



INDIANA  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT



UNEMPLOYMENT INSURANCE

**CLAIMANT**  
HANDBOOK

REV 09-27-2020

# Table of Contents

<b><u>Introduction</u></b>	<b><u>3</u></b>
About This Handbook	3
Who PaHys For Unemployment Insurance	3
Interstate Claimants	3
Quality Control Audits	3
Unemployment Insurance Fraud	3
<b><u>How Do I File For Benefits</u></b>	<b><u>4</u></b>
Apply	4
Information You Must Provide	4
Work Registration	5
What To Expect	6
Waiting Period	6
Required WorkOne In-Person Visit	6
<b><u>Do I Qualify For Benefits</u></b>	<b><u>7</u></b>
How Much Money Did You Earn In Your Base Period?	7
Why Are You Unemployed?	9
Are You Able, Available, and Actively Seeking Full Time Work?	10
What Is A Suitable Offer of Work	10
<b><u>How Will I Know If I Will Get Benefits?</u></b>	<b><u>11</u></b>
Determination Of Eligibility	12
Claimant Request for Notice by Mail	<b><u>14</u></b>
<b><u>How Much Will My Benefits Be?</u></b>	<b><u>15</u></b>
How Long May I Receive Benefits?	15
Is There A Limit To The Total Amount Of My Benefits?	15
How Much Will My Weekly Payment Be?	16
What Is The Maximum Weekly Benefit Amount?	16
Will Child Support I Owe Be Automatically Deducted From My Benefits?	16
<b><u>Partial Benefits</u></b>	<b><u>17</u></b>
How Partial Benefits Are Calculated	17
Partial Benefit Exclusions	17
<b><u>How Do I Get My Benefit Payment</u></b>	<b><u>18</u></b>
Claim Voucher	18
Work Search Information	19
How Can I Get Work Search Help?	21
After You File Your Initial Claim	22
<b><u>What If I Disagree With A Benefits Decision?</u></b>	<b><u>25</u></b>
How Do I File An Appeal?	25
The ALJ Hearing	25
If Your Former Employer Files An Appeal	27
If You Cannot Attend A Scheduled Hearing	27
After The Hearing	27
<b><u>Frequently Asked Questions</u></b>	<b><u>28</u></b>
<b><u>UI Benefits Process Flowchart</u></b>	<b><u>30</u></b>
<b><u>Glossary of Terms &amp; Acronyms</u></b>	<b><u>31</u></b>
<b><u>For More Information</u></b>	<b><u>33</u></b>

# Introduction

Unemployment Insurance decisions are made without regard to race, color, sex, national origin, religion, age or disability. Contact the Indiana Department of Workforce Development (DWD) or the U.S. Department of Labor (USDOL) if you believe you are the victim of discrimination concerning a claim. Do not risk being disqualified or losing your benefits because you do not understand your rights and responsibilities.

## About this Handbook

Read this handbook carefully and completely. The sections in this booklet will help explain certain questions you may have about your rights and responsibilities concerning your Unemployment Insurance Claim. It provides general information and should not be used as law or as legal advice.

## Who Pays for Unemployment Insurance?

Unemployment Insurance benefits are paid by employer premiums. No money is deducted from your paycheck or taxes to pay Unemployment Insurance benefits. Under the Federal Unemployment Tax Act of 1939, employers are required to pay premiums that pay for the cost of administering Unemployment Insurance and employment service programs at the state and federal levels.

## Interstate Claimants

The contents of this handbook apply to Indiana claims for those who live in the state. If you have moved out of Indiana, you must report to an unemployment insurance office in that state to register for work and change your address. If your address changes, you must notify DWD by changing your address online through Uplink, the unemployment insurance online filing system.

## Quality Control Audits

DWD conducts random claimant quality control audits. Audits review claimant eligibility, payroll records, and work search contacts. If you are selected for an audit, you will be contacted by an auditor for an interview.

## Unemployment Insurance Fraud

***DWD aggressively pursues any acts of fraud committed against the Unemployment Insurance Program.*** DWD cooperates with other state agencies to check employment and unreported earnings.

You commit fraud when you:

- Knowingly fail to report any earnings during your waiting period, benefit period or extended benefit period weeks;
- Hide or falsify any fact that would make you ineligible for benefits or reduce your benefit amount, or,
- Assume someone else's identity to file for or receive benefits.

What happens if you commit fraud?

- You must repay the benefits you received (plus interest) as a result of the fraud (the overpayment) and
- You must pay a penalty in addition to the overpayment in an amount of:
  - 25% of the overpayment for the first fraudulent claim;
  - 50% of the overpayment for the second fraudulent claim; or
  - 100% of the overpayment for the third fraudulent claim and all fraudulent claims thereafter.
- You may face criminal prosecution, including a fine and/or a jail term.

***Failure to repay this money may result in civil legal action, referral of your account to wage garnishment, and criminal prosecution.***

***If you know of any UI fraud taking place, you can report it anonymously to [www.in.gov/dwd/2464.htm](http://www.in.gov/dwd/2464.htm).***

# How Do I File For Benefits?

If you need to:

- File your claim for Unemployment Insurance benefits
- Reapply for benefits after a period of employment
- Resume filing after any period of claim inactivity

Do so as soon as you become unemployed. You can only claim benefits for weeks you filed. If you are re-opening an existing claim or transitioning from one claim level to another, check your homepage frequently. You generally cannot re-open or transition to a new claim level on the same day you file a weekly voucher. You cannot go back and claim benefits for previous weeks, and file dates cannot be “backdated” for weeks that you may have missed.

**For claim eligibility changes during the COVID pandemic, see the Indiana Unemployment Insurance FREQUENTLY ASKED QUESTIONS for COVID-19 work-related issues located at [https://www.in.gov/dwd/files/Indiana\\_Unemployment\\_FAQ.pdf](https://www.in.gov/dwd/files/Indiana_Unemployment_FAQ.pdf)**

Your claim for benefits must be completed by 8:59 p.m. EST on Saturday of the week you become unemployed in order to receive benefits for the following week. Make sure you start and finish all information on your claim with plenty of time before 8:59 p.m. EST on Saturday. Late claims will not be accepted and if you fail to file your claim by 8:59 p.m. EST on Saturday, you will not receive any benefits for the following week. If you fail to complete all information on your claim by 8:59 p.m. EST on Saturday, you will have to re-enter all information the following day and your claim will not be back-dated.

## Apply

- You may file your application for benefits at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment)
- Watch the online filing tutorial before filing to prevent errors that may delay your claim.
- Follow the instructions given for filing a claim.
- If you do not have internet access, you can apply online at your local WorkOne during that WorkOne’s normal business hours.
- **BE SURE TO TURN OFF ANY “POP-UP BLOCKER”** on the computer you are using. Important information may appear in pop-up windows, both at the time of initially filing and also when completing weekly vouchers.
- Want to receive paper mail regarding your claim? Call 1-800-891-6499.

## Information You Must Provide

You will need to provide DWD with the following information to file your claim. If you are visiting a WorkOne in order to complete your online application, please bring this information with you on your first visit.

- A valid email address and a password you can use for Uplink, the unemployment insurance online filing system (your claim will *not* be processed without a valid email address);
- Your complete name, date of birth, and address, including zip code;
- Your Social Security number (your claim *will not* be processed without it);
- Driver’s license or state identification card;
- Name, address, and telephone number of all your employers for the last 2 years;
- Dates worked (start and end dates) for all your employers for the last 2 years;
- The reason you are no longer employed by all of your employers for the last two years;
- Check stubs for your current or most recent employer(s);
- Information about your pension, retirement, 401(K), or other payments;
- If you have received or will receive any type of pay other than regular wages (such as vacation pay, severance pay, PTO pay-outs) from your current or most recent employer(s), information about the amount(s) of money you have received or will receive;
- If you have had out of state employment in the last two years, the state where you physically worked and your employer’s payroll address;
- If you are a member of a union hiring hall, information about your hiring hall and your “dues paid through date”; and,
- If you received Worker’s Compensation, information about the date of your injury.

