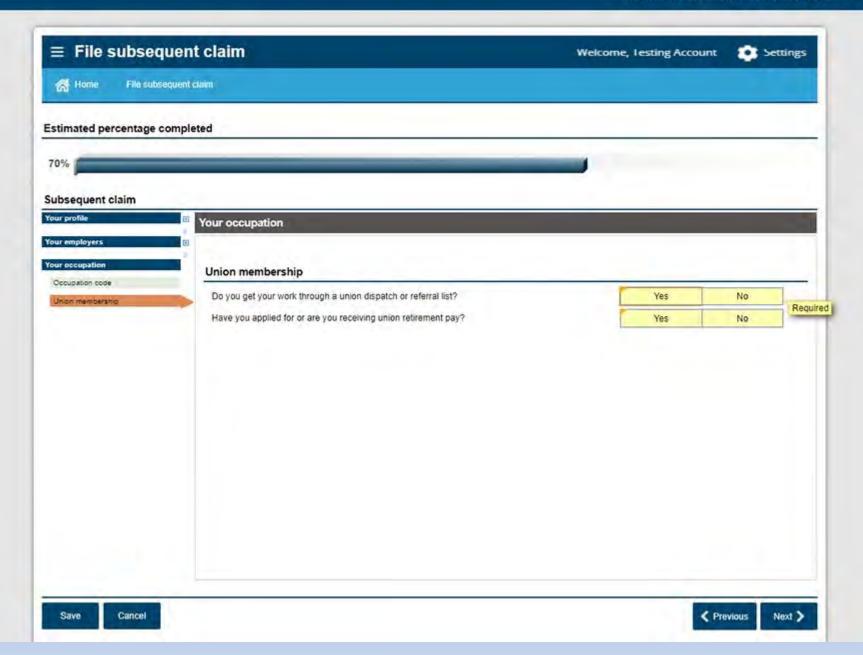
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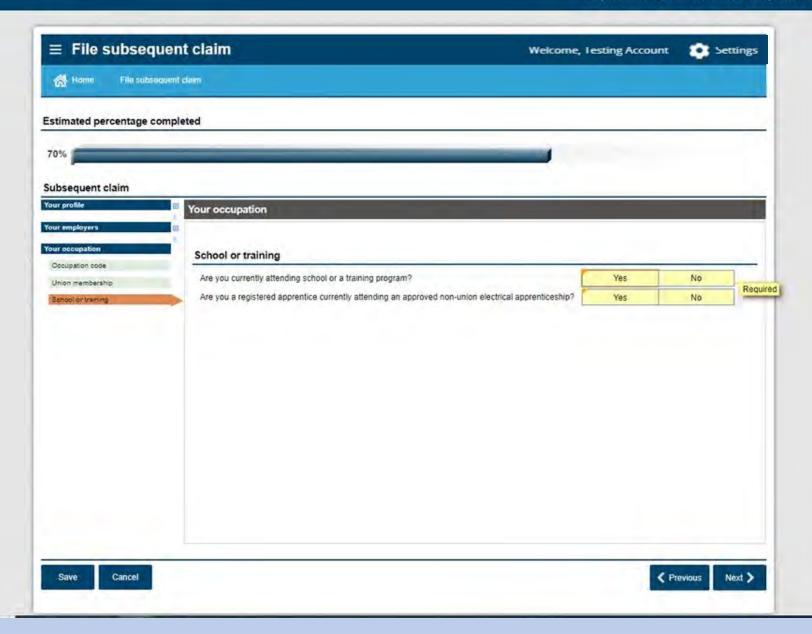


