UNEMPLOYMENT INSURANCE
CLAIMANT HANDBOOK

A guide to your benefits

State of Oregon
Employment Department

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Need help?

The Oregon Employment Department (OED) is an equal opportunity agency. OED provides free help so you can use our services. Some examples are sign language and spoken-language interpreters, written materials in other languages, large print, audio, and other formats. To get help, please go to unemployment.oregon.gov and click on Contact Us or call us at 877-345-3484. TTY users call 711.

¿Necesita ayuda?

El Departamento de Empleo de Oregon (OED) es una agencia de igualdad de oportunidades. El OED proporciona ayuda gratuita para que usted pueda utilizar nuestros servicios. Algunos ejemplos son intérpretes de lengua de señas e idiomas hablados, materiales escritos en otros idiomas, letra grande, audio y otros formatos. Para obtener ayuda, vaya a unemployment.oregon.gov/es/ y haga clic en Contact o llámenos al 877-345-3484. Usuarios de TTY pueden llamar al 711.

Нужна помощь?

Управление занятости штата Орегон (OED) является агентством по обеспечению равных возможностей. Управление занятости штата Орегон (OED) оказывает бесплатную помощь, чтобы вы могли воспользоваться нашими услугами. В качестве примера можно привести услуги сурдо- и устных переводчиков, предоставление письменных материалов на других языках, материалов с использованием крупного шрифта, а также материалов в аудио- и других форматах. Чтобы получить помощь, перейдите на веб-сайтunemployment.oregon.gov/ru и нажмите Контактная информация или позвоните нам по телефону 877-345-3484. Пользователи телетайпа могут позвонить по номеру 711.

Cần trợ giúp?

Cơ quan Việc làm của Tiểu bang Orego (Oregon Employment Department, OED) là một cơ quan cung cấp cơ hội công bằng. OED cung cấp trợ giúp miễn phí để quý vị có thể sử dụng các dịch vụ của chúng tôi. Trong đó bao gồm thông dịch viên ngôn ngữ ký hiệu và ngôn ngữ nói, các tài liệu bằng văn bản với các ngôn ngữ khác, bản in khổ lớn, âm thanh và các định dạng khác. Để được trợ giúp, vui lòng truy cập unemployment.oregon.gov/vi và nhấp vào Liên hệ với Chúng tôi (Contact Us) hoặc gọi cho chúng tôi theo số 877-345-3484. Người dùng TTY xin gọi 711.

需要帮助?

“Oregon州就业部 (OED)”是一个提供均等机会的机构。OED提供免费帮助，便于您使用我们的服务。服务内容示例包括手语和口语翻译、其他语种的书面材料、大字体、音频以及其他格式文档。如需帮助，请访问 unemployment.oregon.gov/zh，并点击 联系我们或者致电 877-3445-3484。TTY用户请拨打711。

需要幫助？

「Oregon州就業部 (OED)」是壹個提供均等機會的機構。OED提供免費幫助，便於您使用我們的服務。服務內容示例包括手語和口語翻譯、其他語種的書面材料、大字體、音頻和其他格式文檔。如需幫助，請訪問 unemployment.oregon.gov，並點擊 聯繫我們，或者致電 877-345-3484聯繫我們。TTY用戶請撥打711。

هل تحتاج إلى المساعدة؟

إدارة توظيف ولاية أوريغون ((The Oregon Employment Department (OED) وكالة متكافئة الفرص. تقدم OED مساعدة مجانية بحيث يمكنك استخدام خدماتنا. تشمل بعض الأمثلة مترجمين فوريين للغة الإشارة واللغات المنطوقة ومواد مكتوبة بلغات أخرى ومطبوعات كبيرة الخط وملفات صوتية وصيغ أخرى. للحصول على مساعدة، يُرجى الذهاب إلى unemployment.oregon.gov/ar والنقر فوق تواصل معنا أو اتصل بنا على الرقم 877-345-3484. يتصل مستخدمو الهاتف النصي على الرقم 711.

도움이 필요하시나요?

오레곤 주 고용부(OED)는 기회균등 기관입니다. OED는 서비스를 이용할 수 있도록 무료로 도움을 제공합니다. 일부 예시로는 수화, 통역 서비스, 다른 언어 번역 서비스, 큰 활자, 오디오 및 기타 형식의 자료 제공 서비스 등이 있습니다. 도움이 필요하시면, unemployment.oregon.gov/ko에 접속해 OED에 연락하기를 클릭하거나 877-345-3484로 연락주시기 바랍니다. TTY 사용자는 711로 연락주십시오.

ຕ້ອງການຊ່ວຍເຫຼືອບໍ?

ກົມຈັດງານແຫ່ງລັດໂອຣິກອນ (OED) ຄືໜ່ວຍງານໃຫ້ໂອກາດຢ່າງເທົ່າທຽມກັນ. OED ຈັດໃຫ້ມີການຊ່ວຍເຫຼືອທີ່ບໍ່ເສຍຄ່າ ເພື່ອວ່າທ່ານຈະສາມາດໃຊ້ບໍລິການຂອງພວກເຮົາ. ບາງຕົວຢ່າງແມ່ນລ່າມແປພາສາມື ແລະ ພາສາເວົ້າ, ເນື້ອຫາລາຍລັກອັກສອນເປັນພາສາອື່ນໆ, ແບບພິມໃຫຍ່, ສຽງ ແລະ ຮູບແບບອື່ນໆ. ເພື່ອຮັບການຊ່ວຍເຫຼືອ, ກະລຸນາເຂົ້າເບິ່ງ unemployment.oregon.gov/lo ແລະ ຄລິກໃສ່ ຕິດຕໍ່ພວກເຮົາ ຫຼື ໂທຫາພວກເຮົາທີ່ໝາຍເລກ 877-345-3484. ຜູ້ໃຊ້ TTY ໂທ 711.

እርዳታ ይፈልጋሉ?

የኦሬጎን የቅጥር መምሪያ (The Oregon Employment Department, OED) የእኩል እድል ኤጀንሲ ነው። አገልግሎቶቻችንን መጠቀም እንዲችሉ OED ነፃ እገዛን ይሰጣል። አንዳንድ ምሳሌዎች የምልክት ቋንቋ እና የንግግር ቋንቋ አስተርጓሚዎች፣ በሌሎች ቋንቋዎች የተጻፉ ጽሑፎች፣ ትልቅ ህትመት፣ ኦዲዮ እና ሌሎች ቅርጸቶች ናቸው። እገዛ ለማግኘት፣ እባክዎ ወደ unemployment.oregon.gov ይሂዱ እና Contact Us የሚለውን ጠቅ ያድርጉ ወይም በ 877-345-3484 ይደውሉልን። የTTY ተጠቃሚዎች 711 ይደውላሉ።

نیاز به کمک دارید؟

اداره اشتغال اورگان (OED) یک مؤسسه ارائه فرصت برابر است. OED کمک رایگان ارائه می دهد تا بتوانید از خدمات استفاده کنید. زبان اشاره و مترجمان شفاهی، مفاد کتبی به سایر زبان ها، چاپ درشت، صوتی و سایر قالب ها مثال های از این کمک ها هستند. برای دریافت کمک لطفاً به آدرس unemployment.oregon.gov/fa بروید و بر روی Contact Us کلیک کنید یا با ما به شماره 877-345-3484 تماس بگیرید. کاربران TTY با شماره 711 تماس بگیرند.