## Work Registration

Once you file a claim for UI benefits, DWD will automatically start an account for you in Indiana Career Connect based on the information you entered for your Uplink account. You must then log into Indiana Career Connect, using the same login information that you used to access your Uplink account. You can log into Indiana Career Connect at <https://www.indianacareerconnect.com> or by following the link to Indiana Career Connect on DWD's website at <https://www.in.gov/dwd/>. Once logged in, you should then complete your profile and create a resume. You may use Indiana Career Connect to create an employer-searchable resume and my search for work among the job listing found in the Indiana Career Connect database. You can also upload an existing resume.

If you fail to become registered for work within 10 days of filing an initial claim for benefits, DWD will not award UI benefits to you. Until the requirement to register for work is met, you will not be eligible for UI benefits.

If you reside outside of the State of Indiana, you must register for work in the job matching service available in the state you reside. If you fail to become registered for work in that state within 10 days of filing an initial claim for UI benefits, DWD will not award benefits to you. Until the requirement to register for work is met, you will not be eligible for UI benefits. If requested by DWD staff, you must produce sufficient evidence showing that you are registered for work in the state where you are residing.

You will be excused from the requirement to register for work if you have a work search waiver. A work search waiver is awarded to a claimant whom DWD determines is:

- 1) Enrolled in training approved by DWD (whether or not the training is paid for by DWD);
- 2) A job-attached worker with a specific recall date that is not more than 60 days from the date the claimant was separated from employment; or
- 3) A member in good standing of a DWD-authorized union hiring hall.

## What To Expect

- After filing your initial claim, you do not need to contact DWD or your local WorkOne, unless otherwise instructed. Eligibility will be determined during this period.
- Within 10 days of filing you will receive a Monetary Determination of Eligibility form by a message on the homepage of your Uplink account. ***This does not determine qualification and it is no guarantee of benefits; it is a statement providing a possible weekly benefit amount and an overall maximum benefits amount should you be deemed eligible for benefits. If this statement is incorrect, please contact the DWD Contact Center. You may be required to provide proof of earnings.***

## Waiting Period

A one week waiting period will occur after you file your initial claim. Do not wait to file your claim. File as soon as you become unemployed. You will not receive benefits during the waiting period. Any wages earned during your waiting period must be reported.

## Required WorkOne In-Person Visit

Hoosiers receiving unemployment insurance benefits must visit their local WorkOne for a review of their work search records and an orientation to WorkOne services after their 4th week of benefits. You are also required by law to keep records of your weekly work search activities and be able to show a record of work search activities when requested by DWD. You are responsible for keeping a log of your weekly work search activities and may be required to produce that log at any time to DWD. If your record of work search activities cannot be readily verified by DWD when requested, weekly benefits could be withheld and you will be required to pay back any benefits received for any weeks in which your work search activities cannot be verified. If you fail to comply, you risk losing your unemployment insurance benefits. For more information about this requirement, visit <http://unemployment.in.gov>.

# DO I QUALIFY FOR BENEFITS?

You only qualify for unemployment benefits if you are unemployed through no fault of your own. When filing your claim for benefits, be sure to give complete and accurate information about why you are no longer working.

Three factors determine if you qualify for benefits:

- 1) How much money you earned in the base period.
- 2) Why you are unemployed.
- 3) If you are able, available, and actively seeking full-time work.

*\* These factors are addressed in more detail below.*

## 1) How Much Money Did You Earn in Your Base Period?

Your benefit amount depends on how much money you earned while working during your **base period**. The base period divides the year into four quarters of three months each.

**Base Period:** Your base period includes the first four of the last five completed calendar quarters before the week you file an initial claim application for a new benefit year. The wages you earned during this period of time are used to determine if you qualify for benefits and to calculate how much you can be paid. The last quarter worked is called the lag quarter, and no wages from that quarter count in your base period.

The following chart shows your base period.



## Weekly Benefit Amount Calculation for Initial Claims Filed

If You File Your Claim **between Oct 7, 2018 and Jan 5, 2019**

Your base period consists of these calendar quarters

2017			2017			2018			2018			2018			2018		
JULY AUGUST SEPT			OCTOBER NOVEMBER DECEMBER			JANUARY FEBRUARY MARCH			APRIL MAY JUNE			<del>JULY AUGUST SEPT</del>			OCTOBER NOVEMBER DECEMBER		
						At least \$2500 (between JAN '18 and JUNE '18)						Not Counted			Not Counted		
At least \$4200 (between JULY '17 and JUNE '18)																	

**During your base period months, you must have wages of \$4200 of which \$2500 must be in the last 6 months of the base period; also your total wages in the base period must be at least 1.5 times the wage credits in the calendar quarter of the base period in which wage credits are the highest.** **SEE BACK >**

Suppose the wages reported by your employer were:

2017			2017			2018			2018			2018			2018		
JUL-AUG-SEPT			OCT-NOV-DEC			JAN-FEB-MAR			APR-MAY-JUN			<del>JUL-AUG-SEPT</del>			OCT-NOV-DEC		
\$7,000.00			\$8,500.00			\$7,500.00			\$7,000.00			<del>\$9,250.00</del>					
These 4 quarters determine your weekly benefit amount (see below)																	

**To determine your weekly payment, divide the total wages earned in these 4 quarters by 52. Then, multiply the sum by 0.47. For example:  $\$30,000 \div 52 = \$576.92 \times 0.47 = \$271$  (weekly benefit amount). The weekly benefit amount should be rounded down to the next whole dollar amount and should not exceed \$390.00**



## DO I QUALIFY FOR BENEFITS? (continued)

To meet the minimum eligibility for UI, your total wages during your base period must be equal to at least one and one-half (1.5) multiplied by your wages in the highest quarter of your base period. Your base period wages must also total at least \$4,200, with at least \$2,500 of those wages earned in the last six (6) months of the base period.

### Example:

- If you file your initial claim application for UI between January 5, 2020, and April 4, 2020, your base period will be Q4 2018, Q1 2019, Q2 2019, and Q3 2019, which covers the dates October 1, 2018, through September 30, 2019. You must have earned total base period wages that are 1.5 times greater than your highest quarter wages
- If you file your initial claim application for UI benefits between April 5, 2020, and July 4, 2020, your base period will be Q1 2019, Q2 2019, Q3 2019, and Q4 2019, which covers the dates from January 1, 2019, through December 31, 2019.

## 2.) Why Are You Unemployed?

You only qualify for Unemployment Insurance benefits if you are unemployed **through no fault of your own**.

**If You Quit or Were Fired:** A claims deputy within the agency's administrative office will need to make a determination of whether or not you are eligible for benefits. You must provide **fact-finding** information as part of your online application. Your benefit eligibility determination will be based on the fact-finding information you provide, as well as information provided by your employer(s). Please fill out this information as completely as you can. Your most recent employer and your base period employer(s) will be contacted for information regarding your claim. When this process is complete, you will be sent a *Determination of Eligibility* (see [page 12](#)).

**If You Quit Voluntarily** without good, work-related reasons, you may not qualify for benefits. Good, work related reasons include, but are not limited to:

- Your employer arbitrarily (unreasonably) changes the terms or conditions of your work    Safety violations at your work site
- Harassment
- Domestic or family violence
- Moving to follow a spouse accepting a new job
- Military service

**Employees who accept payment in exchange for voluntarily resigning or retiring are considered to have quit voluntarily and are not eligible for unemployment insurance.**

- Giving false information on a job application
- Knowingly breaking an employer's rules
- Unexcused absence or tardiness
- Purposely damaging the employer's property
- Refusal to obey employer instructions
- Reporting to work under the influence of drugs and/or alcohol
- Consuming drugs and/or alcohol on the job
- Conduct that threatens the safety of others
- Conviction and imprisonment for a serious crime
- Breach of a duty you owed your employer

## DO I QUALIFY FOR BENEFITS? (continued)

**The following individuals are not considered unemployed and are not eligible for unemployment insurance benefits:**

- On-call and as-needed workers if they receive pay **OR** refuse work during any week.
  - On-call or as-needed workers are defined as workers who are regularly and customarily employed on an on-call or as-needed basis and are paid during any week for services directly or by an employer. If working for an employer, the individual works whenever the employer requires and there is no set work schedule.
- Workers employed at a business during a short-term shutdown or vacation whether paid or unpaid.
- Workers who volunteer for a temporary layoff, reduction in hours, furlough, leave due to short-term shutdown, or vacation, whether paid or unpaid.

