

# UNEMPLOYMENT INSURANCE WHAT'S NEXT?

## NOTICE OF MONETARY DETERMINATION

Within a week after filing your initial Unemployment Insurance (UI) claim, you should receive a Notice of Monetary Determination in the mail. This notice will indicate your weekly UI benefit amount, your maximum benefit amount, the date your benefit year ends, the base period of your claim, and the wages used to calculate your claim. If you are not eligible for UI benefits, the notice will indicate the monetary requirement that you did not meet.

## I'm not monetarily eligible, WHAT'S NEXT?

If you worked outside of the District or for the federal government during the base period, or if you were in the military service, wages from such employment may not be shown on your initial Monetary Determination. In order for these wages to be added, you must advise DOES that you worked outside of the District or for the federal government, or that you were in the military service, to request verification of your wages.

If your Monetary Determination includes wages that do not belong to you, or if part or all of your wages in the base period are missing, you should report this immediately to DOES and request reconsideration.

You must provide evidence of missing wages, such as W-2 forms or paycheck stubs. Your request for reconsideration will be processed, and you will be notified of the findings by letter or via a revised Notice of Monetary Determination.

## I have met the monetary requirements, WHAT'S NEXT?

If you have met the monetary requirements, and you were separated due to a layoff and you only worked in the District, it generally takes two weeks to process your claim. If your reason for separation is a discharge or voluntary quit, or your employer disputes that you were laid off, it can take up to 21 days from filing to collect the facts of the case and to make a determination on your claim. You must certify weekly while your claim is being processed, otherwise you may not be eligible to receive UI benefits for those weeks. If you are determined eligible, you will receive payment for all weeks for which you were certified. If ineligibility issues are detected during any week you certify, you will be held ineligible for that particular week.

## I was separated due to a layoff, WHAT'S NEXT?

### NOTIFICATION TO LAST EMPLOYER

Once a UI claim is filed, notification is sent to your last thirty (30) day employer, requesting separation information.

A Claims Examiner may contact you by telephone, email, or regular mail to secure information about the circumstances of your separation from your last thirty (30) day employer if your employer disputes that you were laid off. You must respond to the Agency's requests within 48 hours (or two business days), or a decision will be made based on the information currently available. You must certify weekly while your claim is being processed, otherwise you may not be eligible to receive UI benefits for those weeks.

## I was separated due to a discharge or voluntary quit, WHAT'S NEXT?

### NOTIFICATION TO LAST EMPLOYER

Once a claim is filed, notification is sent to your last thirty (30) day employer, requesting separation information.

A Claims Examiner may contact you by telephone, email, or regular mail to secure information about the circumstances of your separation from your last thirty (30) day employer. You must respond to the Agency's requests within 48 hours (or 2 business days), or a decision will be made based on the information currently available. If you have documentation to support your reason for separation, provide it directly to your Claims Examiner and/or email it to our fact finding email address: [fact.finding@dc.gov](mailto:fact.finding@dc.gov). When emailing documents, please include your name and the last four digits of your social security number. A Claims Examiner may call you again to obtain a rebuttal statement and/or additional information. A decision will be made within 21 days of your filing. You must certify weekly while your claim is being processed, otherwise you may not be eligible to receive UI benefits for those weeks.

### What should I do while the Agency is collecting facts?

**Correspondence**—Read and respond promptly to any correspondence you receive via mail or email, and always respond quickly to voice messages left by the Agency.

**Certify for Weekly Benefits**—Beginning on the Sunday after you apply for benefits, you must certify for UI benefits each week. By doing so, you certify your eligibility for UI benefits. **Each week**, if ineligibility issues are not detected, you will be eligible for UI benefits. This process can be completed online, by phone, or via regular mail using the mail-in claim forms that are sent to your home address weekly. For more information on how to correctly certify for weekly UI benefits please refer to our weekly certification pamphlet.

**Conduct a Weekly Work Search**—Federal regulations require that UI claimants conduct an active work search while receiving UI benefits. As a condition of continued eligibility, DOES requires that you do the following each week:

- You **MUST** contact at least two (2) employers each week to inquire about job openings.
- You **MUST** keep a detailed written record of the employers you contact each week. This includes:
  - *Date of the job search;*
  - *Accurate contact name and phone number of the employer, if visited in person or contacted via telephone;*
  - *Accurate contact name and e-mail address or fax number of employer, if applying for a job via e-mail or fax;*
  - *Accurate website address, if applying for a job on-line; and*
  - *A copy of your job application, if applicable.*
- You **MUST** provide written work search records to DOES upon request.
- You **MUST** be registered for work through your local American Job Center.
- Your work search **MUST** begin the week in which you file your claim.

### WAITING PERIOD

Under District law, there is a one week waiting period before UI benefits are paid. The waiting period is the first week for which you would otherwise be eligible. Generally, this is the first week of your claim. No payment is made during the waiting period.

### DISQUALIFICATIONS AND INELIGIBILITIES

You may be disqualified or held ineligible from receiving UI benefits for any of the following reasons:

- Voluntarily leaving your last thirty (30) day employer without good cause connected with the work;

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- Being discharged by your last thirty (30) day employer for gross misconduct;
- Being discharged by your last thirty (30) day employer for misconduct other than gross misconduct;
- Refusing to apply for or accept suitable work without good cause;
- Participating in a labor dispute other than a lockout;
- Being unable to work or unavailable for work;
- Failing to report as directed;
- Failing to participate in designated reemployment services;
- Failing to attend a training course recommended by the Department of Employment Services; and
- Not being authorized to work, if you are not a citizen of the United States.