Ma u baahan tahay caawimaad?

Waaxda Shaqaalaynta ee Oregon (The Oregon Employment Department, OED) waa wakaalad leh fursad loo siman yahay. OED waxay ku siineysaa caawimo bilaash ah si aad u isticmaasho adeegyadeena. Tusaalooyinka qaarkood waa luqadda dhegoolaha iyo tarjumaannada luuqada lagu hadlo, agab ku qoran afaf kale, far waaweyn, maqal iyo qaabab kale. Si aad caawimo u hesho, fadlan ku dhufo unemployment.oregon.gov/so oo guji Contact Us ama naga soo wac 877-345-3484. Isticmaalayaasha TTY waca 711.

About the Unemployment Insurance Claimant Handbook

Purpose of the handbook

This handbook provides important information about benefits from the Unemployment Insurance Program. You must read and understand the information in this document. If you do not understand or you have questions, please contact our agency for help.

Contact information

There are many ways to contact us:

Go to our website...

Visit **unemployment.oregon.gov** and click the "Contact Us" button in the upper right hand corner.

Call us...

Metro / NW Oregon: Portland 503-292-2057 | Salem 503-947-1500
Eastern / Central Oregon: Bend 541-388-6207

UI Center...

Toll free: 877-345-3484 or 877-File-4-UI

Language assistance

Free services are available to assist you if you do not speak English.

We have bilingual staff who speak Spanish, Russian, and Vietnamese. If another language is needed, call and ask for an interpreter.

You may also email us at **language@employ.oregon.gov**. Please give your name, phone number and preferred language. We will call you back with an interpreter. **DO NOT** provide your Social Security Number (SSN) in the email.

TTY Relay Service – 711 or **sprintip.com**

Overview of benefits

Benefits from the Unemployment Insurance Program

States administer federal benefits from the Unemployment Insurance Program for workers who become unemployed through no fault of their own. Through the program, workers receive temporary income. They must meet all other weekly eligibility requirements.

Benefits are not available to all workers. Workers who quit or were fired from their job for misconduct may or may not qualify for benefits. We review claims on a case-by-case basis.

Funding benefits from the Unemployment Insurance Program

Employer contributions fund Oregon's benefits from the Unemployment Insurance Program. No money is deducted from your paycheck to pay these benefits in the state of Oregon.

We are here to help you

The Oregon Employment Department (OED) is here to assist you through your time of unemployment. To make sure you are paid benefits in a timely manner, please help us by:

- Sending us accurate information
- Responding to requests for information right away
- Completing all requirements to maintain unemployment benefit eligibility as outlined in this handbook
- Keeping your contact information up to date

Change of address or phone number

If you move or change your phone number, let us know as soon as possible. If you don't notify us of your current contact information, your payment may be delayed and your benefits denied.

The easiest way to update your address is through the **Online Claim System** (OCS). Select the "Change your address" button.

For fastest service, use the Online Claim System

You can apply for benefits, make a weekly claim for benefits, restart your claim, and more through our safe and secure website. Visit the Online Claim System 24 hours a day, seven days a week.

The following are options available through the Online Claim System:

Regular initial claim for benefits: Apply for regular benefits by filing an initial claim application. Select the "Regular UI Initial Claim" option to establish a new claim. Initial claims are available for one year, typically from the week claimants file them. After you apply, you must file a weekly claim for each week you want to receive benefits.

Regular weekly claim for benefits: To start getting regular benefits, you must file a weekly claim. This is different than the initial claim. To file a weekly claim, select the "Regular UI Weekly Claim" option. You have to file both initial and weekly claims to request benefits. A week is Sunday through Saturday. You need to send your weekly claim after the week is over. If you filed your initial claim this week, you need to wait until Sunday to file your first weekly claim. A weekly claim will help us determine your eligibility for benefits each week. To keep getting benefits, if eligible, you need to file a separate weekly claim every week.

Status of initial claim and other account details: To view your weekly payment details, claim balance, expiration date, work-search records, and basic review of your unemployment benefit results, select the "Status of Initial Claim and Other Account Details" option.

Status of weekly report: See the status of your current weekly claim report (if you file the claim by internet or phone) by selecting the "Status of Weekly Report" option. On Monday evening, we will process all weekly claims we received Sunday and Monday. If Monday is a holiday, we will process them Tuesday evening.

Restart your claim: Restart your regular benefit claim by using the "Restart your claim" option. Use this option if you already have an open unemployment claim and you:

- Missed a week or more of filing weekly claims, or
- Are now unemployed after a period of additional work.

Change your address: Update your address to receive benefits by using this option. We will mail important information to this address, including tax forms and decisions about your benefits.

Benefit payment options: Learn more about how the Oregon Employment Department pays benefits and important information about the U.S. Bank ReliaCard® by selecting this option.

Direct deposit: Sign up to have your benefits deposited directly to your bank account with this option. This is the quickest way to receive payment. You will not be able to sign up for direct deposit until we process your claim.

1099G tax forms: View up to five years of your 1099G tax forms with this option. We post 1099G data in early February of the following year.

Change/reset PIN: Change your PIN with this option.

Make a payment: Repay unemployment benefit overpayments with Visa, MasterCard, or Discover with this option.

Please note that we have a scheduled downtime from 11:55 p.m. to 2:30 a.m. Pacific Standard Time each night for system maintenance. Some features will be unavailable from 2:30 a.m. to 4 a.m. every Sunday.

iling of initial claims is not available weekdays from 10 p.m. to 2:30 a.m., Saturday from 8 p.m. to Sunday at 4 a.m., and Sunday from 8:30 p.m. to Monday at 5 a.m.

If you are attempting to file an initial claim on Saturday between 8 p.m. and 11:59 p.m., please call 1-877-FILE-4-UI (1-877-345-3484) to begin the claim filing process and establish your effective week.

Need help after you have filed a claim? We want to help, and the fastest way to reach us is by using our online **"Contact Us" form**. While some issues can take up to two weeks to resolve, we are able to resolve some issues within a day of the request. Go to **unemployment.oregon.gov/contact**.

Important! If you have received a determination from us and you disagree with the decision — such as being denied benefits or being overpaid benefits you must pay back — request a hearing by following the instructions included with the decision or by using our online **"Contact Us" form**.

After you send a request through our **"Contact Us" form**, make sure you answer all calls because we may call you from an unidentified number. Also, make sure your voicemail is set up and has room for new messages so we can leave a message.

No internet access? Please call us for assistance.
Metro / NW Oregon: Portland 503-292-2057 | Salem 503-947-15(
Eastern / Central Oregon: Bend 541-388-6207

UI Center
Toll free: 877-345-3484 or 877-File-4-UI

Eligibility for benefits from the Unemployment Insurance Program

Qualifying for benefits

The Oregon Employment Department will review your claim to determine if you qualify for benefits. We look at these three criteria:

1. **How much work you did in the 12 to 18 months before filing a claim.**
   You must have earned sufficient usable wages in the 12 to 18 months prior to filing a claim. If you did not earn enough wages, you will not be eligible for benefits.