### 3) Are you Able, Available, and Actively Seeking Full-Time Work?

Your benefits could be denied or reduced if you:

- Refuse or fail a pre-employment drug screening.
- Refuse an offer of suitable work.
- Fail to go to a job referral made by your local WorkOne.
- Cannot show proof that you are actively searching for work according to work search requirements (*explained on [pages 19-21](#)*).
- You are temporarily not available for work due to illness, injury, or a leave of absence.
- You are on suspension due to work-related misconduct.

Even if you have a work search waiver, you must be mentally and physically able and available to work. Your benefits can be reduced by  $\frac{1}{3}$  of your weekly benefit amount for each day you are unavailable.

A claimant who is determined eligible to receive UI benefits pursuant to the statutory modification regarding domestic or family violence may restrict availability for work because of the claimant's need to address the effects of being a victim of domestic or family violence. Additionally, claimants enrolled in training approved by DWD, whether or not the training is paid for by DWD, are exempt from the requirement that claimants must be able to work full-time and available to work full-time, if the reason the claimant is not able to work full-time and available to work full-time because the claimant must be at the DWD-approved training during all full-time work hours.

### What is an Offer of Suitable Work?

Unemployment Insurance recipients must accept any offer of suitable work. An offer of work will be suitable if it is reasonably similar in location, type of work, and pay to your previous work experience. The longer you remain unemployed, the more likely it becomes that an offer of work will be considered suitable. You must be willing to expand your work search beyond your normal trade or occupation and to accept work at a lower rate of pay in order to remain eligible for benefits as the length of your unemployment grows. During weeks 5-8 of receiving unemployment insurance benefits, you must accept work that pays at least 90% of your previous wage. After 8 weeks of collecting benefits, you must accept work that pays at least 80% of your previous wage.

# HOW WILL I KNOW IF I GET BENEFITS?


Soon after you file your claim you should receive a Monetary Determination of Eligibility by a message on the homepage of your Uplink account (see figure below). **Receiving this notice does not guarantee that you will receive benefits;** however, you must read the notice carefully. Make sure the information on the front and back are correct because this information will be used in determining your eligibility for benefits.

Check the following information on your Monetary Determination of Eligibility:

- Are your name and address correct?
- Is your Social Security Number correct?
- Are wages listed under your name?
- Are the employers listed correctly and completely?
- Are the wage amounts correct?
- Do wages appear that are not yours?

**MONETARY DETERMINATION OF ELIGIBILITY**

SENT DATE:  
03/10/2020



Thomas J Jefferson  
100 N Capitol  
Indianapolis, IN 46204

Is your name and address correct?

SSN: XXX-XX- 6789  
BYE MM/DD/YYYY  
CLAIM LEVEL: UI

Are the last 4 digits of your Social Security Number correct?

Claimant Email: Email@email.com

Is your email address correct?

The below is a chart listing your wages as reported by employers for the period that your claim covers. Review the listed wages to ensure they are correct. **You must have sufficient wages for your claim to continue. If you do not, your claim will not be reviewed for benefit eligibility.**

		Q4/2018:	10/01/2018 - 12/31/2018	Q1/2019:	01/01/2019 - 03/31/2019
		Q2/2019:	04/01/2019 - 06/30/2019	Q3/2019:	07/01/2019 - 09/30/2019
Employer Names		Q4/2018	Q1/2019	Q2/2019	Q3/2019
Employer A	Are the employers listed correct?			\$371.26	
Employer B		\$29.00			\$886.32
Quarterly wages		\$29.00	\$0.00	\$371.26	\$886.32
Total Wages		\$1,286.58			

Are the wage amounts correct?

**Contact DWD immediately if any of the information is incorrect on your Monetary Determination of Eligibility. Remember—you only have 10 days to request corrections to this information. You will be held responsible for any overpayment if benefits were paid to you based upon incorrect information.**

Call DWD toll-free at 1-800-891-6499.

If you are hearing impaired, please call us at 317-232-7560.

## HOW WILL I KNOW IF I GET BENEFITS? (continued)

### **Determination of Eligibility**

You will receive this notice after a claims deputy reviews the fact-finding information you and your previous employer(s) have provided. It states whether or not you qualify for benefits. It also explains how and why the decision was made. Please review the information in the Determination of Eligibility carefully (*see example below*). If the legal result of the case for the claimant reads “no penalty” or “no disqualification”, then you are eligible for benefits from the listed issue.



INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT  
 10 N. SENATE AVE.  
 INDIANAPOLIS, IN 46204-2277

CONFIDENTIAL RECORD PURSUANT TO IC 4-1-8, IC 22-4-18-8



000128011



5/8/2019

**Name and Address of Employer**

ABC COMPANY  
 123 ABC DRIVE  
 INDIANAPOLIS IN 46204

RE: JOHN DOE  
**SSN:** XXX-XX- 6789  
**BYE:** 05/04/2019  
**Claim Level:** UI  
**Separation Date:** 03/23/2019  
**Employer Acct #:** 555555  
**ID:** 12345678

**Issue Involved:** Discharged for just cause.

**Circumstances of Case**

The claimant was discharged. The employer has failed to provide sufficient information to establish the discharge was the result of willful misconduct.

**Conclusion of Case**

The claimant was not discharged for just cause. Insufficient information has been provided to establish that the employer had just cause to discharge the claimant. In accordance with IC-22-4-15-1, no penalty is imposed under these circumstances. No disqualification.

**Legal Result of Case**

**CLAIMANT:** NO PENALTY APPLIES AS A RESULT OF THIS ISSUE.

**Date Determination Mailed**

**Department**

**Signature of Claims Investigator**

5/8/2019

DWD ADJUDICATION CENTER

J. SMITH

RIGHT OF APPEAL: THIS DETERMINATION WILL BECOME FINAL ON 5/20/2019 IF NOT APPEALED. EITHER PARTY MAY APPEAL THIS DETERMINATION AND REQUEST A HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE WITHIN TEN DAYS OF THE DATE THIS DETERMINATION WAS MAILED OR OTHERWISE DELIVERED. PLEASE SEE REVERSE SIDE FOR APPEAL PROCEDURE.



99999999 LMMHVCSRR UI 05/04/2019 (1)



000128012

**Claimant Name:** JOHN DOE  
**Employer Name:** ABC COMPANY

**Social Security:** XXX-XX- 6789  
**Account Number:** 555555

### APPEAL RIGHTS

**CLAIMANT:** If the legal result of your case states that your weekly benefits have been reduced or suspended, or if your maximum benefit amount has been reduced, you have the right to appeal this decision.

**EMPLOYER:** If the legal result of this case states that no penalty has been imposed, you have the right to appeal this decision.

All appeals are handled by Administrative Law Judges assigned to the Appeals Division. Information on how to file an appeal may be found either at a WorkOne Center or by visiting the following website address:

<http://www.in.gov/dwd/2439.htm>

All appeals will be filed with the UI Appeals Division, which is headquartered at 100 N Senate Ave, Room N-800, Indianapolis, IN 46204-2277. Appeals may also be faxed to (317) 233-6888. Appeals must be filed within the statutorily required thirteen (13) day time limit from the date of the mailing the Determination of Eligibility. Any appeal not filed within the timeframe allowed by Indiana law will be dismissed.

