

These documents will help you understand your responsibilities as a participant in your employer's SharedWork plan. The "**what's next**" pages provide information for filing a weekly unemployment insurance claim. The payment calculation chart shows how benefits are calculated.

- You've applied for SharedWork benefits – **what's next (4pages)***
- SharedWork payment calculation chart*

Submit your weekly claim online through eServices

What is a weekly claim?

You must submit an unemployment claim **every week** while participating in SharedWork, even for weeks when you work full time.

In each weekly claim, you must answer a series of questions about the prior week. Your answers tell us if you are qualified to get benefits that week.

When do I submit a weekly claim?

Always submit after the week ends. All weeks end at midnight on Saturday night. Sunday is the first day you can submit a claim for the week that just ended. Submit anytime between 12:01 a.m. Sunday and 11:59 p.m. Saturday.

Submit your first weekly claim on the Sunday after you applied or restarted your claim.

What is a Waiting Week?

The first week you are eligible for benefits is your waiting week. You must submit a weekly claim to receive credit for your waiting week. You will not be paid for your waiting week.

Example

John's employer is approved for a SharedWork plan on the 1st. The plan starts on the 7th. John receives an employee packet from his SharedWork representative and applies for SharedWork benefits that same week. On the 14th, John submits a claim for the week ending the 13th. *This is his waiting week, if eligible; no benefits will be paid.* On the 21st, John submits for the week ending the 20th. *This is the first week he can receive benefits if eligible.*

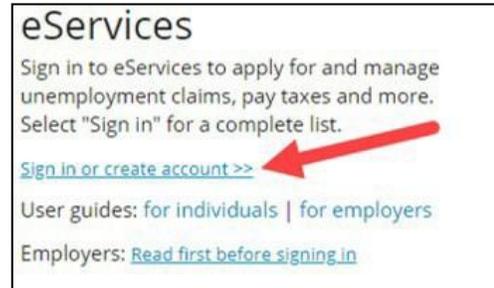
	S	M	T	W	T	F	S
Week 1		1	2	3	4	5	6
Week 2	7	8	9	10	11	12	13
Week 3	14	15	16	17	18	19	20
Week 4	21	22	23	24	25	26	27
Week 5	28	29	30	31			

How do I file my weekly claim?

1. Create an eServices account through Secure Access Washington at www.esd.wa.gov. Select Sign in or create account.
2. Activate your account with the link sent by email.
3. Confirm the device you are using with your phone number and email address.
4. Select and answer three challenge questions.
5. Verify your identity with your Social Security number, birthday, and address. Do not rush through the questions. They are designed to keep your information safe. For help signing in to eServices call 855-682-0785.

Where to find helpful resources?

On the homepage of esd.wa.gov, you will find links to user guides.



After you have created an account, sign in to eServices.

When you get to your claim home page, select the blue link that says you have a weekly claim to file. Also, found under *Summary* view or *Account* alerts.

If you cannot use the Internet or file by phone, contact your SharedWork employer representative at your place of business. You may need to file a paper SharedWork weekly claim form.

How do I know if my claim was accepted?

After you answer the questions, click the *Submit* button. You will see this message on the screen: "Your claim has now been accepted." If you log out before getting this message, your claim was not accepted.

What if I submit my claim late?

You can submit claims for some past or late weeks. In eServices, select "Continue where I left off". Do not select "restart using a different week". If you do, you will not be able to claim any past weeks available.

We may deny your benefits for any week not claimed on time. If we need more information about the week claimed, we will send you notices through eServices. We also may contact you through your SharedWork employer representative or by phone. If you do not respond, we might delay or deny your payment.

If you have questions about your weekly claim, contact a SharedWork specialist at 800-752-2500. For other issues concerning your SharedWork claim, contact your SharedWork employer representative at your place of business.

Sign up for direct deposit or debit card

Once you submit your claim, the online system will give you an opportunity to sign up for direct deposit or for a state issued reusable debit card. You also can cancel direct deposit or change your bank account number through eServices.

What questions do I answer when I submit my claim online each week?

We ask the following questions about the week that just ended. If you make a mistake, log out, wait 15 minutes and then start over. **Answer all questions truthfully.**

1. Did you or will you receive paid time off or sick, vacation or holiday pay?
2. Are you getting paid for any period after you last worked, such as severance pay, pay in lieu of notice or termination pay?
3. Did you work for any employer(s), whether you have been paid yet or not? This question applies to your SharedWork employer or any other employer you may have worked for during the week you are claiming.
Report earnings in the week you earned them, not in the week you received them.
 - Enter the total gross earnings before deductions.
 - Enter the total hours for which you had earnings.
4. Did you work in self-employment or casual labor, whether you have been paid yet or not?
5. Have you been or will you be paid for jury duty?
6. Did you apply for or receive workers' compensation for an on-the-job injury?
7. Other than Social Security, did you apply for or have a change in a retirement plan not previously reported? (*Retirement payments include pensions, 401K, deferred compensation, IRAs, annuities, union retirement, and 403(B) plans.*)
8. Did you begin attending a school or training program?
9. Were you physically able and available to work all hours scheduled by your (*SharedWork Employer*)?
(If you took paid time off, we consider you able to work and available for work.)
10. Did you refuse any offer of work from your SharedWork employer?