2. **Why you are no longer working for your past employer.**
   The reason you are no longer employed helps us determine whether you can receive benefits. Below are some examples of reasons that may qualify or disqualify you from receiving benefits. Each claim is determined on a case-by-case basis.

You *MAY* receive benefits if you:
Were laid off or your hours were reduced because your employer did not have enough work for you
Left your last job and can show it was for a good cause
Were suspended or fired but not for misconduct
Are unemployed because you or your child were a victim of domestic violence, stalking, or sexual assault

You *MAY NOT* receive benefits if you:
Left your job without good cause
Were suspended or fired for misconduct
Are not legally authorized to work in the United States
Are not able, available, or actively seeking work

3. **If you are able and available to work.**
   In order to qualify for benefits you must be:
   - Actively looking for work
   - Mentally and physically able to work
   - Legally authorized to work in the United States
   - Available to accept new work (typically full-time, part-time, and temporary work)

How do I know my claim was received? We will you mail a Wage and Potential Benefit Report after we receive and review your complete claim application. This report includes the wages reported by your base year employer and the weekly benefit amount you may receive if you are eligible.

Carefully review the wages and employers reported on the Wage and Potential Benefit Report. If the wages are missing or incorrect, follow the instructions on the form. If your benefit amount is based on any wages that are not yours, you will be responsible for repaying the money paid to you.

Some wages do not automatically show on your Wage and Potential Benefit Report such as:

- Work in another state
- Work for the federal government
- Active duty military service

We will request these wages from you so we can add them to your claim.

Reporting separations from work

Being fired or quitting work does not automatically make you ineligible for benefits. We review claims on a case-by-case basis.

Oregon law requires that you are out of work due to no fault of your own in order to be eligible for benefits. Below are descriptions of work separations.

Lack of work – You were laid off from your employer or had your hours reduced because the employer did not have enough work for you to perform. This could be a business closure, reduction in staff, holiday, a temporary or maintenance shutdown, or a cut in hours.

Still working – You are still working for your employer but they have reduced your work hours because they do not have enough work for you to perform.

Leave of absence – You are on a leave of absence if your employer allowed you time away from work. This can include maternity leave, medical leave, or leave for other personal reasons. If you are on a leave of absence with your employer, your work separation is NOT a lack of work.

Voluntarily leaving work – You have voluntarily left work if the employer had continuing work available for you but you chose to stop working (quit). If you quit one job for another job, you have voluntarily left work.

Discharged or terminated – You were discharged if the employer had continuing work available but would not allow you to continue working for them (fired, let go, terminated). You must also report if you have been suspended by your employer.

Reporting the wrong type of separation from work can cause an overpayment, and penalties, and be considered fraud.

Adjudication

When we become aware of issues that call into question whether someone can receive benefits, we are legally required to look into it. While many issues can be resolved with quick follow-up questions, many times it requires a more thorough investigation through an adjudication process. During the adjudication process, we may request information from you, your employer, and any other source that is appropriate before making a decision on your claim. Some common issues that require adjudication:

- Benefit eligibility after quitting a job
- Benefit eligibility after being fired from a job
- Benefit eligibility if you do not accept work that is offered
- Benefit eligibility for educational employees between school years or terms
- Benefit eligibility if you are not able to work, available for work, or meeting the minimum requirements for actively seeking work

Amount of benefits

After you file a claim for benefits, we will send you a Wage and Potential Benefit Report, which is a formal decision also called a "monetary determination" that explains:

- The amount of benefits you could be eligible to receive and how that amount was calculated
- How to appeal or request a reconsideration if you disagree with the formal decision or determination

The weekly benefit amount is 1.25% of your *total base period wages*. Oregon law sets the minimum and maximum amounts you can receive. You can use our **benefit estimator** to calculate your estimated benefits.

Your *benefit year* is a 52-week period that begins the first week you file a claim. You may receive up to 26 times of your *weekly benefit amount* during this time. You cannot file a new Oregon claim until your benefit year is up, even if you have received all of your benefits. New claims are effective the week you file your claim application. Once you have completed your application, start filing for weekly benefits the following Sunday.

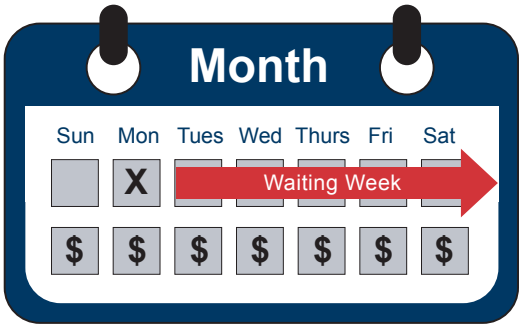
Options for receiving unemployment benefit payments

If you are eligible for benefits, you may receive your payment:

- Through direct deposit – this option puts money directly into your checking or savings account
- On a prepaid debit card (US Bank ReliaCard Visa®) – this option provides you with a prepaid debit card from US Bank. You can make purchases, get cash, and pay bills everywhere VISA debit is accepted.

Please note we typically issue your first payment by paper check. If you do not apply for direct deposit before we issue your first payment on your claim, we will automatically mail you a prepaid US Bank ReliaCard® for your benefit payment. You can change your payment method or bank account at any time. Apply for direct deposit using the Online Claim System. **Contact us** to request payment by ReliaCard®.

After you have filed a claim



The first week you are eligible for benefits is your waiting week. You do not get paid for your waiting week. Even though you won't receive a payment, you must meet the eligibility requirements for benefits and file a weekly claim to receive credit for your waiting week. You will begin receiving payment the next week you meet all of the eligibility requirements.

For example, John lost his job on the first Monday of the month and filed an initial application for benefits on the same day. Although John files a certification for the first week of benefits, he will not be paid for this waiting week.

The next week, if John fulfills all eligibility requirements, he will be eligible to receive payment. See the **Maintaining your eligibility for benefits** section for more details on the continuing eligibility requirements.

Deductions

We may reduce your benefits under the following circumstances:

Retirement income

We may reduce your benefits each week if you receive retirement income. If you receive any type of retirement pay (except Social Security) during the life of your claim, you must report it on your initial claim application or to the UI Center. If you fail to report retirement pay, we could issue you an overpayment and you would have to pay it back with penalties. Social Security payments do not reduce the amount of benefits you receive and you do not need to report it as retirement pay on an initial claim or income in a weekly claim.

If you receive retroactive retirement pay for weeks you claimed benefits, you must report this to the UI Center and repay any overpayments.

Child support

If we have a court order from the Oregon Department of Justice requiring a benefit deduction, we will reduce your benefit each week until the order is fulfilled and the court notifies us to stop. If you have questions regarding child support deductions, contact the Oregon Child Support Program by phone at the following numbers:

- From the Salem area: 503-373-7300
- Toll-free in Oregon: 800-850-0228
- From outside Oregon: 503-378-5567
- TTY: 800-735-2900

Other earnings

If you are working part time, you may still be eligible for partial benefits. Be sure to report any hours and earnings from part-time work. See the **Reporting Earnings** section for more information.