All cases are scheduled in the order they are received. Scheduling of hearings generally occurs within eight to ten weeks, although the actual time may be shorter or longer depending on case volume. If you do not participate in a hearing before the Administrative Law Judge, a decision could be issued that may be unfavorable to you. Claimants, this may result in an overpayment and you may have to pay back any benefits you have received. Employers, this could result in charges to your account for any benefits paid.

**CLAIMANT:** If you have been disqualified you should continue to file vouchers on-line. You must continue to track your work searches and maintain all necessary documents should you win your case on your appeal.



99999999 LMMHVCSRR UI 05/04/2019 (2)



**CLAIMANT REQUEST FOR NOTICE BY MAIL**

State Form 56627 (11-18)  
Indiana Department of Workforce Development  
10 N. Senate Ave. Rm. SE 202  
Indianapolis, IN 46204-2277

\* This agency is requesting disclosure of your Social Security Number in accordance with IC 4-1-8-1; disclosure is mandatory and this record cannot be processed without it.

*INSTRUCTIONS: DWD routinely delivers notices to claimants via e-mail. Claimants are entitled to receive notices by US Mail once they have informed the Agency that they are requesting notice by US Mail. This form should be completed, signed, and returned to the Agency to document the claimant's request. Once the request has been processed, you will receive notices by US Mail.*

*Please note that you are still required to file new claims and weekly vouchers online via DWD Uplink filing system*

**SECTION ONE – IDENTIFICATION OF THE EMPLOYER**

What is the claimant's name as registered with DWD?

[Empty text box for claimant name]

What is the claimant's UPLINK identification number or Social Security Number? \*

[Grid for UPLINK identification number or Social Security Number]

**SECTION TWO – MAILING ADDRESS OF THE CLAIMANT**

Street Address

[Empty text box for Street Address]

City

[Empty text box for City]

State

[Empty text box for State]

ZIP Code

[Empty text box for ZIP Code]

**It is your responsibility to provide the correct mailing address.**

**SECTION THREE – REASON FOR ELECTION (CHECK ALL THAT APPLY.)**

Disability

Limited English proficiency

Other

If Other, please explain: \_\_\_\_\_

**SECTION FOUR – AUTHORIZATION**

*This form cannot be processed without a valid signature.*

First Name

[Empty text box for First Name]

Last Name

[Empty text box for Last Name]

Telephone E-

[Empty text box for Telephone Area]

[Empty text box for Telephone Exchange]

[Empty text box for Telephone Number]

mail address \_\_\_\_\_

**IMPORTANT:** In signing this form, I attest that the information provided is true and accurate. I further attest that it is my sole responsibility to update my legal mailing address as needed once this request has been processed. I understand that this request only applies to notices and that I am still required to file new claims and weekly vouchers online via DWD's Uplink filing system.

Claimant's Signature:

Date

/

/

Return completed forms to:

DWD – Claimant Notice Requests  
10 N. Senate Ave. Rm. SE 005  
Indianapolis, IN 46204-2277

Fax: 317-233-5499

Questions: 800-891-6499 (1)

Handbook: [www.in.gov/dwd](http://www.in.gov/dwd)



# HOW MUCH WILL MY BENEFITS BE?

Your benefits are limited by a few factors:

- 1) Length of time you may receive benefits
- 2) Maximum weekly benefit amount
- 3) 3) Maximum benefit amount

## How Long May I Receive Benefits?

- You may draw regular unemployment insurance benefits for up to 26 weeks or until your **maximum benefit amount (MBA)** has been reached (*see below*). During periods of high unemployment, emergency extensions may be offered to extend your weeks of eligibility.
- Your claim is good through your **benefit year end (BYE)** date.
- Your benefit year consists of the 52 weeks beginning with the first week you filed your claim.
- Your BYE date is listed on your home page.
- You may re-open your claim if you become unemployed more than once before your BYE date.

**Based on the earnings in the chart of wages, your weekly benefit amount is listed below. If you have an amount listed, your claim moves on to the next step in the process and will be reviewed to determine your eligibility to receive benefits (i.e. did you lose your job through no fault of your own).**



## Is There a Limit to the Total Amount of My Benefits?

The total amount of your claim is limited by your maximum benefit amount (MBA). It is shown on your Monetary Determination of Eligibility (*see number 6 in the example above*).

Your MBA will be 26 times your Weekly Benefit Amount (WBA)

## How Much Will My Weekly Payment Be?

Your **weekly benefit amount** (WBA) is shown on your Monetary Determination of Eligibility (see number 7 in example on previous page). Your WBA is based on total wages you earned in the base period.

You can determine your weekly benefit amount by dividing your total base period wages by 52. Then, multiply that number by 0.47. Your weekly benefit amount should be rounded down to the next whole dollar amount. Your WBA is based on your total wages earned in the base period.

For example, if your total wages in the base period was \$30,000 then your WBA would be:

$$\$30,000 \div 52 = \$576.92 \times 0.47 = \$271 \text{ (weekly benefit amount rounded down to the next whole dollar amount)}$$

## What is the Maximum Weekly Benefit Amount?

The maximum weekly benefit amount is **\$390**. This amount is set by Indiana law.

## Will Child Support I Owe Be Automatically Deducted From My Benefits?

Federal law requires state child support agencies to enforce the payment of child support in Title IV-D cases through withholding from unemployment benefits. If you owe current child support, past-due child support, or both AND you have a Title IV-D child support case, up to 50% of your benefits may be withheld and applied towards your current support payment and any arrears you owe.

For additional information about Indiana's Title IV-D Child Support Program, visit the Indiana Child Support Bureau online at [www.in.gov/dcs/support.htm](http://www.in.gov/dcs/support.htm). For specific information about the amount of child support withheld from your benefits, contact your county Title IV-D Prosecutor's child support program. Contact information for local child support programs can be viewed online at [www.in.gov/dcs/3215.htm](http://www.in.gov/dcs/3215.htm).

# PARTIAL BENEFITS

You may qualify for partial benefits if your employer reduces your work hours to less than your regular full-time work week. Or if you take a part-time job AND you earn less than your weekly benefit amount (WBA), you may also qualify for partial benefits. You must report any wages, including your part-time wages, on your voucher when earned. The wages must be reported on the voucher for the week you worked, even if you do not receive the money from the employer until some future date. If you take a part-time job after filing a claim for benefits, then you must continue to search for full-time work each week.

A claims deputy from the DWD administrative office will review your circumstances and make a determination of eligibility.

## How Partial Benefits are Calculated

Wages Earned from an Employer NOT on your Monetary Determination of Eligibility or in your Base Period:

- **If you earn 20% or less of your WBA** from an employer that is not listed on your Monetary Determination of Eligibility, no deduction will be made from your benefit payment.
- **If you earn more than 20% of your WBA** from an employer that is not listed on your Monetary Determination of Eligibility, a dollar-for-dollar deduction will be made from your benefit payment for all wages earned in excess of 20% of your WBA.
- **If you work odd jobs** for anyone other than your base period employer(s), a dollar-for-dollar deduction will be made after an amount equal to 20% of your weekly benefit amount has been earned.

Wages Earned From a Base Period Employer:

- **If any wages are earned from a base period employer**, a dollar-for-dollar deduction will be taken from your weekly benefit payment.

Distributions from a pension, retirement, or annuity plan:

- A dollar-for-dollar deduction will be taken from your weekly benefit payment if you receive any distribution from a pension, retirement, or annuity plan. Exceptions may be made if the money is used to satisfy a severe financial hardship resulting from an unforeseeable emergency due to events beyond your control.

Severance Pay:

- Severance pay for all individuals will be deducted from unemployment insurance benefits.

For All Work Done for Any Employers:

***You must report ALL income, including cash payments for work done.***

**Example:** Your WBA is \$200. You earn \$50 one week working for an employer who was not one of your base period employers. Since 20% of \$200 is \$40, you will receive a deduction of \$10 of your earnings, reducing your payable amount to \$190.

If the \$50 had been earned from a base period employer, you would have received a \$50 deduction (WBA reduced to \$150).