If you worked during the week, you might be asked:

- Did you work for more than one employer?
- Identify each employer you worked for during the week.
Important: You must select the employer name as listed with our agency. If you do not know this information, contact your employer representative.
- Was your separation from employment due to:
 - a. Lack of work?
 - b. Reduced hours due to a lack of work?
 - c. You were fired?
 - d. You quit?

Important:

- Submit a claim each week, even if you are working full-time hours.
- If you stop claiming and later reopen your claim, you will be asked a question that starts, "Have you worked since..." SharedWork participants should answer no. This question is for standby and SharedWork participants are not on standby. An incorrect answer will delay your benefits.
- When reporting your earnings each week, be sure to select the correct employer, including your SharedWork employer. Choosing the wrong employer will delay your benefits.

Direct all questions to your SharedWork employer representative. Please do not contact the claims center for help.

Submit weekly claims online through eServices at www.esd.wa.gov.

Submit Weekly Claim by Phone

What is a weekly claim?

You must submit an unemployment claim **every week** while you are participating in SharedWork, even for weeks when you work full time.

In each weekly claim, you must answer a series of questions about the prior week. Your answers will tell us if you are qualified to get benefits that week.

When do I submit a weekly claim?

Always submit after week ends. All weeks end at midnight on Saturday night. Sunday is the first day you can submit a claim for the week that just ended. Submit anytime between 12:01 a.m. On Sunday and up until 4 p.m. on the last business day of the week (usually Friday, unless it is a state holiday).

What is a Waiting Week?

The first week you are eligible for benefits is your waiting week. You must submit a weekly claim to receive credit for your waiting week. You will not be paid for your waiting week.

Example

John's employer is approved for a SharedWork plan on the 1st. The plan starts on the 7th. John receives an employee packet from his SharedWork representative and applies for SharedWork benefits that same week. On the 14th, John submits a claim for the week ending the 13th. *This is his waiting week; if eligible, no benefits will be paid.* On the 21st, John submits for the week ending the 20th. *This is the first week he can receive benefits if eligible.*

	S	M	T	W	T	F	S
Week 1		1	2	3	4	5	6
Week 2	7	8	9	10	11	12	13
Week 3	14	15	16	17	18	19	20
Week 4	21	22	23	24	25	26	27
Week 5	28	29	30	31			

What if I submit my claim late?

You must contact your employer representative to restart your claim. If you do not submit your claim on time each week, we might deny your benefits.

How do I submit my weekly claim by phone?

Call 800-318-6022 and follow the prompts.

The first time you submit, you need to verify your two-digit birth month and four-digit birth year and create a four-digit Personal Identification Number (PIN). Select a PIN that is easy to remember.

Do not use:

- Numbers in a sequence, such as 1234.
- Repeating numbers, such as 3333.
- The four consecutive digits of your Social Security number.
- Your birth date.

Don't tell anyone your PIN. Using it is legally the same as signing your name. You are responsible for all payments we make to you using your PIN.

How do I know if my claim was accepted? After you answer the questions, we confirm your claim was accepted with the message, "*Your claim has now been accepted.*" If you disconnect before getting this message, your claim was not accepted.

If we need more information about your claim, **the system tells you "Your call will be transferred to a claim specialist now."** Instead, hang up and call a SharedWork specialist at 800-752-2500. If you do not call, we might delay or deny your payment. For other issues concerning your SharedWork claim, contact your SharedWork employer representative at your place of business.

Sign up for direct deposit or receive a debit card

You will get a debit card unless you sign up for direct deposit. Go online to ww.esd.wa.gov to sign up for direct deposit or change your banking information through eServices.

What if I can't or don't want to submit by phone? You also can submit your weekly claims online. See the document called "*You applied for SharedWork What's Next?*" *Submit weekly claims online.*

If you do not want to submit weekly claims by phone or online, contact your employer representative to get a paper claim form.

What questions do I answer when I call each week?

We ask the following questions about the week that just ended. If you make a mistake, hang up, wait 15 minutes and then start over. Answer all questions truthfully.