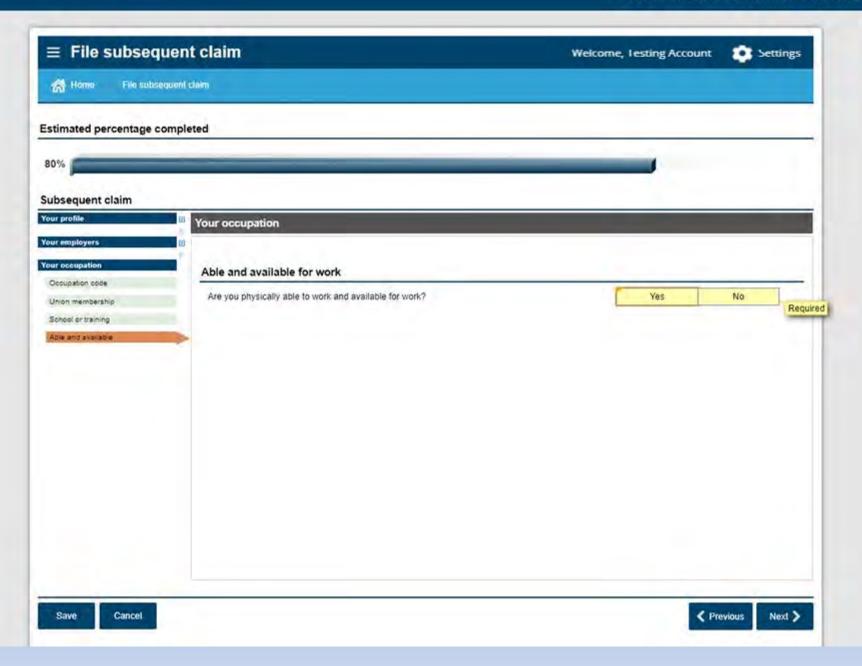


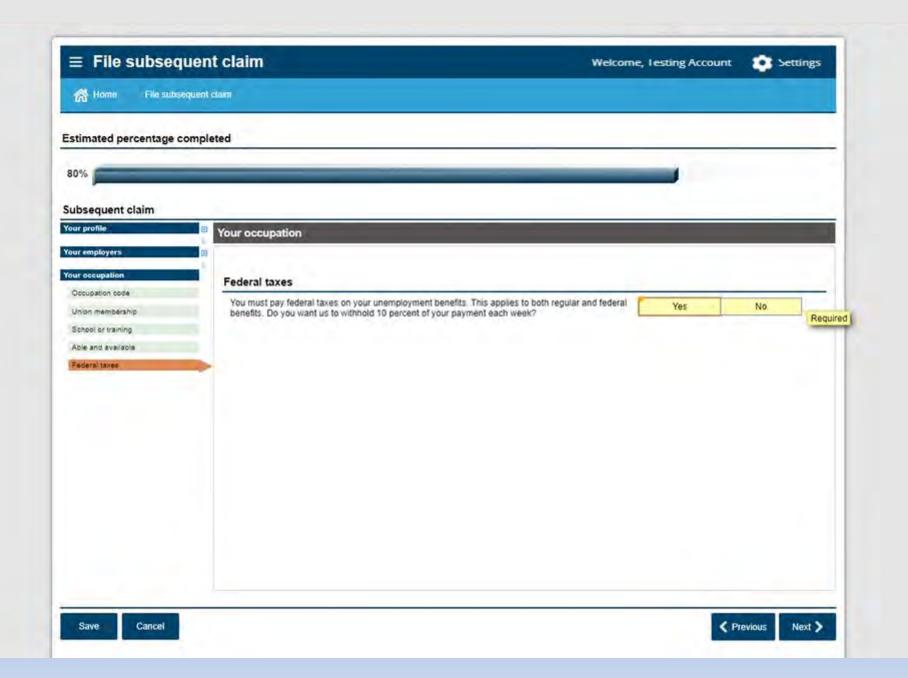




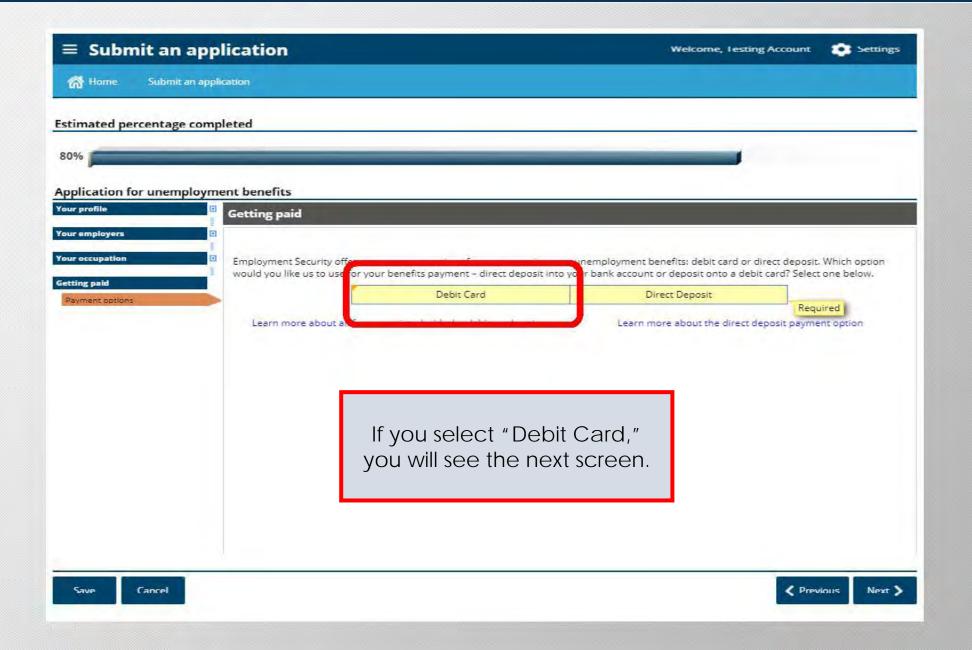


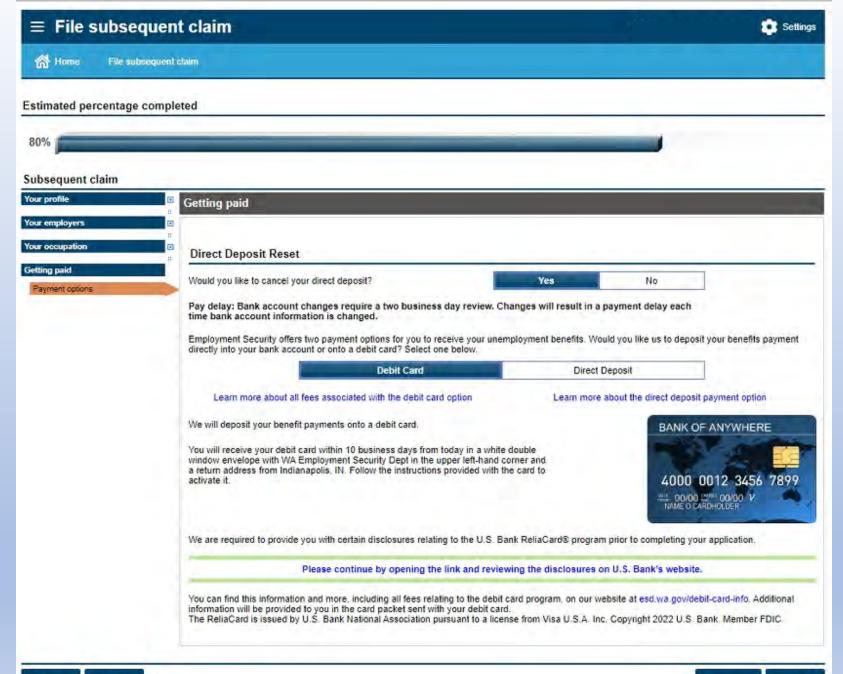