## Partial Benefit Exclusions

You **DO NOT** qualify for benefits if you are working full-time. This includes:

- Working full-time on commission.
- Working full-time, but earning less than your WBA

# HOW DO I GET MY BENEFIT PAYMENT?

You must file your application from a computer with Internet access at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment) or at any WorkOne center. You will need the following information when filing your initial application:

- Address, social security number, date of birth and phone number
- Last employer's name, mailing address, phone number, dates of employment and reason unemployed
- **TIP:** Bring your latest check stub from this employer with you.

## Claim Voucher

Your claim voucher is what you use to request payment of benefits. Vouchers must be submitted each week following your initial application. Weeks run from Sunday to Saturday. A voucher covers the previous week and may be filed starting on Sunday. Your voucher must be completed by 8:59 p.m. EST each Saturday to receive benefits for the preceding week. Make sure you start and finish your weekly voucher with plenty of time before 8:59 p.m. EST on Saturday. Late vouchers will not be accepted and if you fail to file your voucher by 8:59 p.m. EST on Saturday, you will not receive any benefits for the preceding week. Unemployment claims are based on a calendar week beginning with Sunday and ending with Saturday – this is sometimes referred to as the *Calendar Week End (CWE)*.

Vouchers must be submitted each week at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). If you do not have Internet access, you can file online at any WorkOne, during normal business hours for that WorkOne. The online system will provide you with step-by-step instructions. Please read each question carefully and review your responses before you submit your voucher.

If you have an issue delaying your benefits, you must continue to submit a weekly voucher by 8:59 p.m. EST each Saturday. Once the issue has been resolved, payments will be made if you are eligible to receive benefits, if you submitted all of your weekly vouchers correctly and on-time.

Please note there is a one-week waiting period after you file your initial claim when you will not receive benefits. You must file an on-time claim voucher during this waiting period in order to remain eligible for monetary benefits.

**HOW DO I GET MY BENEFIT PAYMENT? (continued)**

**Claim Voucher (continued)**

Every time you submit a claim voucher, you are certifying that you:

- Registered for work on [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) and that you completed your work search requirements.
- Have reported any and all work, earnings, and self-employment activity for this week, even if you have not received payment for it yet.
- Have reported anything that interfered with your ability to work full-time this week.
- Have given only true and accurate answers and information in the application for benefits.
- Are aware that if you knowingly or purposely fail to disclose information or make false statements to receive unemployment benefits, you may:

Lose your unemployment benefits.

Be required to repay benefits received improperly with interest and penalty. That may include referral of your account to a collection agency.

Eliminate your chance to use the wages for future benefits.

Be subject to civil and criminal prosecution

**Work Search Information**

The claimant voucher also asks you to verify that you met your weekly work search requirements. A work search is a course of action that would ordinarily lead to full-time employment for someone in the same or similar position as you, the claimant. You must do a work search that would be customary in your field of work. Your weekly search for work must include at least 1 work search activity during every week in which you file a weekly claim for UI benefits. Any work search activity that is an application for employment may be done online, by telephone, or in person. A qualifying work search activity includes:

Job Preparedness & Networking Activities	Employer Contact Activities	WorkOne Activities	Online Activities
<ul style="list-style-type: none"> <li>• Create a resume</li> <li>• Create a cover letter</li> <li>• Create a list of references</li> <li>• Create/Update a LinkedIn account</li> <li>• Attend a Job Fair/Networking Event</li> </ul>	<ul style="list-style-type: none"> <li>• Submit a job application</li> <li>• Contact an employer inquiring about job openings</li> <li>• Interview for a job</li> <li>• Job Shadowing</li> </ul>	<ul style="list-style-type: none"> <li>• Attend WorkOne (RESEA) Orientation</li> <li>• Create a Re-employment Plan @ WorkOne</li> <li>• Attend WorkOne Initial Interview or Follow-Up Meeting</li> <li>• Complete a WorkOne Workshop</li> <li>• Complete an Assessment/Test (TABE, Accuplacer, WorkKeys, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Search for jobs online (IndianaCareerConnect, Indeed, LinkedIn, Monster, etc.)</li> <li>• Complete a Career Related Assessment (through Indiana Career Connect, Indiana Career Explorer, etc.)</li> <li>• Discover Labor Market Information</li> <li>• Complete an online Workshop</li> </ul>

Claimants are encouraged to complete any work search activity which secures full-time work, or positions the claimant to secure fulltime work. Other activities reported by a claimant will be reviewed to determine if the activity constitutes a valid work search activity.

You are responsible for keeping a log of your weekly work search activities and may be required to produce that log at any time to DWD. If your record of work search activities cannot be readily verified by DWD when requested, weekly benefits could be withheld and you will be required to pay-back any benefits received for any weeks in which your work search activity cannot be verified. If you fail to comply, you risk losing your unemployment insurance benefits.

DWD will excuse the requirement that a claimant make an effort to secure full-time work if the claimant has a work search waiver. A work search waiver is awarded to a claimant whom DWD determines is:

- 1) enrolled in training approved by DWD (whether or not the training is paid for by DWD);
- 2) a job-attached worker with a specific recall date that is not more than 60 days from the date the claimant was separated from employment; or
- 3) a member in good standing of a DWD-authorized union hiring hall.

Note that claimants using a DWD-approved hiring service, referral service, or other job placement service may be excused from the reporting requirement for no more than 60 days. Claimants excused from this requirement are still required to complete a weekly online voucher in order to receive UI benefits.

A claimant must not take any action that would be inconsistent with an attempt to find suitable work, such as, but not limited to, failure to pass a drug test, arriving at an interview inappropriately dressed, or searching solely for positions for which the claimant is either over- or under-qualified. DWD will find that a claimant has failed to make an effort to secure full-time work in any week where the claimant has followed a course of action designed to discourage prospective employers from offering suitable full-time work.

Furthermore, if DWD finds that a claimant has failed to make an effort to secure full-time work during a week for which that claimant has filed a weekly claim for UI benefits, DWD will issue a written warning to the claimant, notifying him/her of his/her failure to meet this requirement. If DWD again finds that the claimant has failed to make an effort to secure full-time work in a given week, DWD will find the claimant ineligible for UI benefits for that week. If UI benefits for the weeks in which the claimant is found to be ineligible were already paid to the claimant, DWD will establish an overpayment and the claimant must repay those benefits to DWD.

## HOW DO I GET MY BENEFIT PAYMENT? (continued)

### How Can I Get Work Search Help?

All unemployment insurance recipients are required to register with [IndianaCAREERconnect.com](https://www.indianacareerconnect.com). To continue receiving benefits, you must complete three work search activities during every week in which you file a weekly claim for UI benefits. You are not required to use [IndianaCAREERconnect.com](https://www.indianacareerconnect.com) for your weekly work search, but it will help you track where you looked for work. Remember you are required to report on your weekly voucher that you completed three work search activities every week in order to receive unemployment benefits (be sure you have turned off any “pop-up blocker” on your computer).

**Employment Services:** The task of finding a new job can be difficult. Your local WorkOne Center can help give you the competitive edge you need to be successful in your job search. WorkOne can offer you a computer lab, Internet access, fax machine, copier, telephone, and information about high-wage and high-demand careers. You can also access thousands of job postings at [IndianaCAREERconnect.com](https://www.indianacareerconnect.com), the official career site of the State of Indiana. Visit [www.workoneworks.com](https://www.workoneworks.com) for more information about WorkOne services and to find the nearest WorkOne location. You can also access resources from DWD at the following sites:

- Indiana Career Explorer (<https://www.indianacareerexplorer.com/>)
- Career Connect (<https://www.indianacareerconnect.com/>)
- Career Ready (<https://www.indianacareerready.com/>)



## HOW DO I GET MY BENEFIT PAYMENT? (continued)

**Special Job Search Assistance (Profiling and Re-Employment Services):** Federal legislation requires DWD to identify claimants who are at **high risk of exhausting regular Unemployment Insurance benefits** and would benefit from job search assistance and training. The information you give us when you apply for benefits can help determine whether or not you may have difficulty finding a new job.