You must report any holiday or vacation pay in the week of the holiday or time away from work. Bonus pay may also affect your benefits. Contact the UI Center at 877-345-3484 to report any bonus pay.

Money owed

We may reduce some or all of your benefits if you:

- Owe court-ordered child support
- Previously received benefits that you were not entitled to, and you did not repay the overpayment

We will notify you by mail if we will apply your benefits to any of these types of debts.

Taxes

Your benefits are taxable by the federal and state governments. You may choose if you want to have Oregon state taxes, federal taxes, both, or none withheld from your weekly payment. You will choose your withholding preferences when you when you file your initial application. You may change your withholding preferences at any time by downloading and signing the Authorization for Tax Withholding form and either mailing it to us or sending it **online**. Your original withholding preferences will remain in effect for several days until we can complete the change process.

Please note we cannot return any benefits previously withheld for taxes.

If you elect not to have taxes withheld, you will be responsible for the full taxable amount at the end of the year. You can direct your questions about taxes on unemployment benefit payments to the **Internal Revenue Service (IRS)** or your tax professional.

By the end of January each year, we will provide you with IRS form 1099-G. This form shows the amount of benefits we paid you during the previous year and the amount of income tax withheld, if you selected that option.

You can access the last five years of 1099-G tax forms by using the **Online Claim System** and selecting "1099G Tax forms." 1099-G forms are posted in early February of the following year.

Maintaining your eligibility for benefits

Every week you want benefits, you must complete three tasks to remain eligible:

1. Be able and available to work and actively seeking work
2. File a weekly claim
3. Report hours and earnings (any hours worked and money earned during the week)

If you fail to complete any of these actions, we may deny you benefits.

Seeking work

You are required to seek work every week you receive benefits by completing at least five work-search activities. You must make direct contact with employers in at least two of the five work-seeking activities. Below are examples of work-search activities that meet this requirement along with activities that we do not consider valid or acceptable.

Qualifying work-search activities
Apply for a job that fits your skills and qualifications.
Interview for a job.
Report to a union hiring hall if you are a registered member of that union.
Participate in reemployment services at your state workforce center.
Networking or updating your resume.
Reviewing job placement websites or newspapers.

Invalid work-search activities
Applying for a job that you are unqualified for.
Failing to apply for a job the way the employer wants. For example, you mailed an application instead of sending it online as the employer requested.
Talking to friends or family about what jobs or types of work you would like to apply for.

Making direct contact with employers means inquiring about work or applying for jobs in the way they want. It can be in person, by phone, by mail, or electronically – however they ask you to inquire or apply.

If you are a member in good standing with a union, you are required to maintain contact with your union instead of otherwise seeking work.

If your employer reduced your hours or laid you off from work and you will be returning to full-time work within four weeks of the week you became unemployed, you must maintain contact with your employer instead of otherwise seeking work. You are "temporarily laid off" if the following are all true:

- At the time of layoff, you were given a date to return to work by your employer.
- The work you are returning to is full time or pays at least the same as your weekly benefit amount.
- Your return-to-work date is within four weeks from the day you worked before you were laid off.

Reporting your search for work

Each week you must keep track of your work-search efforts. When you file a claim for a week of benefits, you will be required to provide details on your weekly claim about what you did to find work that week.

When you file for weekly benefits, you must report the work-search activities you completed and your direct contact with employers.

Your report of direct contact with employers must include:

- Date of contact
- Company name, phone number, and address, or online job posting ID number
- Person contacted (if applicable)
- Type of work or position applied for
- How you made contact (phone, resume, online application, email, etc.)
- Results of your contact (hired, not hired, interview, no response, etc.)

When reporting work-search activities that are not direct employer contacts, you must include:

- Date you completed the activity
- Description of the activity completed

If you need help keeping track of your work-search activities, use our **Employment Search** Record form. You are not required to use this form, but you are required to keep records of your weekly work-search efforts and report those activities when making weekly claims.

If you are using the Online Claim System (OCS), enter your work-search details there.

If you file your weekly claim by phone on the weekly claim line, you will verbally report your work-search information after answering the weekly claim questions. See the details on what you must provide on the previous page.

> **Please note** we may request more details about your work search at any time or verify your employer contacts with the business listed. Your benefits will stop if you do NOT provide your work-search activities when filing for weekly benefits, which may result in overpayments and penalties.

Completing a weekly claim for benefits

To request unemployment benefit payments, you will need to file a claim every week to tell the Oregon Employment Department you are still unemployed or underemployed. The claim includes a series of questions that help determine if you are eligible for benefits. For example, we may ask you the following:

- Were you able and available to accept work?
- Did you look for work and have details of your work-search efforts?
- Did you refuse any jobs or offers of work?
- Did you work, and if so, how much money did you earn for that work?
- Were you separated from any employers or did you quit a job?

Under penalty of law, you are required to answer the questions truthfully for each week you claim benefits. If you made a mistake answering any claim questions, contact the UI Center immediately.

When to file your weekly claim for benefits

A week for unemployment claims runs from Sunday through Saturday. You may claim a week as soon as it ends, beginning Sunday morning. You have all week to claim the prior week, but you must complete it before midnight the following Saturday or it will be late.

For example, if you lost your job on Monday, June 3, you could file an **initial claim** for benefits on the same day or on any other day that week (from June 3 to June 8).

Then you could file a **weekly claim** for your first week of benefits starting Sunday, June 9. During the week of June 9 to 15, you would be claiming benefits for June 2 to 8.

If you fail to file your weekly claim before midnight Saturday, June 15, your benefit payment would be denied or delayed that week.

How to file your weekly claim for benefits online

For the fastest service, visit Online UI Claims System and select "Regular unemployment benefit weekly claim."

By phone through our interactive voice response (IVR) system

Bend, Madras, Prineville, Redmond: 541-388-4066
Dallas, Salem: 503-375-7900
Newberg, Portland, Woodburn: 503-224-0405
All other locations: 800-982-8920

IVR is available 24 hours per day, seven days per week.

Please note the Oregon Employment Department has a scheduled downtime from 11:55 p.m. to 2:30 a.m. Pacific Standard Time each night for system maintenance.

Weekly claim for benefits questions

Did you fail to accept an offer of work last week?

If any of these situations are true, answer yes:

- You turned down a paying job during the week you are claiming.
  - It does not matter if the offer was for full-time, part-time, permanent, or temporary work.
  - The work could have been for a former, current, or new employer.
- You turned down a job referral from the Oregon Employment Department.
- You accepted a job referral from the Oregon Employment Department, but you did not contact the employer.

Did you quit a job last week?

If any of these situations is true, answer yes:

- You stopped working for one employer to start working for another.
- You told your employer that you did not want to work there anymore.
- You stopped showing up for work.

Were you fired or suspended from a job last week?

If either of these situations are true, answer yes:

- You were fired or suspended if your employer let you go for ANY reason other than a lack of work (layoff).
- There was continuing work available, but the employer was not willing to let you continue working.