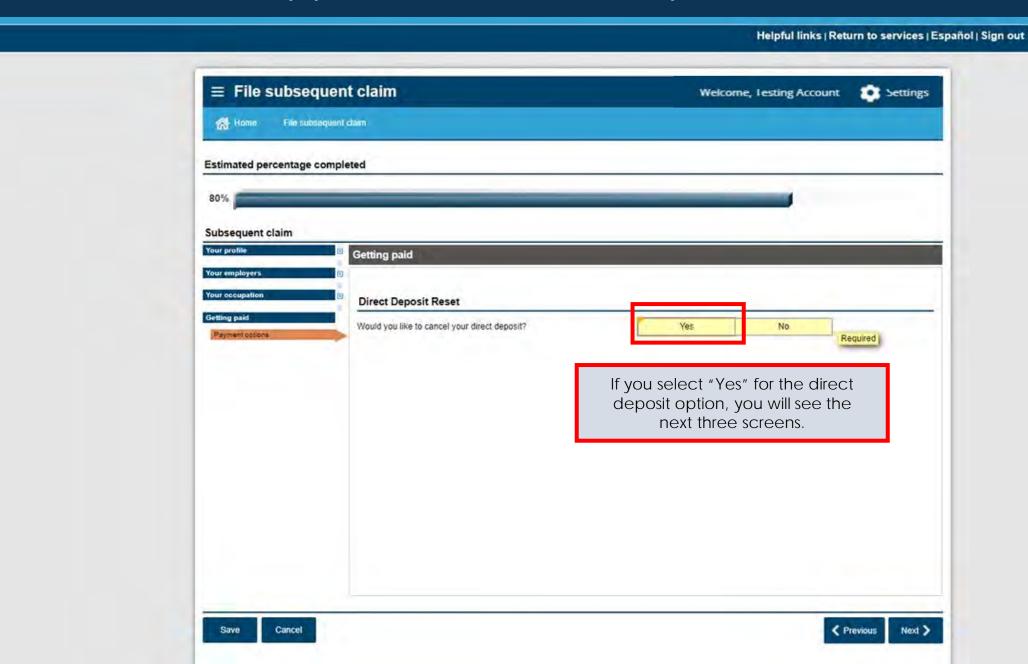


## Submit an application - getting paid

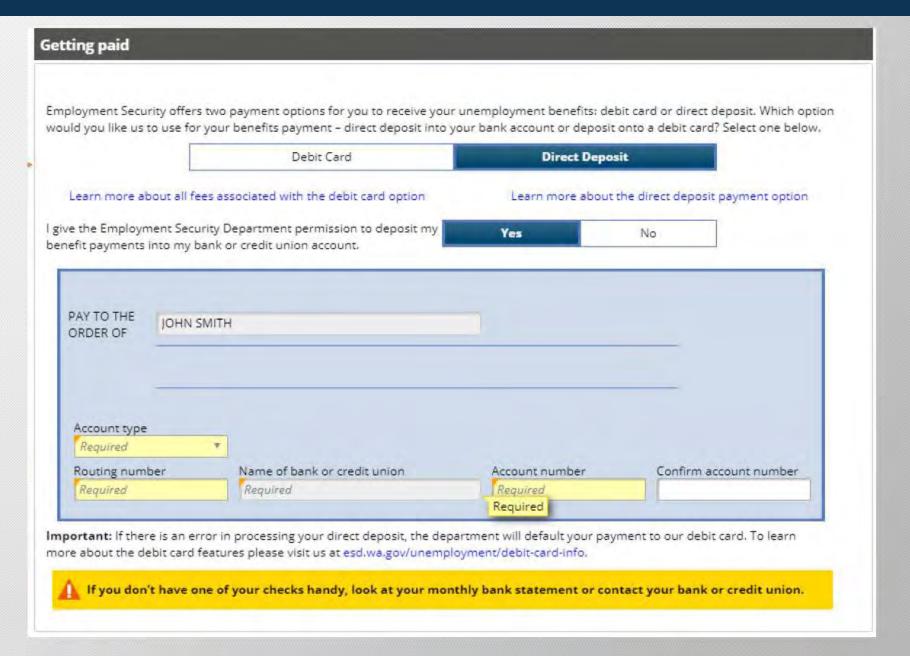