1. Were you physically able to work and available for work each day? **If you took paid time off, we consider you able to work and available for work.**
2. Did you make an active search for work this week as directed? **SharedWork participants must answer "YES" to this question even though you are not required to look for work while on SharedWork.**
3. Did you turn down any job offer or fail to go to a job interview that you were referred to by WorkSource?
4. Did you apply for or receive worker's compensation?
5. Have you applied for or had a change in pension or retirement plan?
6. If there was a holiday during the week you are claiming, were you or will you be paid for it? Answer "No" if there was not a holiday.

SharedWork participants must answer "NO". Report paid holiday hours and earnings from your SharedWork employer as work hours and earnings on question #12.*

7. If you took vacation time during the week you are claiming, were you or will you be paid for it? Answer "no" if you are getting paid a vacation cash out for time accrued. **SharedWork participants must answer "NO". Report paid vacation hours and earnings from your SharedWork employer as work hours and earnings on question #12.***
8. Other than vacation pay, are you getting paid for any period after you last worked, such as severance or pay in lieu of notice?
9. Were you paid for serving on a jury?
10. Did you perform duty in the Military Reserve or National Guard for more than 72 consecutive hours?
11. Did you work in self-employment?
12. Did you perform any work for an employer whether you've been paid yet or not? **This question applies to your SharedWork employer or any other employer you worked for during the week you are claiming.**

***Include all paid sick, vacation, and holiday hours and earnings from your SharedWork employer.**

***Report earnings in the week you earned them, not in the week you received them.**

- Enter the total gross earnings before deductions.
- Enter the total hours for which you had earnings.
- Report only whole numbers rounded down when reporting hours.

Example: If you worked 32.8 hours, you report 32 hours. Report your gross earnings by multiplying your hourly rate by the total amount of hours worked. Example: if you worked 32.8 hours and your hourly rate is \$10 per hour, you report \$328.

If you worked during the week, we also may ask:

- Did you work for more than one employer?
- Was this work for the same employer as last week?
- Did you or will you work for the same employer this week?
- Have you had a reduction in hours due to a lack of work?
- Was your separation from employment due to:
 - a. A lack of work?
 - b. Reduced hours due to a lack of work?
 - c. You were fired?
 - d. You quit?

Direct all questions to your SharedWork employer representative. Please do not contact the claims center for help.

Call 800-318-6022 to submit weekly claims.

SharedWork payment calculation chart

How do I calculate my SharedWork benefit amount for the week?

Use the SharedWork payment calculation chart that identifies your usual hours of work per week, when not reduced.

Example: My usual work hours are 40 hours per week. Therefore, I will use the 40-hour calculation chart. My weekly benefit amount (WBA) is \$300 per week. I worked 20 hours for my SharedWork employer.

I will receive 50 percent of my WBA. If eligible, my SharedWork benefit payment would be \$150.

40 HOURS		39 HOURS		38 HOURS		37 HOURS		36 HOURS	
HOURS	BENEFIT %								
36	10.0%	35	10.3%	34	10.5%	33	10.8%	32	11.1%
35	12.5%	34	12.8%	33	13.2%	32	13.5%	31	13.9%
34	15.0%	33	15.4%	32	15.8%	31	16.2%	30	16.7%
33	17.5%	32	17.9%	31	18.4%	30	18.9%	29	19.4%
32	20.0%	31	20.5%	30	21.1%	29	21.6%	28	22.2%
31	22.5%	30	23.1%	29	23.7%	28	24.3%	27	25.0%
30	25.0%	29	25.6%	28	26.3%	27	27.0%	26	27.8%
29	27.5%	28	28.2%	27	28.9%	26	29.7%	25	30.6%
28	30.0%	27	30.8%	26	31.6%	25	32.4%	24	33.3%
27	32.5%	26	33.3%	25	34.2%	24	35.1%	23	36.1%
26	35.0%	25	35.9%	24	36.8%	23	37.8%	22	38.9%
25	37.5%	24	38.5%	23	39.5%	22	40.5%	21	41.7%
24	40.0%	23	41.0%	22	42.1%	21	43.2%	20	44.4%
23	42.5%	22	43.6%	21	44.7%	20	45.9%	19	47.2%
22	45.0%	21	46.2%	20	47.4%	19	48.6%	18	50.0%
21	47.5%	20	48.7%	19	50.0%				
20	50.0%								