A lack of work (layoff) is when the employer does not have enough work available to keep you working.

Were you away from your permanent residence for more than three days last week?

If you were away from your permanent residence for more than three days during a week claimed, answer “yes” to this question. A week consists of all days of the week: Sunday through Saturday.

Were you both physically and mentally able to perform the work that you sought last week?

If you were NOT able to do the type of work you were seeking, answer no.

Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work?

If any of these situations are true, answer no:

- You restricted the days and hours you were willing to work.
- You did not have transportation to get to work.
- You did not have childcare.
- You were incarcerated.
- You were attending school and did not report it to the department.
- You were pursuing self-employment and did not report it to the department.
- You missed ANY work.

Did you actively look for work last week?

If any of these situations are true, answer no:

- You did not make at least two direct employer contacts during the week.
- You did not complete at least three work-seeking activities during the week.
  or
- You did not comply with a written work-search advisory provided by the department.
- You are a member of a dispatching union that only allows you to seek union work, and you're
  - Not in good standing with the union,
    or
  - Not available for dispatch

Did you work last week or receive any vacation or holiday pay?

If any of these situations are true, answer yes:

- You performed services for any employer and expect to receive payment, credit, or room and board in return.
- You were self-employed and earned money.

- You will receive holiday or vacation pay.
- You will receive sick pay from your employer.

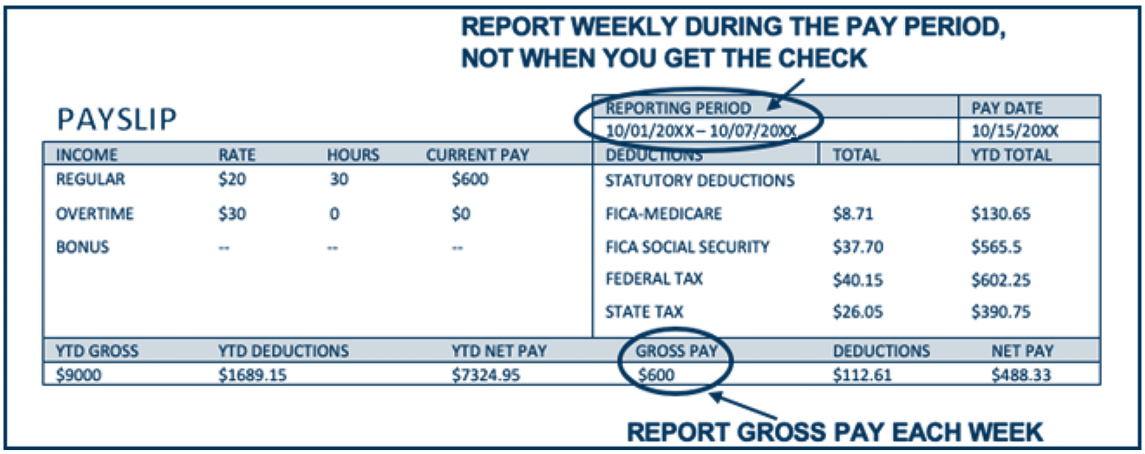
If you received bonus pay, contact the UI Center.

If you received retirement pay, other than Social Security, that you have not yet reported, contact the UI Center.

If you made a mistake answering any claim questions, contact the UI Center immediately.

Reporting earnings

If you are working while claiming benefits, you must report how much money you made. The amount you must report is your gross earnings, not your net earnings. You report your earnings during the week you earned them, not when you are paid.



When to report earnings

You must report your earnings each week when claiming benefits for the Unemployment Insurance Program for the previous week (Sunday through Saturday), even if you have not yet been paid. You are reporting your earnings the week you earned them, not when you were paid for them.

What earnings to report

You must report any money you earned for work. Common income sources include full-time or part-time employment, temporary or odd jobs, and self-employment. This includes all of the following:

- Gross earnings
- Cash
- Non-cash payments such as room and board
- Tips
- Bonuses
- Standby pay
- Sick pay
- Commission pay
- Vacation and holiday pay

How to calculate gross earnings

Number of Hours Worked during Week x Rate of Pay = Gross Earnings

For instance, if you worked 30 hours in a week at $20 per hour, you would report $600 in gross earnings for the week. Remember to add your tips.

Denial of benefits

Some situations require the Oregon Employment Department to examine claims, determine eligibility, or issue formal administrative decisions. They include the following:

- Quitting a job
- Being fired or suspended from a job
- Being unable to work
- Being away from your permanent residence
- Attending school or training
- Being self-employed
- Being in jail
- Missing any work
- Turning down an offer of work

- Failing to actively seek work
- Receiving retirement pay (except Social Security)
- Failing to participate in a Reemployment Services and Eligibility Assessment (RESEA) interview
- Turning down a referral for work from WorkSource Oregon
- Failing to complete enrollment activities through your local WorkSource Oregon center
- Being unemployed as a result of a labor dispute
- Filing for weekly benefits during the summer, winter, or spring break periods or between terms when you're an instructional or non-instructional educational employee

These issues will cause a stop on your claim until we make a decision to pay or deny benefits. **Continue to claim weekly benefits during the investigation**. This ensures you are able to receive payment for those weeks if the investigation results in a decision to pay benefits.

An adjudicator will complete an investigation. If the adjudicator needs more information, they will contact you. Be sure to respond to requests with complete information. If you fail to respond, we will make a decision based on the information available to us, which may result in a denial of benefits. Withholding information or reporting false information to the Oregon Employment Department is fraud and has serious consequences.

If you are denied benefits, you will receive a formal administrative decision giving the details of the denial; this includes the dates of denial, the reason for denial, and any penalties related to a disqualification. Read your decision carefully and contact the department with any questions you have about the content of the decision.

If we deny your benefits because you separated from your employer and failed to apply for a job referral or refused a job, we will:

- Reduce your maximum benefit amount by up to eight times your weekly benefit amount, and
- Deny your benefits until you work and receive payment of at least four times your weekly benefit amount in subject employment (work the employer paid UI taxes on). You must have worked after the week you were fired, suspended, quit, or failed to accept or apply for work.

We may deny your benefits for attending school, missing work, incarceration, hospitalization, or similar reasons. In these situations, the denial lasts until the conditions that caused the denial no longer exist.

If we paid benefits to you for any week you were denied benefits, you have an overpayment. You will receive instructions on how to pay the overpaid benefit money back. It is your responsibility to repay any overpaid amount, which may include penalties, fees, and interest.

If you receive a formal administrative decision that includes information about an overpayment, you may appeal the decision and have other options regarding the overpayment. Please use our website and send a Contact Us ticket. Select “Overpayment” from the “What can we help you with?” drop-down menu. You can also contact Benefit Payment Control at 503-947-1710 for assistance.

Getting you back to work

WorkSource Oregon is a proud partner of the American Job Center network. This partnership creates a one-stop career center for free training, education, and employment services. Whether you have been laid off, want a career change, or are looking for your first job, we have the resources to help you find the career path that is right for you. You can work one-on-one with WorkSource Oregon staff to develop your pathway to achieve your employment goals.