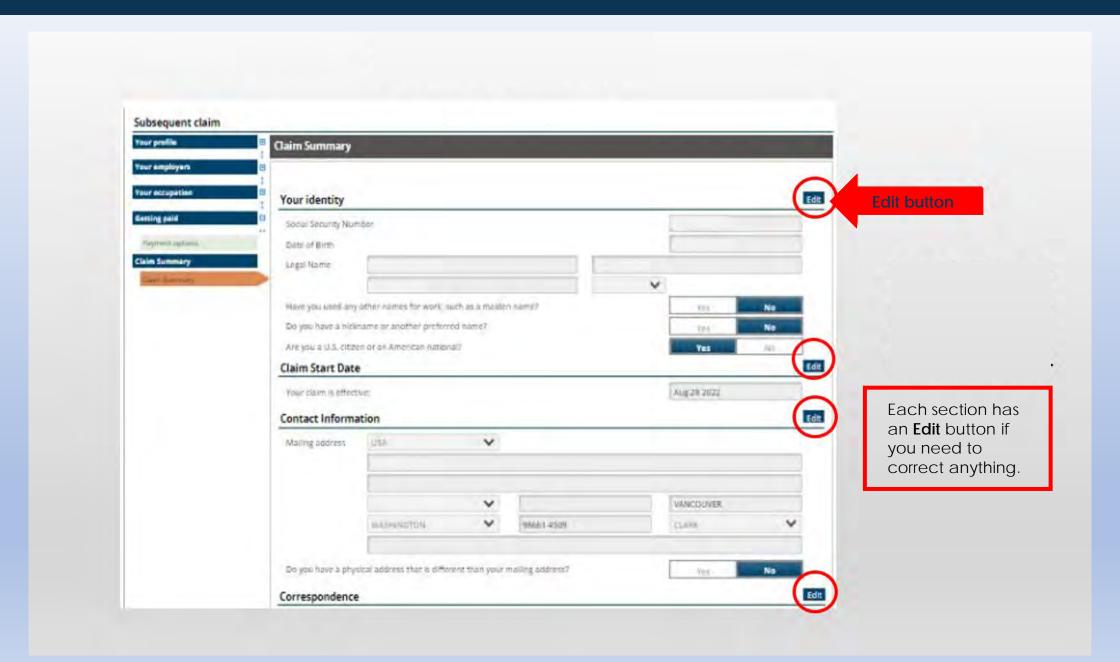
## Submit an application - direct deposit



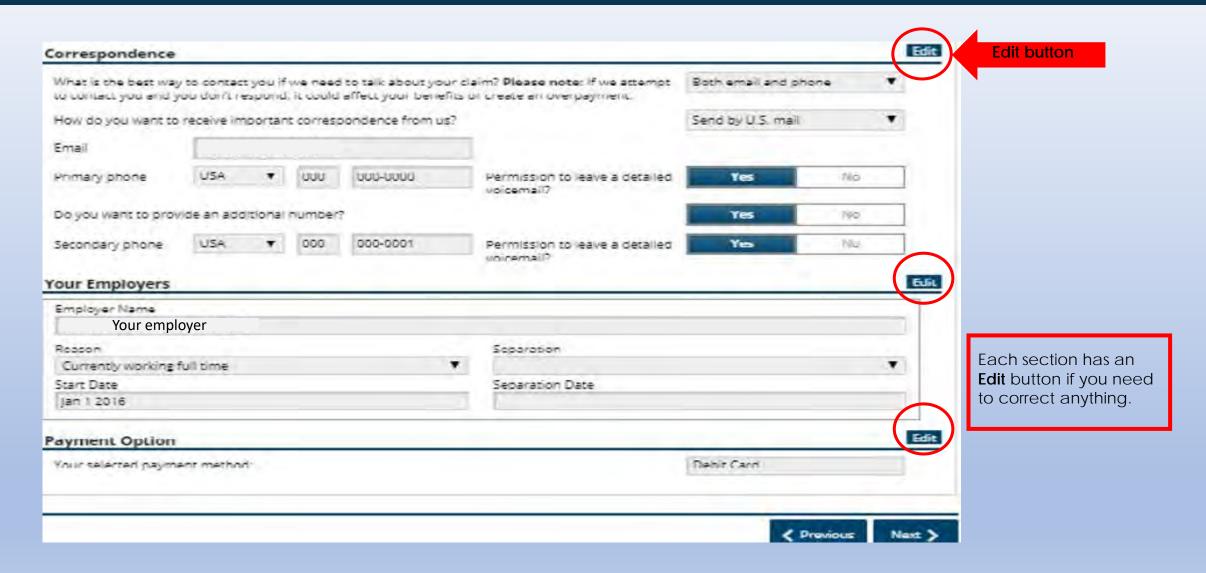
## Submit an application - direct deposit

