

# Welcome!

Thanks for tuning in. We'll get started promptly at 12:30

## Webinar norms:

- Please mute yourself and turn your camera off.
- If you joined with a computer, enter questions in the chat box, found by hovering about 2/3 of the way down the presentation screen.
- If you joined by phone, you'll have opportunities to unmute yourself to ask your question.



# Welcome!

Ann Astin

Department of Workforce Development  
Division of Employment and Training

Phone (608) 267-7214

[ann.astin@dwd.wisconsin.gov](mailto:ann.astin@dwd.wisconsin.gov)



# Unemployment Insurance Basics: Assisting Library Patrons

April 27, 2020

---

Department of Workforce  
Development

# Topics of Discussion

---

- UI Benefits
- Applying for Benefits (Initial Claim)
- Filing a Weekly Claim
- Basic Eligibility Requirements
- Miscellaneous
- Questions



# UI Benefits

---

Purpose: Bridge the gap between jobs when workers lose their job through no fault of their own.

100% Employer financed



# UI Benefits: A Two-Step Process

---

Step 1. File an initial claim to apply for benefits.

Step 2. File a weekly claim.



# Step 1: Initial Claim (Apply)

---

- File an initial claim during the first week the claimant wants to receive a payment or within 7 days of the end of that calendar week.
- File online at:  
[my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov)



# Step 1: Initial Claim (Apply), cont.

---

## **You will need the following:**

- Social Security number
- Driver's License number
- Work history, including employer's name, address, and start and end dates for the last 18 months (includes all full-time and part-time work)
- Username and password



# After the initial claim is filed

---

A monetary computation will be mailed. The computation is based on past earnings.

- Benefit Year = 52 weeks
- Weekly Benefit Rate
  - 4% of high quarter wages
  - Maximum Weekly Benefit Rate = \$370
- Maximum Benefit Amount
  - The lesser of 26 weeks or 40% of base period wages



# Waiting Week

---

This has been temporarily suspended by legislation between the weeks of March 15, 2020 and February 7, 2021.

- There is a waiting week in Wisconsin.
- Claimants will not receive a benefit payment for the first week that would typically be payable.
- Claimants **MUST** file a weekly claim for this week or it will not be considered the waiting week.



## Step 2: File Weekly Claim

---

- File weekly claim at: [my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov) after the week has ended. (Sunday is the earliest.)
- Weekly claim deadline = 14 days after week has ended.
- If a weekly claim is not filed within the 14 day deadline, your claim will de-activate and an initial claim will be required before weekly claims can be resumed.



## Step 2: File Weekly Claim (cont.)

---

- File a weekly claim for each week the claimant wants to receive payment.
- The claimant will need to answer several questions about the week(s) they are claiming.



# Registering with Wisconsin Job Service

---

- Required to register with Job Service, even if working part-time.
- **Register online at:**  
<https://JobCenterofWisconsin.com/ui>
- **Full registration requires three steps:**
  - Set up an account via the secure login screen
    - Can use your UI portal username and password
  - Register for services (including SSN)
  - Complete a resume (even if work search is not required)



# Able and Available for Work

---

- Must be able to work and available for full-time (32 hours/week) work.
- If they have a medical restriction or are attending school, they may still be eligible.
- Any restrictions preventing the claimant from working full-time will need to be reported to the department.



# Work Search\*

---

- As a result of Governor Evers Emergency Order, claimants do not need to do a work search during the Governor's declared emergency.
- No action is needed on the claimant's part regarding the work search.

\*This is specific to the COVID-19 pandemic as of 04/10/2020 and subject to change.



# Refusing Work

---

- Refusing work may affect eligibility.
- Must report work that was refused.
- The department will consider the reason for refusal.
- The department will also compare conditions of the offer to similar work to determine if refusing the offer was for good cause.



# Did You Work?

---

- Report ALL work (full-time, part-time, temporary, etc.) even if the claimant has not yet been paid.
  - They will be prompted to provide hours and wages.
- The “partial wage formula” determines if benefits are due and the amount payable.
- Refer to the “How to Apply and Eligibility Frequently Asked Questions” handout for an example of the partial wage formula.



# Claiming Partial Benefits

---

- No benefits are payable for a week when:
  - total hours equal or exceed 32, including:
    - work performed, work that was missed, holiday, vacation, dismissal/termination or sick pay.
  - the combined total of wages, wages lost due to missed work, holiday, vacation, dismissal/termination, sick pay, bonus pay, or back pay exceed \$500.



# Missed Work with Current Employer

---

- If working and filing for partial benefits, report any work that is missed, including days that weren't scheduled because the claimant requested off.
- No benefits will be paid if they miss more than 16 hours of work in a week.



# Separations

---

- “During the week, did you have a separation from employment (other than a layoff due to lack of work)?”
- These separations will be investigated and may affect eligibility.