The profiling system targets such claimants based on:

- Whether or not you are on recall status with your employer
- Your ability to use a union referral service with your employer
- Your occupation and work history
- Your education
- The unemployment rate in your geographical area

If you qualify for special job search assistance, you will receive a letter notifying you that you qualify and instructing you what to do next. If you are selected for these services, it is very important that you participate as required. **Failure to respond to this letter and participate in re-employment assistance could result in suspension of your benefits.**

## After You File Your Initial Claim

**Receipt of Payment:** If you are eligible for benefits, **you** will be able to choose between: (1) Direct Deposit to a U.S. checking/savings account, or (2) a Key2Benefits prepaid Mastercard. You will be able to make this payment choice when you login to Uplink Claimant Self Service (CSS).

Please note that prior to February 1, 2020, DWD issued unemployment insurance payments only through a State of Indiana Visa® debit cards (issued by Conduent). On and after February 1, 2020, KeyBank will be issuing payments, and you will have a choice as noted above.

- Do not dispose of the State of Indiana Visa® debit card until you have used or transferred all of the money on your card.
- If you receive money on the State of Indiana Visa® debit card from other state of Indiana programs, such as Child Support, you will continue to get paid on the Visa® debit card until otherwise notified by those programs.

KeyBank program perks include:

- Flexibility to change your payment election anytime by logging into Uplink Claimant Self Service (CSS);
- Key2Benefits card accepted globally anywhere Mastercard is accepted for PIN and signature purchases, online purchases, and cash with “cashback” transactions
- Card security with EMV chip technology
- Fee free and surcharge free ATM access at KeyBank and Allpoint ATMs

For more information on your payment options, visit [Unemployment.IN.gov](http://Unemployment.IN.gov), select Payment Options.

**Overpayments:** It is very important that all information you give is accurate and truthful. You will have to pay back any money you receive because of incomplete and/or inaccurate information on your claim. Additionally, if your overpayment is a result of fraud, you will be required to pay a penalty amount in addition to your overpayment.

(See [page 3](#) for more detail on fraud)

**What If You or Your Employer Filed an Appeal?** You must continue to file your weekly vouchers online during the Appeal. If the decision is in your favor, you will receive benefits for your qualifying weeks following the final decision.

# WHAT IF I DISAGREE WITH A BENEFIT DECISION?

If your claim for benefits is denied or your benefits are reduced and you disagree with that decision, **you have the right to an appeal**. Your appeal will be heard by an **Administrative Law Judge (ALJ)**. Your employers also have the right to appeal. Regardless of which party appeals the decision, your former employer will also have the right to be present at the hearing. There is no charge to either party for filing an appeal.

## How Do I File an Appeal?

After you have filed your claim and submitted any additional information requested of you by DWD staff, you will receive a *Determination of Eligibility* by a message on the homepage of your Uplink account. This notice will state whether or not you qualified for benefits and explain how/why the decision was made. If the determination denies or reduces your benefits and you choose to appeal the decision you must:

1) Complete a written statement of appeal that includes:

- Your name
- Your SSN
- Your mailing address
- Your phone number
- A statement or description that tells why you believe the determination of eligibility is incorrect **2) File**

**your request for an appeal within 10 days of the final date of the Determination of Eligibility.**

3) Maintain a copy of this request for an appeal for your records.

4) File the request **to the attention of the Appeals Division** in one of the following ways:

- by fax to (317) 233-6888
- by mail to:  
Indiana Department of Workforce Development  
Attn: Appeals Division  
10 North Senate Avenue  
Indianapolis, Indiana 46204
- in-person at:  
Indiana Department of Workforce Development  
Attn: Appeals Division  
10 North Senate Avenue  
Indianapolis, Indiana 46204

5) For more information please visit

[www.in.gov/dwd/2356.htm](http://www.in.gov/dwd/2356.htm)

## The ALJ Hearing

If an appeal has been filed on your claim, you will receive in the mail a *Notice of Hearing, General Instructions, and an Acknowledgement Sheet* before the scheduled hearing date.

**If you filed the appeal, you must attend the hearing or your appeal will be dismissed.**

The *Notice of Hearing* will have information on the place, date, and time of your hearing. The time indicated on the *Notice of Hearing* is Indianapolis time (the Eastern Time Zone). Most hearings are done over the telephone. Your *Notice of Hearing* and *General Instructions* will state the date and time and provide you with instructions on how to participate. The *Notice of Hearing* will contain and *Issue* paragraphs that identified the issue(s) and the particular law/regulation involved, as well as the subject of the hearing. Most hearings concern one of the following:

- If you voluntarily quit, was there good cause in connection with the work?
- Did the employer have just cause for a discharge/firing?
- Are you, the claimant, physically and mentally able to work and are you available for work and actively seeking full-time work?

Fill out the *Acknowledgement Sheet* and check off the box that most closely matches your intentions concerning the hearing. Sign this sheet and include your telephone number and fax number, if any. Then send the *Acknowledgement Sheet* back to the ALJ as soon as possible. You can also contact the ALJ's clerk to provide contact information or to confirm that your participation form has been received. If you call, it must be more than 24 hours before the hearing. Faxes and telephone messages are not always available to the ALJ quickly, so please provide your contact number and exhibits as far in advance of the hearing as possible.

The ALJ calls all parties at the time specified, or within 60 minutes after the scheduled time. The ALJ's phone number generally shows on caller ID as blocked, restricted, or unavailable. Be sure to disable Privacy Manager or similar screening devices. You will be considered as failing to appear if the ALJ cannot reach you at the time of the hearing or you fail to show up for an in-person hearing. Your case will be dismissed.

During the hearing, the ALJ will ask questions of all parties involved and consider evidence presented during that time. It is very important that you provide all evidence relating to your separation whether you have previously provided it to the department or not. This might include items such as: timecards, medical statements, disciplinary notices, separation notices, written communication between you and your employer relating to your separation, and any other relevant documentation.

## If Your Former Employer Files an Appeal

If your former employer(s) disagrees with the decision to give you benefits, the employer may appeal DWD's decision as well. If this should happen, a *Notice of Hearing, General Instructions* and an *Acknowledgement Sheet* will be sent to you in the mail before the scheduled hearing date.

If you were receiving Unemployment Insurance benefits and your employer wins the appeal, you will have to pay back any benefits you will have to pay back any benefits you may have already received. This is called an **overpayment**. Regardless of the reason for the overpayment, you are required to repay all benefits. Therefore, it is in your best interest to give accurate and complete information regarding your claim at all times.

## If You Cannot Attend a Scheduled Hearing

You may request a postponement by providing the ALJ with a reason for your request for postponement by fax or letter no later than three days before the scheduled hearing. You must send a copy of your request to the other party and state in your request for postponement that you have done so. Be sure to keep a copy of your letter or fax for your records. Do not assume that your request has been granted. Postponements are granted at the sole discretion of the ALJ. If you have not received confirmation of a postponement, assume the hearing is proceeding as scheduled.

## After the Hearing

The ALJ will review all the evidence and issue a decision within two weeks after the hearing. The decision will be based entirely upon the evidence and statements made at the hearing.

**REMEMBER: If you do not participate in the hearing, the ALJ could issue a decision that would be unfavorable to you. This also could result in you having to pay back any benefits you have already received.**

**You may appeal the ALJ's decision to the UI Review Board within 15 days of the mailing date of the ALJ decision.** For further information on this option:

- Go to [www.in.gov/dwd/2356.htm](http://www.in.gov/dwd/2356.htm)
- Call DWD toll-free at 1-800-891-6499
- If you are hearing impaired, please call us at 317-232-7560.