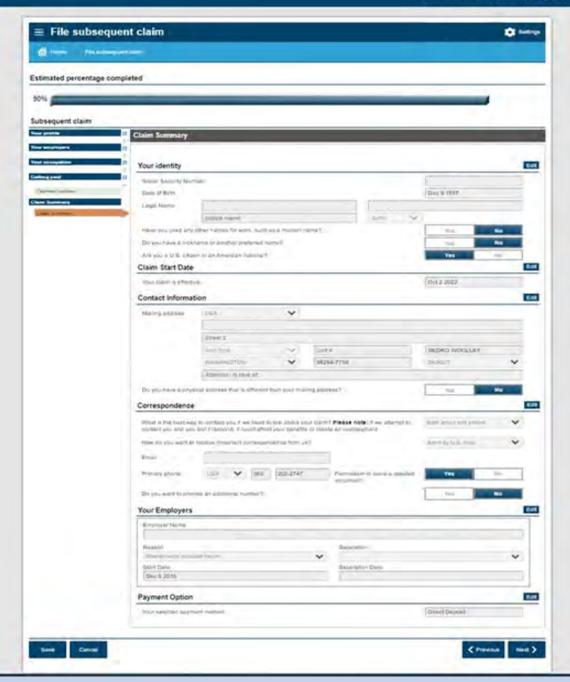


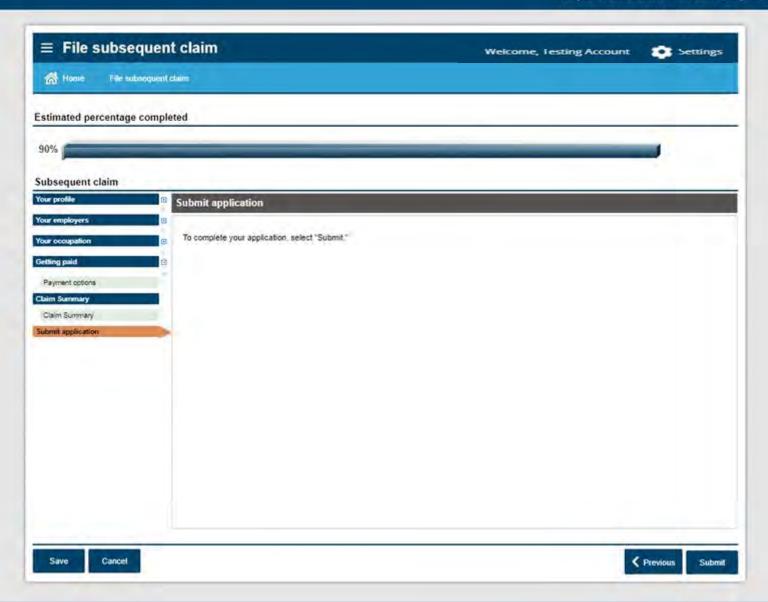
## Submit an application - claim summary