35 HOURS		34 HOURS		33 HOURS		32 HOURS		31 HOURS	
HOURS	BENEFIT %								
31	11.4%	30	11.8%	29	12.1%	28	12.5%	27	12.9%
30	14.3%	29	14.7%	28	15.2%	27	15.6%	26	16.1%
29	17.1%	28	17.6%	27	18.2%	26	18.8%	25	19.4%
28	20.0%	27	20.6%	26	21.2%	25	21.9%	24	22.6%
27	22.9%	26	23.5%	25	24.2%	24	25.0%	23	25.8%
26	25.7%	25	26.5%	24	27.3%	23	28.1%	22	29.0%
25	28.6%	24	29.4%	23	30.3%	22	31.3%	21	32.3%
24	31.4%	23	32.4%	22	33.3%	21	34.4%	20	35.5%
23	34.3%	22	35.3%	21	36.4%	20	37.5%	19	38.7%
22	37.1%	21	38.2%	20	39.4%	19	40.6%	18	41.9%
21	40.0%	20	41.2%	19	42.4%	18	43.8%	17	45.2%
20	42.9%	19	44.1%	18	45.5%	17	46.9%	16	48.4%
19	45.7%	18	47.1%	17	48.5%	16	50.0%		
18	48.6%	17	50.0%						

30 HOURS	
HOURS	BENEFIT %
27	10.0%
26	13.3%
25	16.7%
24	20.0%
23	23.3%
22	26.7%
21	30.0%
20	33.3%
19	36.7%
18	40.0%
17	43.3%
16	46.7%
15	50.0%

29 HOURS	
HOURS	BENEFIT %
26	10.3%
25	13.8%
24	17.2%
23	20.7%
22	24.1%
21	27.6%
20	31.0%
19	34.5%
18	37.9%
17	41.4%
16	44.8%
15	48.3%

28 HOURS	
HOURS	BENEFIT %
25	10.7%
24	14.3%
23	17.9%
22	21.4%
21	25.0%
20	28.6%
19	32.1%
18	35.7%
17	39.3%
16	42.9%
15	46.4%
14	50.0%

27 HOURS	
HOURS	BENEFIT %
24	11.1%
23	14.8%
22	18.5%
21	22.2%
20	25.9%
19	29.6%
18	33.3%
17	37.0%
16	40.7%
15	44.4%
14	48.1%

26 HOURS	
HOURS	BENEFIT %
23	11.5%
22	15.4%
21	19.2%
20	23.1%
19	26.9%
18	30.8%
17	34.6%
16	38.5%
15	42.3%
14	46.2%
13	50.0%

25 HOURS	
HOURS	BENEFIT %
22	12.0%
21	16.0%
20	20.0%
19	24.0%
18	28.0%
17	32.0%
16	36.0%
15	40.0%
14	44.0%
13	48.0%

24 HOURS	
HOURS	BENEFIT %
21	12.5%
20	16.7%
19	20.8%
18	25.0%
17	29.2%
16	33.3%
15	37.5%
14	41.7%
13	45.8%
12	50.0%

23 HOURS	
HOURS	BENEFIT %
20	13.0%
19	17.4%
18	21.7%
17	26.1%
16	30.4%
15	34.8%
14	39.1%
13	43.5%
12	47.8%

22 HOURS	
HOURS	BENEFIT %
19	13.6%
18	18.2%
17	22.7%
16	27.3%
15	31.8%
14	36.4%
13	40.9%
12	45.5%
11	50.0%

21 HOURS	
HOURS	BENEFIT %
18	14.3%
17	19.0%
16	23.8%
15	28.6%
14	33.3%
13	38.1%
12	42.9%
11	47.6%

20 HOURS	
HOURS	BENEFIT %
18	10.0%
17	15.0%
16	20.0%
15	25.0%
14	30.0%
13	35.0%
12	40.0%
11	45.0%
10	50.0%

19 HOURS	
HOURS	BENEFIT %
17	10.5%
16	15.8%
15	21.1%
14	26.3%
13	31.6%
12	36.8%
11	42.1%
10	47.4%

18 HOURS	
HOURS	BENEFIT %
16	11.1%
15	16.7%
14	22.2%
13	27.8%
12	33.3%
11	38.9%
10	44.4%
9	50.0%

17 HOURS	
HOURS	BENEFIT %
15	11.8%
14	17.6%
13	23.5%
12	29.4%
11	35.3%
10	41.2%
9	47.1%

16 HOURS	
HOURS	BENEFIT %
14	12.5%
13	18.8%
12	25.0%
11	31.3%
10	37.5%
9	43.8%
8	50.0%

15 HOURS	
HOURS	BENEFIT %
13	13.3%
12	20.0%
11	26.7%
10	33.3%
9	40.0%
8	46.7%

14 HOURS	
HOURS	BENEFIT %
12	14.3%
11	21.4%
10	28.6%
9	35.7%
8	42.9%
7	50.0%

13 HOURS	
HOURS	BENEFIT %
11	15.4%
10	23.1%
9	30.8%
8	38.5%
7	46.2%

12 HOURS	
HOURS	BENEFIT %
10	16.7%
9	25.0%
8	33.3%
7	41.7%
6	50.0%

11 HOURS	
HOURS	BENEFIT %
9	18.2%
8	27.3%
7	36.4%
6	45.5%