Once the Review Board has rendered a decision on your case, your next opportunity for appeal is to appeal to the Indiana Court of Appeals. Appeals to the Court of Appeals are entirely out of the department's control. The Court of Appeals has its own rules of procedure, costs, and requirements. The Clerk of the Supreme Court can provide additional information. For further information regarding how to initiate your appeal to the Indiana Court of Appeals, access the *Pro Se Guide to Appellate Procedure* at [www.in.gov/judiciary/cofca/](http://www.in.gov/judiciary/cofca/).

# FREQUENTLY ASKED QUESTIONS

**How soon can I expect my first payment?** You must file your initial claim and register for work before you will receive a payment. You must file online at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). Be sure to disable “pop-up blocker” and use the scroll bars on your browser to see all information displayed. If you do not have Internet access, you can file online at your local WorkOne Center during the regular business hours of that center. The first week you do not work is considered a mandatory one-week waiting period. You will not get benefits for the waiting period week, but you must still fill out a claimant voucher for the waiting period. If you elect direct deposit, your money will be deposited in the bank account you provide within two business days of the claim voucher being approved. If you elect the new Key2Benefits card, the card will be mailed by regular first class mail two business days after you make the election. Please allow 7-10 days for mail time.

**Can I collect benefits from more than one claim at a time?** You can only receive benefits from one claim at a time. This includes claims from other states.

**Can school employees collect benefits during school vacations?** Not usually. If teachers and other school employees expect to return to school at the end of scheduled breaks, they do not qualify for benefits. Some exceptions do apply.

**Can I get benefits if I am a seasonal worker?** If your employer has been granted seasonal status by DWD, you will not be eligible for benefits during the off season. You will be notified if your employer has been granted seasonal status on your Monetary Determination of Eligibility.

**Am I eligible for benefits if I am an on-call worker?** On-call and as-needed workers are not eligible for unemployment benefits if they receive pay OR refuse work during any week. On-call or as-needed worker are defined as workers who are regularly and customarily employed on an on-call or as-needed basis and are paid during any week for services directly or by an employer. If working for an employer, the individual works whenever the employer requires and there is no set work schedule.

**Am I eligible for benefits during a short-term shutdown or vacation period at my place of work?**

Workers employed at a business during a short-term shutdown or vacation period are not eligible for unemployment benefits. A short-term shutdown or vacation period is defined as an employer-mandated vacation period with or without pay.

**Am I eligible for benefits if I take a voluntary buyout or receive money to resign or retire?** Employees who accept payment in exchange for voluntarily resigning or retiring are not eligible for unemployment insurance.

**Can DWD give out information about my claim?** Some state and federal agencies can get some information, but only what they need to do their jobs. We will not give out information to your friends or family. Specifically, pursuant to 20 CFR § 603.11, confidential claimant unemployment compensation information and employer wage information may be requested and utilized for other governmental purposes, including, but not limited to, verification of eligibility under other government programs.

**Can I get benefits if I quit my job?** If you quit your job without “good cause” you cannot get UI benefits, although there are some exceptions. Occasionally when “good cause” is established you may receive benefits (see “Why are You Unemployed?” on [page 9](#)).

**What if I stop claiming benefits to go back to work temporarily?** If you return to work, stop submitting your vouchers. If you become unemployed again, you will need to reopen your claim online at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). You will need to reopen your claim the week that you are no longer employed in order to receive benefits for that week. You cannot go back and claim benefits for weeks you did not file and claims cannot be backdated.

**What is an overpayment?** Overpayments are benefits that were paid to a claimant and it is later determined the claimant is not eligible for those benefits. Overpayments occasionally occur when a claimant is paid benefits and an appeal by an employer reverses that decision. The claimant is then found ineligible for all benefits received and those amounts must be returned. Overpayments may also result from other circumstances. It is important to note the federal government mandates that benefits should be paid until the point a claimant is determined to be not eligible for benefits.

**Do I have to pay back overpayments?** Yes. Anytime claimants receive benefits for which they are not eligible, the claimant must pay back the same amount of benefits, plus any taxes or deductions withheld. This can be done on a payment schedule. Regardless of the reason for the overpayment, all affected benefits must be paid back unless a waiver has been granted. The State of Indiana has the right to withhold state and federal income tax returns, lottery winnings, and future benefits in order to recover any overpayments that have not been repaid. The State could also garnish your wages to recover any overpayments that have not been repaid.

**Can my overpayment be waived?** In certain circumstances, a claimant may be eligible to have his/her overpayment waived. In accordance with Ind. Code §22-4-13-1(i), an overpayment may be waived upon the request of the individual only if the following criteria are met:

1. the benefits were received by the individual without fault of the individual;
2. the benefits were the result of payments made: a. during the pendency of an appeal before an administrative law judge or the review board under IC 22-4-17 under which the individual is determined to be ineligible for benefits; OR b. because of an error by the employer or the department; AND
3. repayment would cause economic hardship to the individual.

Claimants must submit an Overpayment Waiver Request application for consideration. The Department will evaluate the request and issue a determination to the claimant. The application can be found at [www.unemployment.in.gov](http://www.unemployment.in.gov) under "Forms and Downloads." Certain exclusions apply. Please see DWD Policy 2020-04 for more information about the waiver process. More FAQs on overpayments can be found at: <https://www.in.gov/dwd/2345.htm>

**What happens if I move?** If your address changes, you must notify DWD by changing your address online through Uplink, the unemployment insurance online filing system. Due to security reasons, changes of address cannot be done over the telephone. **NOTE: If your address changes while you have an appeal pending, please contact the Appellate Division to update your address as well. Address changes in Uplink do NOT automatically update the Appellate Division's records.**

**Do I have to report earnings if I am working in another state while claiming benefits in Indiana?** Yes. No matter where you are working, you must report any wages you earn while claiming benefits (this includes earnings from self-employment). DWD routinely cross-checks records in Indiana and other states.

**What is an appeal?** An appeal is the right of any claimant or employer to ask for a review of a decision made by a claims deputy, ALJ, or the Review Board. If you or your employer do not agree with a decision to allow/disallow Unemployment Insurance benefits, either party can ask for an appeal.

**What if I have questions about my claim, payment, voucher, or forms?** If you have questions regarding the status of your claim and/or filling out forms:

- Go to [www.in.gov/dwd/2359.htm](http://www.in.gov/dwd/2359.htm)
- Call DWD toll-free at 1-800-891-6499
- If you are hearing impaired, please call us at 317-232-7560

If you have questions about UI payments, go to [Unemployment.IN.gov](http://Unemployment.IN.gov), selection Payment Options.

**What if I go out of town?** If you are looking for work out of town, you may file conveniently at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). For out-of-state work, visit the employment services agency nearest you. While looking for work out of town, be sure to keep a record of your job search contacts in your weekly work search log.

**Can money be deducted from my benefits if I receive a distribution from a pension, retirement, or annuity plan?** Yes.

**Can money be deducted from my benefits if I receive severance pay?** Yes. Severance pay for all individuals will be deducted from unemployment insurance benefits. However, immediately after becoming unemployed those receiving severance pay must apply for unemployment insurance benefits.

**Do I have to pay taxes on my unemployment insurance benefits?** Yes. Unemployment insurance benefits are taxable income and are subject to federal, state, and local income taxes. DWD will send you an IRS Form 1099-G for tax reporting purposes, which you should receive in late January. When you file your initial claim in Uplink, Indiana's online filing system, you

may choose to have 10% of your weekly benefit payment withheld for federal income taxes and 4% withheld for state income taxes, for a total of 14%. For example, if you are eligible to receive the maximum benefit of \$390 per week, \$39 (10%) will be withheld for federal income taxes and \$16 (4%) will be withheld for state income taxes, for a total of \$55 per week. You must choose to have income taxes withheld when filing your initial claim. If you choose to have income taxes withheld from your weekly benefits, taxes will be withheld from every weekly benefit payment. You cannot choose to stop withholding at any point during your current unemployment insurance claim.