### Submit an application - claim summary

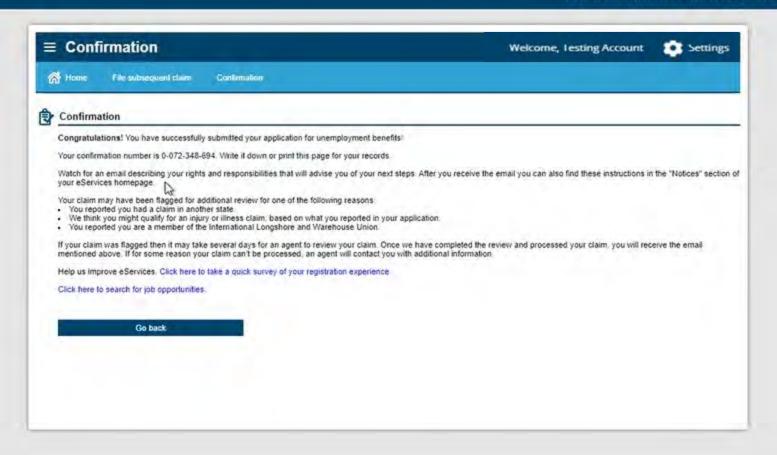




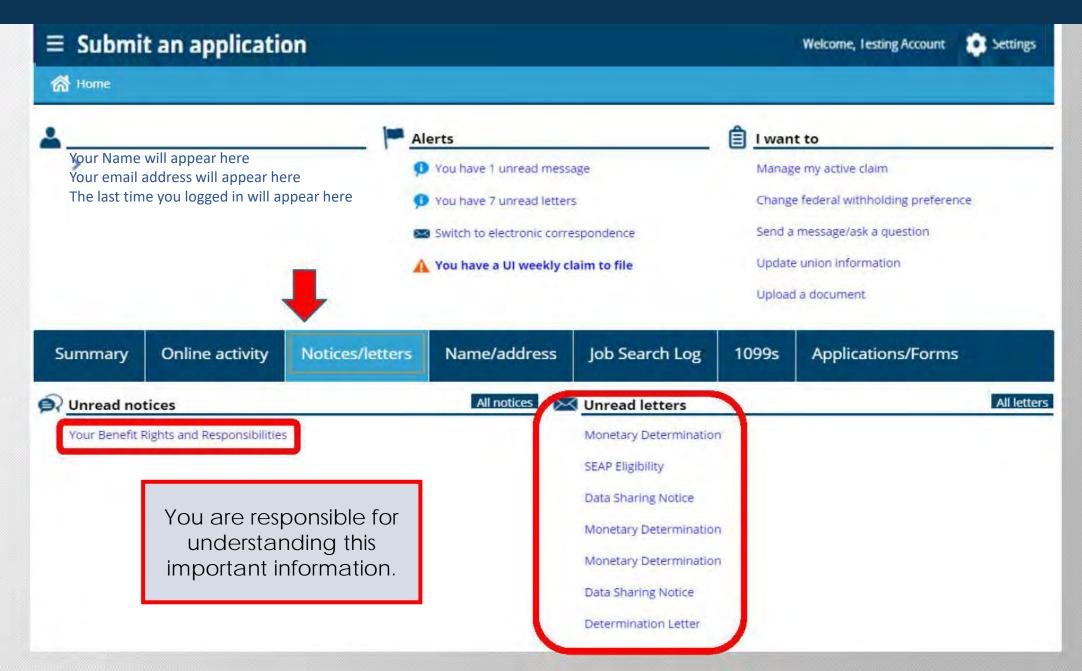




### Helpful links | Return to services | Español | Sign out



### Claimant eServices



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Notice Information Applies To: Customer

SSN Notice Type Presentation of Benefit Rights Sent Oct 3 2022 02:01:56 PM

Notice Emailed To History

Notice Reply

Received: Monday, Oct 3, 2022 2:01:56 PM Subject: Your Benefit Rights and Responsibilities

#### Your responsibilities as an unemployment claimant

You're responsible for understanding this important information.

Don't reply to this email! We won't receive it. If you have questions, log into eServices and go to your outbox to submit a question or call the claims center at 800-318-6022.

### How much you'll be paid

Your claim is based on all your work and earnings from 7/1/2021 to 6/30/2022. We estimate that you may be eligible to receive \$477 each week for up to 26 weeks, for a total of up to \$12402.

These amounts are only estimates because we must first decide if you are eligible for a new claim. You must have gone back to work after beginning your last claim and earned enough to qualify for a new claim. We'll send you a Statement of Benefits, Wages and Hours, which will show if you're eligible. The statement will show you the hours and wages your employers reported to us for that time period, the weekly amount you're eligible for and the maximum amount you have available

Please review your Statement of Benefits, Wages and Hours carefully and contact us if you believe anything is incorrect.

Log in to eServices to change how you receive your benefits payments. You can choose to get them on a debit card or deposited directly into your bank account.

Once we gather more information about your separation from an employer, we'll let you know.

We might

- · Send you a questionnaire and might also ask to speak to you by phone.
- . Send you and the employer a written decision after we gather all the information we need. The letter will tell you whether you're eligible to receive unemployment benefits.

You must

Start submitting weekly claims right away as instructed below under You must submit weekly claims. We can write a decision only if you have been submitting weekly claims!

#### You can use your eServices account at esd.wa.gov to:

- Manage and view your unemployment benefits
- Submit weekly claims Track your benefit payments
- Update your address, phone and contact preferences.
- View your wage information.

#### You must submit weekly claims

For unemployment purposes, a week is Sunday through Saturday. For every week you want to receive benefits, you must:

- Submit a weekly claim.
- Look for work (unless we tell you otherwise).
- Report your gross earnings and number of hours worked, even if you have not been paid yet.

#### There are two ways to submit weekly claims:

- On eServices at esd wa gov. After a week ends, submit your weekly claim anytime between 12:01 a.m. Sunday and 11:59 p.m. Saturday. Find instructions online
- By phone at 800-318-6022, After a week ends, submit your weekly claim anytime between 12.01 a.m. Sunday and 4 p.m. Friday. (Note: You have more time to submit if you use eServices!) The first time you submit by phone, we will ask you to set up your Personal Identification Number (PIN). Find instructions online.

#### You must submit weekly claims even if you are:

- Waiting to hear if you are eligible for benefits.
- Expecting wages and hours to be added to your claim. Appealing a denial of benefits.
- Claiming a waiting week

### Your waiting week

The first week you are eligible for benefits and submit a weekly claim is your waiting week. You will not receive benefits for that week, but you still have to submit a claim for it. Find more

#### If we have questions about your eligibility

As you submit your weekly claims, we'll decide if you're eligible to receive unemployment benefits. If we have questions, we might need to contact you, your employers or others for more

If we have questions after we have started paying your benefits, we'll continue to pay you "conditionally" until we get the answers we need.

#### What's next?

We are sending you a notice called What's Next? It tells you more about job search requirements, how to complete your weekly claims and information about training programs.

The information also is available in the Handbook for Unemployed Workers or at your local WorkSource office

#### If you have questions

Look for answers on our website at esd.wa.gov or call the claims center at 800-318-6022.