WorkSource Oregon staff are there to provide you with any of the following:

- One-on-one job search support, connection to job fairs and hiring events, skills development workshops, and assistance with training or certification programs.
- Career exploration and career mapping to find training and employment opportunities that match your skills or interests.
- Job search assistance and interview preparation to connect to jobs and employers that meet your needs or match your interests, previous experiences, or employment goals.
- Resume and cover letter guidance and tips to make sure your resume stands out among the competition. We can help you make sure your resume is well-formatted; highlights your skills, strengths, and previous experiences; uses attention-grabbing language; and can be easily read by both people and automated resume readers.
- Job fairs and networking to help you engage with employers through career fairs and net working events. This includes industry-specific events (like healthcare hiring events) and general industry hiring events.
- Career coaching to help you make the most of WorkSource Oregon services including training and education programs that result in a degree or professional credential.
- Adult basic education courses and English language training for basic math, reading, writing, and technology skills. This includes registration and preparation for the Graduate Equivalent Diploma (GED) for people without a high school diploma.
- Computers, internet access, phones, fax machines, copiers, and printers to use in WorkSource Oregon centers around the state.
- Resources for housing, transportation, childcare, food, internet access, tuition, textbooks, school fees, identification, work clothes, tools, and more.

Learn more about WorkSource Oregon at **worksourceoregon.org**.

WorkSource Oregon is a statewide network of public and private partners that work together to ensure businesses have a supply of trained workers available when needed. We connect Oregon's unemployed and underemployed with the employers that need workers by aligning the skills of the workers with the needs of the employer.

Mandatory job search registration and reemployment services

To receive benefits, you must sign up and register in **iMatchSkills®**, or your state's labor exchange system, for job search and reemployment activities within **14 days** of filing your claim for benefits. If you are a member of a union or meet other specific criteria that exempts you from Oregon employment laws, we will notify you of your exemption to register in iMatchSkills.

If you live in Oregon or regularly commute to Oregon for work, you must register in iMatchSkills and attend an orientation with WorkSource Oregon staff. Use the following steps to get started in iMatchSkills.

- Complete or update your account in iMatchSkills. When we process your claim, it creates a partial registration in iMatchSkills if you did not already have a prior registration.
- Meet with WorkSource Oregon staff at any location. You can find locations and phone numbers to make an appointment. Online appointments are also available.
- In addition to job search assistance, WorkSource Oregon can help with resume writing and interviewing, provide labor market information, and more. Visit WorkSource Oregon centers to find your local American Job Center (AJC).

If you live outside of Oregon, you must register for job searches in your home state's labor exchange system. Your notice to register will provide instructions for how to provide your proof of registration or exemption to us.

Additional services

- *Training Unemployment Insurance (TUI)*

The Training Unemployment Insurance (TUI) program helps dislocated workers, or people who are unlikely to return to their previous industry, support themselves and their families while acquiring new skills to advance their careers. Under the TUI program, dislocated workers can get training or attend school while unemployed and receiving benefits. It waives the requirement to look for, or be

available for, work while attending school full time. WorkSource Oregon staff determine your dislocated worker eligibility at registration. Visit **Training Unemployment Insurance** for more information.

- *Veterans' assistance –*

  The Oregon Employment Department has employment assistance programs specifically designed for veterans. If you are a veteran, visit **Veterans Services** to get started.

- *Free or low-cost health coverage –*

  As an unemployed worker, you and your family may qualify for free or low-cost health coverage. To see if you are eligible or to learn how to apply, visit **OregonHealthCare.gov**.

When you find a new job

Full-time work

After you start a new full-time job, you do not need to notify our office that you found work. Simply stop filing your weekly claim when you start your new job (even if you will not be paid for a week or more). If you start a new job in the middle of the week, be sure to report your gross earnings on your weekly claim.

Part-time work

If you find part-time work, you may still be eligible for partial unemployment benefit payments. Be sure to report any gross earnings from part-time work. See the Reporting Earnings section for more information.

Unemployment benefit fraud

Our agency prioritizes detecting and preventing unemployment benefit fraud as it is a serious crime. We audit claims regularly to ensure benefits were paid according to state and federal law.

Examples of unemployment benefit fraud

Some examples of fraud include:

- Failing to report money earned while collecting benefits
- Being dishonest about why you are no longer working for a previous employer
- Saying you are able and available when you are ill, traveling, or otherwise unable or unavailable to work
- Reporting that you looked for work when you did not make valid work-search efforts

To avoid committing fraud

The most important thing is to be honest. If you intentionally make false statements or hide information to gain or maintain benefits, you are committing fraud. If you are confused about what we are asking you to do, call 1-877-345-3484 for clarification or send a **Contact Us** ticket. We are here to help!

Penalties for unemployment benefit fraud

Penalties for unemployment benefit fraud can include:

- Repayment of all benefits that you were not eligible to receive
- A 15% to 30% monetary penalty
- Disqualification from receiving future benefits for up to 52 weeks
- Being convicted of a crime in a state or federal court

What the Oregon Employment Department does to stop unemployment benefit fraud

These are just some of the ways that we identify people who are committing fraud:

- Comparing earnings reported by workers and their employers

- Auditing claims, which is a systematic and detailed review of claims and related records
- Checking state and national databases of recently hired individuals to make sure people are not collecting benefits after they start working again
- Verifying job search contacts
- Reviewing union attached status

Report suspected unemployment benefit fraud
You can report unemployment benefit fraud online on our **Fraud Referral Form** or through our Fraud Hotline at 877-668-3204 (toll-free). Our fraud team of investigators pursues tips about possible fraud.

Appeal rights

Anytime we reduce or deny your benefits, we will send you a notice of determination with our formal or “administrative decision” on your claim for benefits. If you don’t agree with our decision, you can appeal it by requesting a hearing. Your employer may also appeal our administrative decision on a claim for benefits. You must file your appeal within **20 days** from the mail date on the notice of determination we sent to you.

How to appeal a decision on your claim

To file an appeal, you must request a hearing. You do not need to use a specific form to request a hearing, but your request must include the reason you believe our decision is incorrect and any facts to support your claim. Please include the administrative decision number and mailing date of the decision you are appealing. You may request a hearing in the following ways:

Online
Visit our website at unemployment.oregon.gov and send a **Contact Us** ticket.

By mail
Mail to: Attention Unemployment Benefit Hearings
875 Union St. NE., Salem, OR 97311

By fax
Fax your appeal to 503-947-1335.

In person
At any WorkSource Oregon Center. WorkSource Oregon Centers are located throughout the state. Find the **Worksource Oregon Center** near you.

If the above options do not meet your needs due to your specific circumstances, you may contact the UI Center at 877-345-3484 or the Office of Administrative Hearings at 503-947-3149.

The appeal process

After we receive your appeal, we will mail you a Notice of Hearing. This notice will inform you of the date and time and phone number to call your scheduled hearing. An impartial administrative law judge (ALJ) will preside over the hearing, which they conduct over the phone.