# Other Types of Pay

---

- Report sick pay and holiday pay in the week(s) the pay is for.
- Report bonus pay when it is paid.
- Vacation and dismissal pay are **only reportable if assigned/allocated** to a specific timeframe.
- Social Security **Disability** payments will disqualify you from receiving UI benefits.
- Social Security **Retirement** does not affect eligibility.



# Retirement Pay

---

- Report retirement payment(s).
- Retirement payments include periodic (such as monthly) and lump sum payments from retirement plans, pensions, annuities, 401 (k)'s, 403(b)'s, 457(b)'s, as well as Railroad Retirement Benefits.
- Retirement pay funded by a base period employer reduces UI weekly entitlement.
- Lump sum retirement payments, such as 401 (k)'s, affect UI benefits for the week the payment is received, unless rolled over into another retirement plan within 60 days.



# Temporary Help Agencies

---

- The claimant must make it clear what type of work they will accept before they are hired.
- Follow the agency's requirements at the end of each assignment.
- When reporting work from a temporary help agency to UI, make sure to report the temporary agency that is paying, not the client company where work is performed.



# Approved Training Courses

---

- All training funded by WIOA (Workforce Innovation Opportunity Act), TAA (Trade Adjustment Assistance), or other DWD programs is approved.
- Other types of training may be approved if it is full-time and vocational.
- When in approved training, the work search requirement is waived and the requirement to be available for full-time work is waived.



# Pandemic Unemployment Assistance (PUA)

---

**New** program for self-employed, independent contractors, those with limited work history, and others not covered by regular UI.

## Unemployment Insurance Summary For RRRAN

### COVID-19

[If you are requesting unemployment insurance benefits because your employment was affected by COVID-19 \(the illness caused by coronavirus\), click here.](#)

### Pandemic Unemployment Assistance (PUA)

**Pandemic Unemployment Assistance (PUA) is for individuals who do not qualify for regular unemployment insurance (UI) or other UI extensions.** This is not an application for the additional 13 weeks of Pandemic Emergency Unemployment Compensation (PEUC) or the additional \$600 Federal Pandemic Unemployment Compensation (FPUC) payment. If you are currently receiving regular UI, continue to file your weekly claims; that is all that is needed for PEUC and FPUC benefits. [Click here to file for Pandemic Unemployment Assistance.](#)



# Federal Pandemic Unemployment Compensation (FPUC)

---

**Eligibility:** FPUC is payable to individuals who are otherwise entitled to receive:

- Regular Unemployment Insurance (UI),
- Unemployment Compensation for Federal Employees (UCFE),
- Unemployment Compensation for Ex-Service Members (UCX),
- Pandemic Emergency Unemployment Compensation (PEUC),
- Pandemic Unemployment Assistance (PUA),
- Extended Benefits (EB),
- Short-Time Compensation (STC) [also known as Work-Share],
- Trade Readjustment Allowance (TRA) or
- Disaster Unemployment Assistance (DUA).

Eligible to receive \$600 payment in addition to their weekly benefit amount (effective week ending 4/4/20)



# Payment Options

---

- Payment Options: Direct Deposit or Debit Card (Relicard 855-279-1271)
- Child Support is withheld if there is a court order.



# State and Federal Taxes

---

- UI payments are taxable income.
- Federal (10%) and State (5%) taxes can be withheld.
- 1099G's are NOT mailed. Logon at [my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov) to get a copy.



# Claimant Responsibilities

---

- The claimant is responsible for their UI claim.
- Credentials should not be shared (username and password). They will be responsible for any false/inaccurate information that is provided.
- Answer questions on the claim truthfully.
- There are penalties for filing false claims.
- Don't ask friends, relatives, co-workers, etc. questions regarding UI benefits - Ask UI!



# Online Claimant Portal

---

- An online automated inquiry system is available for their convenience.
- Claimant can logon to find out:
  - When last payment was made
  - Amount of payment
  - Remaining benefit amount
  - Start/end date of your claim
  - Status of pending eligibility issues or appeals



# Your Responsibilities

---

- The claimant **MUST** enter the information into the computer themselves. Librarians should **NEVER** touch the keyboard or use the mouse for the claimant
- Librarians can answer general questions covered in this material or in FAQs (to be provided)
- Claim-specific questions should be directed to UI: **414-435-7069** or **844-910-3661**



# Helpful Resources

---

FAQs and General Information

<https://dwd.wisconsin.gov/UI/>

<https://dwd.wi.gov/uiben/faqs>

<https://dwd.wi.gov/covid19>

Work Search Requirements video

<https://youtu.be/NMwGFvkcO6Y?t=5>



# Connect with Us

---



**Facebook**  
/WIWorkforce



**Twitter**  
@WIWorkforce



**LinkedIn**  
/company/  
WIWorkforce



**Instagram**  
@WIWorkforce