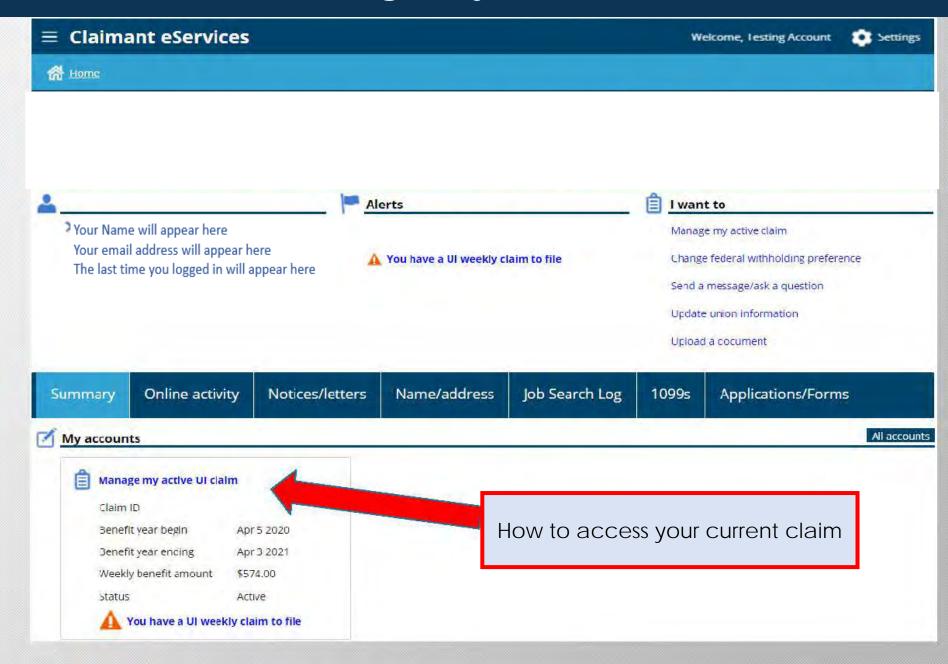
We provide upon request free services and aids to people with disabilities and to those who are not proficient in English.

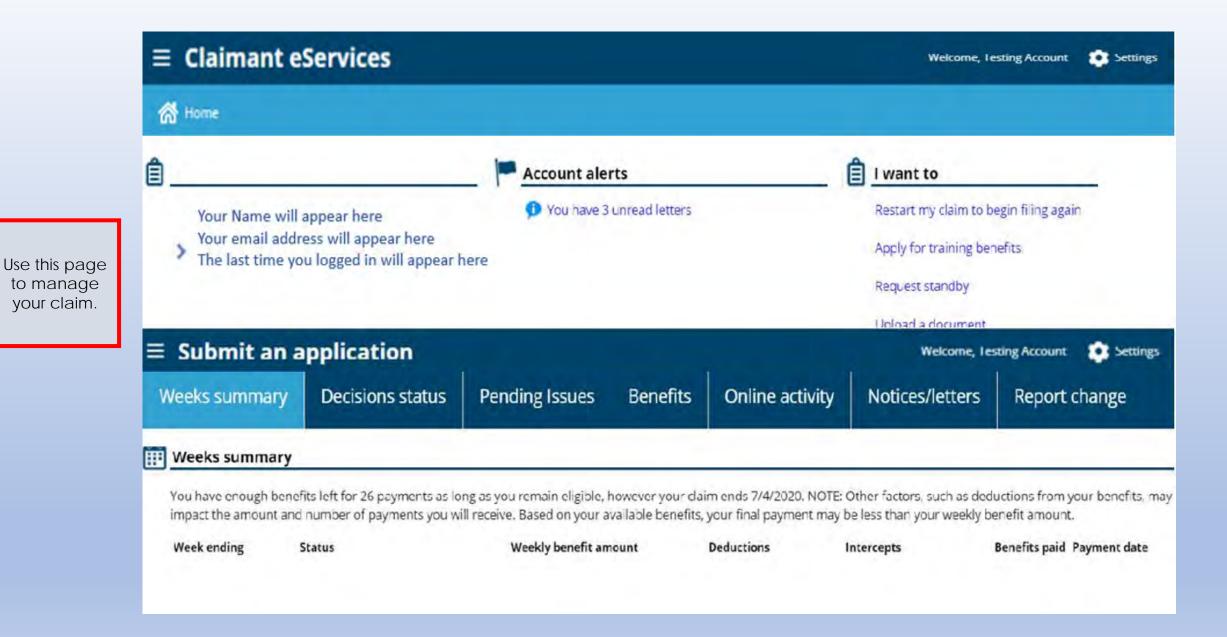
## Successfully applied for benefits

At this point, you have successfully applied for benefits. The next couple of slides will help keep you on the right path.

