

SharedWork Employee Getting Started Guide

The documents in this packet will help you understand your responsibilities as participants in your employer's SharedWork plan and how to get up and running in the program. The first step is to apply online through eServices. Use the instructions attached. Your employer will have more info for you soon on what's next.

- ☐ *SharedWork Employee Responsibilities*
- ☐ *Apply Online for SharedWork benefits*
- ☐ *Receiving benefit payments on a prepaid debit card*
- ☐ *What's Next?*
- ☐ *SharedWork payment calculation chart*

If you're unable to apply online, you can get a paper application from your SharedWork employer representative.

As a SharedWork participant, you are responsible to:

1. **Read the information in this packet.**
2. **Contact your SharedWork Employer Representative at your place of employment about your weekly claims, issues or any questions you have about the SharedWork Program.**

Your SharedWork employer representative is _____.

3. **Remain able and available for all work offered by your SharedWork employer. Program rules state:**
 - You are not eligible for SharedWork benefits for any week that you do not work **all** hours scheduled by your SharedWork employer.
 - You must be available for additional hours of work, up to full-time, with the SharedWork employer.
 - When you are not eligible for SharedWork benefits during any week claimed, we process your claim as a regular unemployment insurance claim.
4. **File your own SharedWork claim each week by eServices or telephone.**
 - Your SharedWork employer representative at your place of employment will let you know when to start filing your weekly SharedWork claims.
 - Incomplete and inaccurate information may cause a delay or denial of payments.
 - When reporting work hours and earnings each week, you must report your employer's correct legal business name. Your company's SharedWork Representative will have your employer's legal name. Incorrect reporting can cause a delay in your payments.
5. **Know when your claim expires and write it here.**
 - Your claim is good for 1 year (52 weeks). You will receive an *Unemployment Claim Determination* letter from the Department. Your benefit year is explained in that letter as are the monies you can expect to receive.

My benefit year ends: _____.

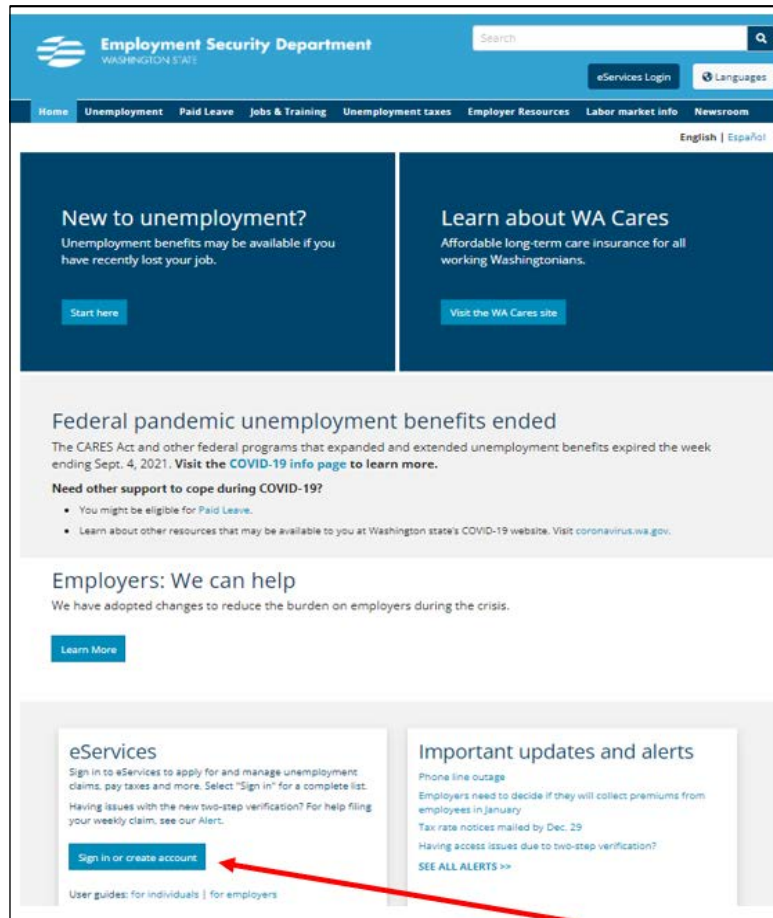
(Insert date from *Unemployment Claim Determination* letter and keep for future reference)

- When your claim expires, you must reapply through eServices or see your SharedWork Employer Representative to complete and sign a new SharedWork Employee Application.
- Also, you must respond to any requests for information that are made by phone, mail, email, eServices or your SharedWork employer representative. If you fail to respond, SharedWork payments may be denied.
- A review of the hours and earnings you claimed each week occurs regularly. Your employer will receive a report to see what you have claimed each week. You are responsible to pay back any monies you were not entitled to, including any deductions taken (IRS, etc).

Apply Online

Employees must apply for unemployment benefits in order to participate in their employer's SharedWork plan. Apply using eServices at esd.wa.gov.

Example of screen and instructions



APPLY ONLINE

Apply online 24 hours a day, seven days a week with eServices. It's much faster. You must use a laptop or desktop computer for this initial step—not a mobile device. Don't have a computer? Stop by your local library or WorkSource center to use a computer. To use eServices, you must:

1. Sign in to eServices with a Secure Access Washington (SAW) account. If you established a SAW account for WorkSourceWA.com or another state service, you can use that same user name and password. If not, follow the instructions to create a new SAW account.
2. Answer questions to verify your identity. You'll only need to do this the first time you sign in. Don't rush through the questions. If you answer incorrectly, the system will not recognize you. This added layer of security is designed to prevent identity thieves from accessing your account.
3. Confirm the computer or mobile device you are using the first time you sign in or whenever you use a new device.