### I was determined eligible for benefits, WHAT'S NEXT?

Upon thoroughly examining all the facts and documentation provided by you and/or the employer, a Claims Examiner will render a decision on your claim to determine if you are eligible. If deemed eligible for benefits, you must adhere to the following as long as you are seeking UI benefits:

**Correspondence**—Read and respond promptly to any correspondence you receive via mail or email, and always respond quickly to voice messages left by the Agency

**Certify for Weekly Benefits**—Beginning on the Sunday after you apply for benefits, you must request UI benefits each week. By doing so, you certify your eligibility for UI benefits. Each week, if ineligibility issues are not detected you will be eligible for UI benefits. This process can be completed online, by phone, or via regular mail using the mail in claim forms that are sent to your home address weekly. For more information on how to correctly certify for weekly UI benefits please refer to our weekly certification pamphlet.

**Conduct a Weekly Work Search**—Federal regulations require that UI claimants conduct an active work search while receiving UI benefits. As a condition of continued eligibility, DOES requires that you do the following each week:

- You **MUST** contact at least two (2) employers each week to inquire about job openings.
- You **MUST** keep a detailed written record of the employers you contact each week. This includes:
  - *Date of the job search;*
  - *Accurate contact name and phone number of the employer, if visited in person or contacted via telephone;*
  - *Accurate contact name and e-mail address or fax number of employer, if applying for a job via e-mail or fax;*
  - *Accurate website address, if applying for a job on-line; and*
  - *A copy of your job application, if applicable.*
- You **MUST** provide written work search records to DOES upon request.
- You **MUST** be registered for work through your local American Job Center.
- Your work search **MUST** begin the week in which you file your claim.

### I was disqualified or held ineligible from receiving UI benefits, WHAT'S NEXT?

#### **NOTIFICATION OF DISQUALIFICATION/INELIGIBILITY AND RIGHT TO APPEAL**

If you are disqualified or held ineligible to receive benefits, you will receive a written Notice of Determination in the mail from a claims examiner that advises you why you were disqualified or held ineligible and the period covered by the determination.

If you disagree with the determination, you have the right to file an appeal with the Office of Administrative Hearings (OAH). If you file an appeal, you must appeal all injunctions against your claim. During your appeal process, you must continue to certify for UI benefits each week.

Your request for an appeal hearing may be filed either by fax to (202) 442-4789, by email to [OAH.FILING@DC.GOV](mailto:OAH.FILING@DC.GOV), or by mail or at the following address:

**Office of Administrative Hearings**  
**One Judiciary Square 441 Fourth Street, NW, Suite 450 North**  
**Washington, DC 20001-2714**

You must include a copy of the determination you are appealing, if you submit your appeal by mail, by fax, or by email. You must bring with you a copy of the determination you are appealing, if you are filing in person. If you submit your request for appeal by mail, it must be postmarked by the U.S. Postal Service within fifteen (15) calendar days (including weekends and holidays) of the mailing date of the determination that you are appealing. If you submit your appeal by fax or by email or report in person to file your appeal, you must similarly do so within the same fifteen (15) calendar days.

## Reemployment Services and Eligibility Assessment (RESEA)

### WHAT IS RESEA?

RESEA is a federally funded program with the primary purpose of providing reemployment and training services to Unemployment Insurance claimants through the American Job Centers. Participants are randomly selected and are federally mandated to participate in a one-day workshop in order to continue to receive Unemployment benefits. The RESEA process verifies and confirms the continued eligibility of Unemployment Insurance claimants receiving UI benefits and assists claimants with returning to the workforce as quickly as possible. If you are randomly selected to participate in an RESEA work-shop, you will receive the following services:

- Access to a Reemployment Specialist, with whom you can discuss your work search efforts and receive help in creating an Individual Employment Plan.
- Labor Market Information specific to your employment goals and interests.
- Information on tools and resources available to enhance and support your job search and information about additional reemployment and retraining services for work you may qualify.

If you are unable to attend the RESEA program workshop or if you have to attend a mandatory appointment during the time of your workshop, you must call 202-698-5013 and reschedule your workshop at least 48 hours prior to your scheduled workshop date. If you do not reschedule, your UI benefits will be suspended until you complete the workshop.

If you move out of the area and are unable to attend the RESEA Program workshop, you must update your contact information with DOES for our records. You must also contact the nearest American Job Center office in your area and register for employment services.

## Earnings

All earnings from work, including self-employment, temporary or part-time employment, must be reported on your weekly claim form for UI benefits. You must report gross earnings (before any deductions for taxes, health benefits, etc.). Earnings must be reported for the week in which the work was actually performed, regardless of when you are paid.

If you do not know the exact amount of your wages, provide an estimate by multiplying your hourly wage by the number of hours worked each week. If after receiving your paycheck, you discover that your estimate was incorrect, contact our Call Center at 202-724-7000.

## What other services does the Department of Employment Services offer?

The American Job Centers offer job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through the District's American Job Centers, residents can utilize resources such as career counseling, career planning, resume assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more. DOES supported with resources from the District government and the US Department of Labor, operates centers that are strategically located and accessible throughout the District.

Whether you are looking for a job, facing a career transition, seeking new skills, or you just want a new start, visit the District of Columbia American Job Centers, your workforce connection for the following services:

- Career counseling
- Job search assistance
- Connections to employers with current job openings
- Workshops on topics such as:
  - *Resume Building*
  - *Job search strategies o Interviewing skills*
  - *Computer Basics*
  - *Navigating DCNetworks*
- Referrals to education and training programs
- Apprenticeship information
- Labor Market Information and various career ladders
- Access to computers, fax machines, telephones and copiers
- General information about Unemployment Insurance