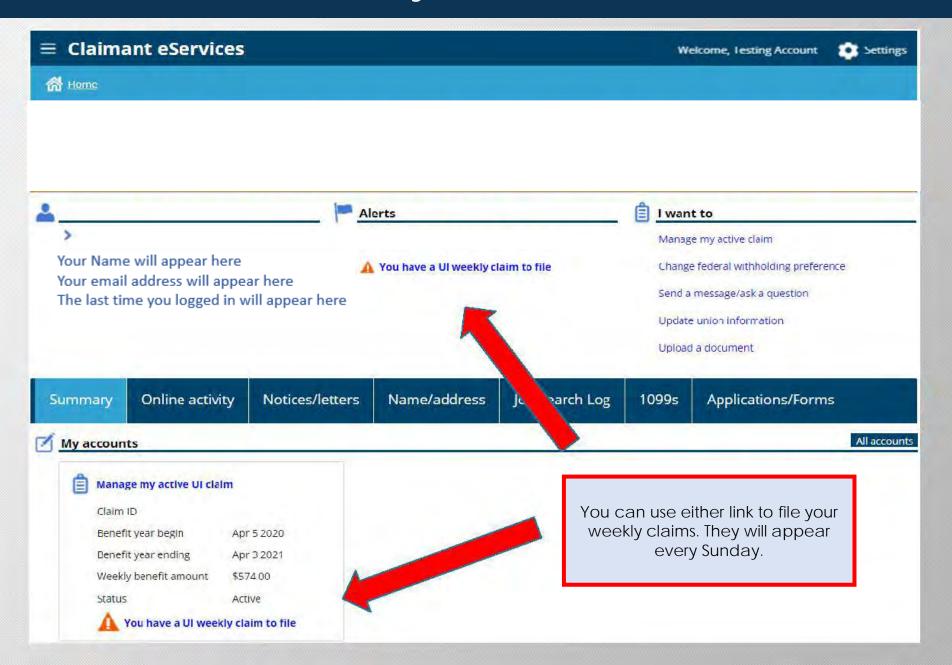


### Claimant eServices - Manage my active claim





### Claimant eServices - Weekly claims



## Unemployment Questions -



### How do I file my weekly claim?

In eServices under "Alerts," select: "You have a UI weekly claim to file."

You can also file by calling the SharedWork Unit at 800-752-2500, option 1.

### What do I do when I return to work full time?

Continue to file your weekly claims, even for weeks you will not be paid. This will prevent you from having to reopen your claim when hours are reduced again.

If you no longer want to receive benefits, simply stop filing weekly claims.



# More Unemployment Questions -



### Am I required to look for work?

You are not required to look for work if you are participating in the SharedWork program.

# Can I receive unemployment if my employer is paying me sick pay, vacation pay, or other paid time off?

Yes, it's possible. However, you must report the hours and earnings if they apply to the week you are claiming.

# I have a second job or I work part time at another job. Can I receive unemployment?

Yes, it's possible. You must report your hours and earnings during the week you are doing the work.

# More Unemployment Questions -



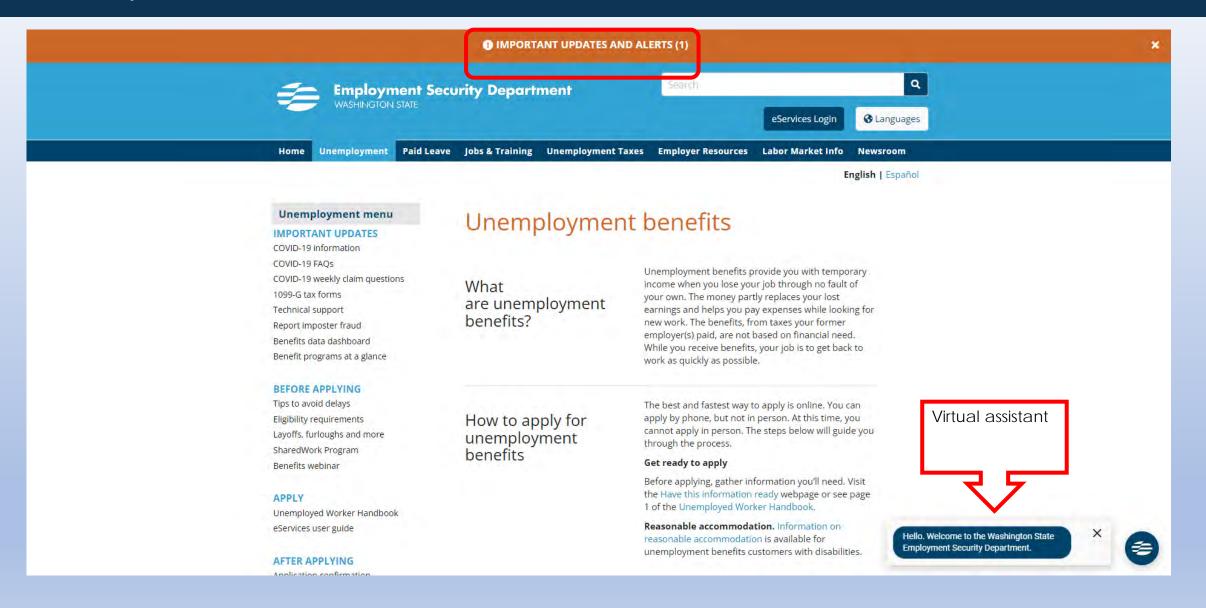
### What is the base year?

Your base year is the first four of the last five completed calendar quarters before the week in which you apply for benefits. For example, if you applied for unemployment benefits on Jan. 20, 2021, your base year would include wages earned from Oct. 1, 2019, through Sept. 30, 2020.

## What do I do if my name and Social Security number has been used for a fraudulent claim?

Report this to ESD immediately. Use the "Report fraud or misconduct" link on the esd.wa.gov home page.

### Important alerts



# Resources to help!



- Information about SharedWork
- SharedWork Unit: 800-752-2500, option 1
- Your Employer's SharedWork Representative
- eServices support: 855-682-0785
- Other programs and useful information: <u>esd.wa.gov</u>
- Reemployment and retraining services: WorkSourceWA.com