You must participate in your hearing to protect your benefit rights.
After the hearing, the administrative law judge will issue a written decision to you and any other interested parties, such as your employer. If you disagree with a decision of the administrative law judge, you may appeal that decision by requesting a review of the hearing through the Employment Appeals Board. For more information about appeals, visit the **Office of Administrative Hearings**.

Remaining eligible during your appeal

To maintain your eligibility for benefits while your appeal is pending, you must search for work each week and report it to us, complete a weekly claim, and report any money you earned during the weeks claimed. If the hearing results in a decision in your favor, we will pay you for weeks you claimed and met all other eligibility requirements.

Appendix A - Legal disclosures

Equal opportunity information

It is against the law for this agency to discriminate against any individual on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The Oregon Employment Department (OED) is an equal opportunity agency. OED provides free help so you can use our services. Some examples are sign language and spoken-language interpreters, written materials in other languages, large print, audio, and other formats. To get help, please go to unemployment.oregon.gov and click on Contact Us or call us at 877-345-3484. TTY users call 711.

What to do if you experience discrimination

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation.

To file a complaint online

Visit: **dol.gov/oasam/programs/crc/complaint.htm**

To file a complaint by mail

Send information about your complaint to:
The Director - Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, DC 20210

Accommodations for individuals with disabilities

The Oregon Employment Department will make accommodations to allow your participation in all unemployment benefit programs, activities, and services. To request an accommodation for a disability, please call us at 800-237-3710.

Your privacy matters

We follow all state and federal laws that protect your private information. To help connect you with programs that get you back to work, we share some of your information with our partners, such as WorkSource Oregon. They are not allowed to share that information with anyone else. We give them your:

- Contact information
- Employment and job search history
- Demographics (such as age or gender)

Your previous employers and other state or local government agencies may give your information to our agency. We use that information, including your Social Security Number (SSN), to properly administer your claim. We also use your SSN to report the amount of benefits you receive to the Internal Revenue Service (IRS) as taxable income.

Other agencies may request and use your confidential unemployment compensation information for other governmental purposes. This includes verification of eligibility for other government programs.

Appendix B – Glossary

This section defines commonly used terms and acronyms.

Able to work: You are mentally and physically able to work.

Actively looking for work: You must complete at least five work-search activities each week and at least two of the five work-seeking activities must be direct contact with employers. Examples of activities that show you are seeking work include looking at job announcements, using job search tools online, attending a career fair, or taking a class to further your interview skills.

Adjudication: This is an additional review process that's required in certain cases to determine if someone is eligible for benefits. When we become aware of issues that call into question whether someone can receive benefits, we are legally required to look into it. While many issues can be resolved with quick follow-up questions, some require a more thorough review through an adjudication process. Learn more at **unemployment.oregon.gov**.

Appeal: A process for requesting a hearing for a formal review of a prior benefits decision.

Available to work: You are willing and ready to work without restrictions that would prevent you from accepting work (for example: transportation issues, illness, vacations, or lack of childcare). Base period: The window of time used to determine unemployment benefit eligibility. At the time an initial claim for benefits is filed, wages from the first four of the last five completed calendar quarters are reviewed to determine unemployment benefit eligibility. Your weekly benefit amount (WBA) is also based on how much you earned during this time.

Benefit week: A seven-day period during which you have an active claim. The unemployment benefit week begins on Sunday and ends at midnight the following Saturday.

Benefit year: Also referred to as a Claim Year, this is the 52 weeks from the Claim Effective Date to the Claim End Date.

Benefits: The money or credit given to eligible people.

Claim effective date: The Sunday of the week in which you file your initial claim for benefits. Claim end date: Also referred to as a benefit year end (BYE), this is the last Saturday of a Benefit Year. This falls 52 weeks after the Claim effective date.

Exhausted claim: Your claim is exhausted when you've reached a zero balance and no more funds are available for you from that benefit program.

Expired claim: Regular unemployment claims expire after 52 weeks. That means you cannot claim any more weeks of benefits after your claim has expired, even if there is a positive balance in your account. You will need to file a new claim.

Fraud: Unemployment benefit fraud occurs when someone provides wrong information or withholds facts on purpose so they can get benefits. If you hide or report wrong information on purpose, that is fraud. FRAUD IS A CRIME and can result in penalties up to and including criminal prosecution. Learn more at **unemployment.oregon.gov**.

Full-time work: Working 40 or more hours per week.

Gross earnings: The amount of money you get for work before taxes and deductions are taken out. Gross earnings should be higher than net earnings.

Hearing: A meeting to consider an unemployment benefit appeal. Each party (you and the employer, in most cases) can tell an impartial hearing officer what they believe are the relevant facts. You may have witnesses testify. You may ask questions of the other party. All testimony is given under oath.

Identity theft: When an imposter uses someone else's personal information to file a claim for benefits. The owner of the Social Security Number used may learn about the fraud when they get a notice from OED or their employer about their supposed application for benefits. If this happens to you, it means someone is misusing your personal information, including most likely both your Social Security Number and date of birth. It's important for you to act fast. Learn more at **unemployment.oregon.gov**.

Identity verification: The Oregon Employment Department takes several steps to safeguard your identity and personal information. To protect your identity, all claimants for benefits must complete identity verification. This helps us make sure that someone else has not stolen your information to get benefits under your name. All new claimants must complete the identity verification process before you can receive benefits. Learn more at **unemployment.oregon.gov**.

iMatchSkills: This is the Oregon Employment Department's online job-matching tool. It uses your skills and work history to find potential work. The more details you supply, the better iMatchSkills can help you.

Initial claim: An application for benefits establishes a benefit year. To find out if you qualify for benefits, you need to fill out an application. This is called filing an initial claim. You only file an initial claim once per benefit year.

Maximum benefit amount (MBA): The maximum amount of benefits you may receive during a benefit year. This amount is based on the wages earned in the Base Period of a claim multiplied by the number of benefit weeks you are eligible for within the Claim Year. Your Monetary Determination notice lists this amount.

Misconduct: Careless or deliberate behavior that results in a person being fired or suspended from your job. Examples include dishonesty related to employment, or violation of a company policy.

Monetary determination: A form mailed to you after you file an initial claim for benefits. It explains if you are eligible for benefits, how much your payment will be each week, the maximum benefit amount, and other details for that Claim Year. This form lists all employers you worked for during the base period and the wages each employer reported each quarter. Be sure to check it for accuracy and notify Oregon Employment Department of any errors at 1-877-345-3484.

Net earnings: Your take-home pay, after taxes and deductions are taken out.
Online Claim System (OCS): This is the Employment Department's Online Claim System (OCS), which can be found at **Employment Department - Online Claim System (state.or.us)**. You can use the OCS to:

- File an initial claim for benefits
- Claim a week of benefits

- Find the status of your claim and weekly reports
- Restart your unemployment claim
- Change your address
- Set up electronic deposit
- Change or reset your pin
- Make a payment
- Look into benefit payment options
- Access your 1099-G tax forms

Oregon Employment Department (OED): The Oregon Employment Department (OED) is a state workforce agency. We promote employment of Oregonians through developing a diversified, multi-skilled workforce, and provide support during periods of unemployment. Learn more at **employment.oregon.gov**.