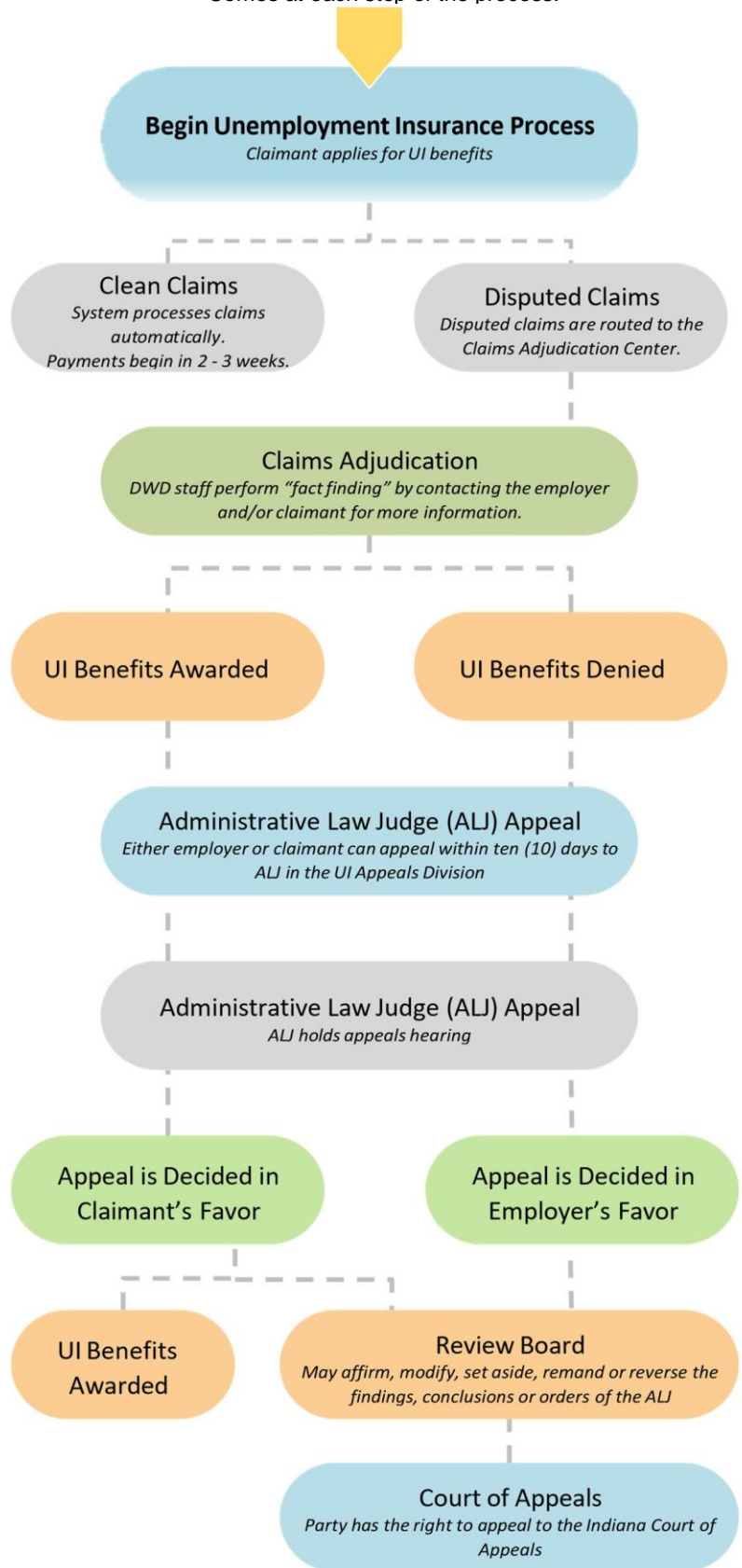
**Can I be denied benefits if I fail a pre-employment drug test for a new job?** Yes. Unemployment insurance benefit recipients can be denied benefits if they fail or refuse a drug screening as a condition of any employment.

A current list of WorkOne locations is available at <https://www.in.gov/dwd/WorkOne/locations.html>.



# UI BENEFITS PROCESS

The chart below illustrates the Unemployment Insurance claims process from the moment a claim is filed with the potential outcomes at each step of the process.



# GLOSSARY OF TERMS

**Administrative Law Judge (ALJ):** The Department of Workforce Development official who conducts impartial Unemployment Insurance hearings ([see page 25](#)).

**Appeal:** The process through which interested parties in the claim of an employee shall be entitled to a hearing before an ALJ or a review by the Review Board or the Indiana Court of Appeals ([see page 25](#)).

**Base Period:** The first 4 calendar quarters out of the last 5 completed quarters. The last quarter is called the lag quarter ([see page 7](#)).

**Base Period Employer:** Any employer for whom an individual worked during the base period ([see page 9](#)).

**Benefit Period:** The 52 consecutive week period beginning with the first week an initial unemployment claim is filed ([see page 15](#)).

**Benefits:** The compensation made to individuals who are eligible for unemployment insurance benefits.

**Benefit Year Ending (BYE):** The date an unemployment insurance claim expires ([see page 15](#)).

**Calendar Quarter:** A period of 3 consecutive calendar months; for example January 1 - March 31, April 1 - June 30, July 1 - September 30, or October 1 - December 31 ([see page 7](#)).

**Claim:** An application made by an individual for UI benefits ([see page 4](#)).

**Fact Finding Sheet:** The form that requests information regarding separation from an employer ([see page 9](#)).

**Fraud:** The act of knowingly making false statements or concealing information in order to receive UI benefits ([see page 3](#)).

**Just Cause:** The term used to describe acceptable reasons for being fired/ dismissed by an employer ([see page 9,26](#)).

**Lag Quarter:** The most recent quarter out of the last 5 completed quarters an individual worked ([see page 7](#)). **The lag quarter is not counted in the base period.**

**Maximum Benefit Amount (MBA):** The amount to which an unemployment insurance claim is limited ([see page 15](#)).

**Monetary Determination of Eligibility:** The notice that explains how claim and benefit amounts are compensated ([see page 11, 15, 16, 17](#))

**Overpayment:** Unemployment insurance benefits that are paid to a claimant and later determined to have been paid in error ([see page 3,11,20, 24,27,28](#)). **These overpayments must be paid back, unless a waiver has been granted.**

**Partial Benefits:** The weekly benefit amounts of an eligible individual who is partially unemployed ([see page 17](#)).

**Profiling and Reemployment:** Special job search assistance (required by federal law) for those at high risk for exhausting regular UI benefits ([see page 22](#)).

**Review Board:** A board that consists of three individuals appointed by the governor, who impartially review Unemployment Insurance appeals through hearings. This is the second step in the appeal process, following an ALJ hearing ([see page 27,29](#)).

**Voluntary Quit:** Leaving employment with or without good work-related reasons ([see page 9](#)).

**Wages:** All compensation for services, including but not limited to: commissions, bonuses, severance, dismissal, vacation, sick, payments in lieu of compensation, etc.

**Waiting Period:** The mandatory one-week period required after a claim is filed and before benefits are paid ([see page 6](#)).

**Weekly Benefit Amount (WBA):** The amount of benefits an eligible individual can receive for a week of total unemployment ([see page 15-16](#)).

**Work Search:** The effort to find employment required in order to qualify for Unemployment Insurance benefits. Work search information must be recorded each week on a Work Search Log.

([see pages 19-21](#)).

# Acronyms

**ALJ** = Administrative Law Judge

**BYE** = Benefit Year End

**CWE** = Calendar Week End

**DWD** = Indiana Department of Workforce Development

**MBA** = Maximum Benefit Amount

**UI** = Unemployment Insurance

**USDOL** = United States Department of Labor

**WBA** = Weekly Benefit Amount

# FOR MORE INFORMATION

For general information:

- 1-800-891-6499
- 1-317-232-7560 (TDD)

This is an equal opportunity program. Auxiliary aids and services are available upon request to people with disabilities. For information contact the EO:

- 317-233-4380
- 317-234-3535 (TDD)