A confirmation page appears when you successfully submit an application. You also will receive verification by email, if you gave us your email address and permission to correspond with you.

Follow these [instructions](#) to apply online. **If you're unable to apply online, you can get a paper application from your SharedWork employer representative.**

Do not call the claims center or apply by phone. Instead, contact your SharedWork employer representative if you have questions. SAW Account Assistance Line: 855-682-0785.

Your Unemployment Benefits are paid by Debit Card

Benefits are no longer paid by check

Please note: You may choose to receive your unemployment benefits by direct deposit or on a debit card. Prior to choosing how you would like to receive your benefits, you must review the attached information that explains all the fees relating to the benefits card program.

Debit cards, are like checks – only better!

Safety: Debit cards are safer than paper checks. If a debit card is lost, damaged or stolen claimants can contact the KeyBank customer service number. The stolen card is immediately disabled and a replacement card will be mailed to the cardholder at no charge.

Discrete and personalized to each individual: It looks just like any other debit card. No one needs to know the cardholder is collecting unemployment.

Paid sooner and faster: You do not have to wait for a check to be delivered each week and you don't need to stand in line at a bank branch to deposit or cash your check. If you file your weekly claim on a regular schedule, your weekly benefit will be loaded onto your debit card on a regular, predictable timeframe.

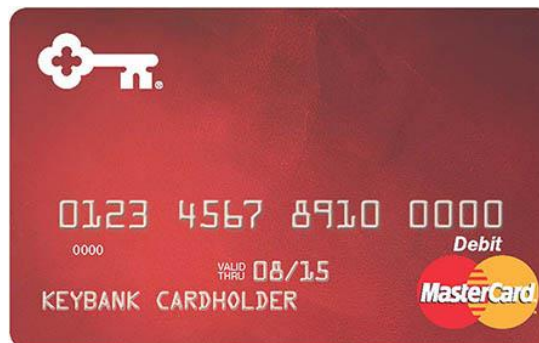
Convenience and no check cashing fees: Claimants have many more options to withdraw cash at no charge using their debit card at thousands of ATMs and MasterCard bank branches nationwide or at participating retailers who allow cash back with debit purchases.

Account management: Cardholders have access to online banking to view transactions, pay bills or transfer funds to personal accounts.

Alerts and notifications: Cardholders can also sign up for a suite of alerts to receive text or email notifications for account activity including any time the card receives a deposit, or is used to make a purchase.

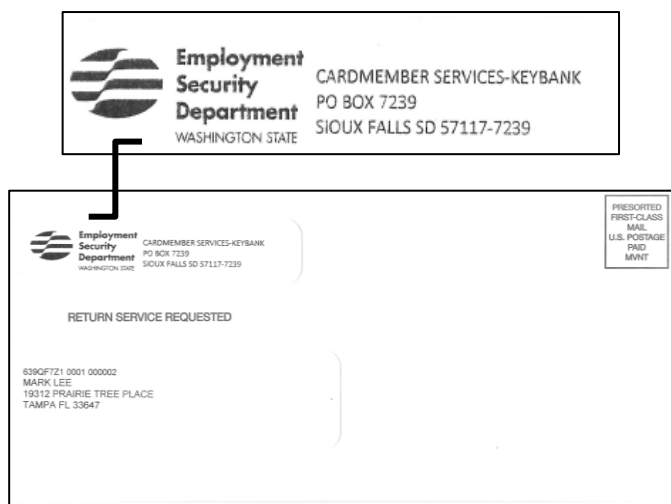
Call at KeyBank for customer support
1-866-295-2955

What the debit card looks like



What the debit card mailing envelope looks like

It takes about 7 business days to arrive, but one of the most common statements received is "I have not received my debit card." It is possible that you may not know what the mailing envelope looks like. See below and watch for this to arrive.



Submit your weekly claim online through eServices

What is a weekly claim?

When you file a weekly claim, you answer a series of questions about the prior week. Your answers tell us if you are qualified to get benefits for 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?

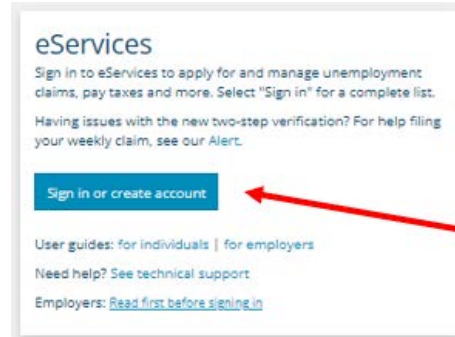
The first week you are eligible for benefits is your waiting week. You must submit a weekly claim to receive credit for your waiting week. You will not be paid for your waiting week.

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 into 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, option 1. 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 on-line 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*)? **Answer "YES" to this question if you were available for all scheduled work hours.**
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 without agency. If you do not know this information, contact your employer representative.
- Why aren't you working for this employer any more?

Important:

When reporting your hours and earnings each week, be sure to select the correct employer(s). Choosing the wrong employer(s) may 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.

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 www.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.

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?
2. Did you make an active search for work this week, as directed? **Note: SharedWork participants are not required to seek other work.**
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?
7. If you took vacation time during the week you are claiming, were you or will you be paid for it?
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.**

– 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 \$20 per hour, you report \$656.00.

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

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

*If you separate from your SharedWork employer, you must immediately begin a work search if still making weekly claims.

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

File through your eServices account (esd.wa.gov).

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

21 HOURS	
HOURS	BENEFIT %
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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%
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14 HOURS	
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12	14.3%
11	21.4%
10	28.6%
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7	50.0%

13 HOURS	
HOURS	BENEFIT %
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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	18.2%
6	45.5%