Overpayment: An overpayment happens when you were paid benefits that you were not eligible for. Some overpayments happen when people give us inaccurate or partial information. Agency errors also cause overpayments. Others others may be caused when a decision we made is changed on appeal after we receive new information.

When there are overpayments, we have a legal obligation to try to recover them. If you did not cause the overpayment, we normally "offset" that debt by deducting the amount of money owed from any future benefits you are eligible for.

Partial benefits: The amount of benefits you may receive while working reduced hours (less than your typical work hours).

Reasonable assurance: For educators, you may be eligible to get benefits during a school recess period if you have not been given "reasonable assurance" that you will return after the break. Generally, reasonable assurance means you have an offer of work in the same or similar capacity with the same rate of pay (or within 90%). The offer can be in writing, verbal, or implied. However, we must review your claim to make that determination. Read our **school FAQs** to learn more.

Retroactive pay: Benefits owed to a worker from a weekly claim filed at an earlier time.

Self-employed: If you are working for yourself rather than an employer, you are self-employed. This most often applies to independent contractors. If you are the owner of a business that employs others, you ae not considered self-employed for unemployment benefit purposes.

Separation: When you or your employer end the working relationship. This can be due to quitting, discharge, leave of absence, suspension, or layoff.

Severance pay: An amount paid to an employee upon dismissal or discharge from employment. Training Unemployment Insurance (TUI): This program lets eligible dislocated workers attend school and receive regular benefits at the same time so they can continue to care for their families and obtain employment. The program does not pay for the training itself, but instead removes the work-search requirements from your weekly claims while you attend school full-time. Learn more at **unemployment.oregon.gov**.

Temporarily unemployed: You may be temporarily unemployed if you have been laid off or had your hours reduced and expect to return to your employer. You must be returning to full-time work or work that pays more than your weekly benefit amount. There must not be more than four weeks between the week you became temporarily unemployed and the week you are returning to work. You are actively seeking work by staying in contact with your employer. If your return-to-work date changes and is beyond four weeks, you must begin actively seeking work at once.

Benefits from the Unemployment Insurance Program: States administer federal benefits for workers who become unemployed through no fault of their own. Benefits replace part of your lost income when you become unemployed. It is not public assistance. Employers fund these benefits – contributions are not withheld from employee paychecks.

Unemployed: Generally, you're considered unemployed any week you work fewer than 40 hours and earn less than your weekly benefit amount (WBA) in gross earnings.

Union attached: An active union member who gets work through a union hiring hall. If you are on the out-of-work list for dispatch, as verified by your union, you may be eligible for benefits by remaining available for work through your union.

U.S. Bank ReliaCard®: The Employment Department pays benefits electronically either by a U.S. Bank ReliaCard Visa® debit card or direct deposit. If you don't apply for direct deposit, you will be sent a ReliaCard.

Waiting week: The waiting week is the first week you file a weekly claim and meet all eligibility requirements. Before you can start receiving benefits, Oregon law requires one waiting week per claim. You won't be paid any money for the week, but claiming the week is required to receive credit for it as a waiting week.

Weekly benefit amount (WBA): The maximum amount of money you may be eligible to receive for one week. This amount is listed in your Monetary Determination notice. Your weekly benefit amount (WBA) is 1.25% of your total base year gross earnings. Under Oregon law, it will not be less than the minimum or more than the maximum amounts you can receive. For example, a worker who earned $12.50 per hour, working 40 hours per week for the past year would get $325 per week in benefits. $12.50 x 40= $500 per week x 52 weeks = $26,000.00. $26,000.00 x 1.25% =$325.

Weekly claim: A weekly certification in which you answer questions about your eligibility and earnings from work. To start getting benefits, you need to file a weekly claim. This is different from the initial claim. You have to file both to get your money. A weekly claim is how we figure out how much money to send you for that week.

To keep getting benefits, you need to file a weekly claim every week.

Work Share: The Work Share program gives employers an alternative to laying off your workforce. It lets you keep skilled employees during slow times by reducing work hours. Eligible staff whose hours are reduced get a portion of regular benefits to make up for the lost wages. **Learn more about Work Share at unemployment.oregon.gov**.

WorkSource Center: WorkSource Oregon is a proud partner of the American Job Center network. It is your one-stop career center for free training, education, and employment services. Whether you've been laid off, want a career change, or are looking for your first job, they have the resources to help you decide which career path is right for you. Work one on one with WorkSource Oregon staff to find your pathway, develop your plan and achieve your employment goal. **Find your local WorkSource Center at worksourceoregon.org**.

WorkSource Oregon: WorkSource Oregon is a statewide network of public and private partners working with businesses and workers. The network works to ensure businesses have a ready supply of trained workers whose skills and talents are aligned with the expectations and needs of business and industry. Centers across the state provide the resources to help Oregon's

unemployed and underemployed get connected with the employers that are right for them, find the jobs they're looking for and get trained for jobs they want.

1099-G: A 1099-G is a tax form sent to people who got benefits. You use it when you are filing federal and state income taxes with the Internal Revenue Service (IRS) and Oregon Department of Revenue. You can download yours in the Online Claim System at unemployment.oregon.gov/ocs.

Appendix C – Sample work-search log

Use a log such as the one shown below to keep track of the work-search activities you complete each week. Be sure to document the details of each action (what, when, where, and with whom). If possible, save a screenshot, email confirmation, or other evidence of your work-search action.

State of Oregon Employment Department

Record of Weekly Work Seeking Activities

Work Search Activities for the week beginning (Sunday Date) _____ ending on (Saturday Date) _____

Direct Contacts: Making direct contact with an employer. This could be in person, over the phone, submitting an online application or resume.

Date	Company Name	Location	Contact Method	Type of Work Sought	Results

Additional Work Seeking Activities: Attending job placement meetings or workshops, networking, updating a resume, reviewing job placement websites or newspapers without responding to a job posting.

Date	Activity

The Oregon Employment Department is an equal opportunity program/employer. The following services are available free of cost upon request: Auxiliary aids or services and alternate formats to individuals with disabilities and language assistance to individuals with limited English proficiency. Ask one of our staff for more information.

Oregon Employment Department • Oregon.gov/employ FORM 2554 (0120)

Tip for documenting work-search activities:
Store your documentation in a single location, such as one folder on your computer.

Appendix D – Sample work-search plan

You should take time each week to make a work-search plan. Thinking about what work-search actions you plan to do will help you stay on track with your work-search efforts.

Write down your plans below. For example, “I will send a job application to ABC Company on Friday morning.” As you complete your work-search actions, track your progress using the checkboxes below.

1

My first Work Search Action will be: _____

I will complete it on this date: _____

❑ **Completed** ❑ **Documented**

2

My first Work Search Action will be: _____

I will complete it on this date: _____

❑ **Completed** ❑ **Documented**

3

My first Work Search Action will be: _____

I will complete it on this date: _____

❑ **Completed** ❑ **Documented**

4

My first Work Search Action will be: _____

I will complete it on this date: _____

❑ **Completed** ❑ **Documented**

5

My first Work Search Action will be: _____

I will complete it on this date: _____

❑ **Completed** ❑ **Documented**

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