



Unemployment Insurance Orientation

IT IS VERY IMPORTANT THAT YOU READ THIS INFORMATION. THIS INFORMATION MAY IMPACT YOUR UNEMPLOYMENT INSURANCE BENEFITS PAYMENTS.

You are here because you filed a claim for Unemployment Insurance and you are not returning to your employer. You have been found monetarily eligible for Unemployment Insurance. This means you made enough money in your base period (four of the last five completed calendar quarters) to receive Unemployment Insurance benefits. It is important you pay attention to the base period earnings displayed on your Monetary Determination letter because the amount of money you made in your base period is used to determine the amount of your Unemployment Insurance weekly benefit amount (WBA) and how many weeks you are eligible to receive benefits. If there are incorrect or missing wages recorded on your Monetary Determination, fill out the attached form and sent it in with your proof of earnings.

WHAT MUST I DO TO RECEIVE WEEKLY UNEMPLOYMENT INSURANCE BENEFITS?

1. File your Unemployment Insurance Claim

Since you are reading this orientation, filing your claim is a step you have already taken. Your Unemployment Insurance claim is available to you for the entire claim year, which is 52 weeks, or until you have used up all the benefits available to you.

If you go back to work or do not complete your certification for two consecutive weeks, your claim goes inactive and you will need to reopen it prior to receiving any further benefits. This means you will need to answer all the questions you answered when you first filed your claim. You need to do this during the week you are unemployed. If you do not open your claim the week you are unemployed, you will not receive payment for that week. Your claim cannot be backdated to the week you became unemployed.

2. Weekly Certification

In order to receive benefit payments, you must complete weekly certifications. At the end of each week, you must answer a series of questions to show that you are still eligible to receive Unemployment Insurance benefits. If you do not certify for a week, you will not receive payment for that week.

Complete your certification online by clicking the **UI ICE** logo at jobsnd.com and going to the 'My To Do List' tab on the main menu or by calling 701-328-4995. Unemployment Insurance weeks are Sunday through Saturday. You can certify for each week any time after midnight on the Saturday the week ends. If you do not complete a certification within 13 days of the week ending date, you will not receive benefits for that week.

The first week you are eligible to receive benefits is considered your waiting week, and you will not receive any benefits for this week. However, you must certify your waiting week and meet all your other eligibility requirements in order to receive credit for the week. Until your waiting week has been served, you are not eligible to receive any Unemployment Insurance benefits. If you make more money than your weekly benefit amount for the week or if you are not eligible for the week, the next eligible week will be your waiting week.

You **must** certify even if you have an issue on your claim or your claim is in appeal status. This will ensure you will receive benefits for the week(s) you certified if the issue is resolved in your favor.

3. Register for Work

Claimants who live in North Dakota or in surrounding communities are required to register for work by placing a resume on jobsnd.com within 10 days of filing your Unemployment Insurance claim. This is so employers in your area and Job Service staff are aware you are looking for work. You must complete at least one resume for the type of work you have just completed and are encouraged to put out multiple resumes for all the types of work you are interested in pursuing. Resumes must include contact information, contain an employment history and be accessible to employers.

To complete your resume, you will need a username and password. This username and password will be different than the one you used to log into the **UI ICE** application you are currently using. If you completed a resume on jobsnd.com previously, you may already have a username and password in the system. If you need help with the username or password used to post a resume, contact your local Job Service office for assistance. After entering your resume, it will remain active for 90 days. After 90 days, you must renew your resume by going into jobsnd.com and clicking the Accessibility link at the top of the resume.

Claimants who live outside of North Dakota are required to register for work with your nearest workforce agency. You must retain proof of your registration in case this is requested by Job Service staff.

4. Complete Weekly Job Contacts

You are required to begin making job contacts the same week you apply for Unemployment Insurance and for each week you wish to receive benefits. You are required to make a **minimum** of four (4) acceptable job contacts per week. Depending on the availability of jobs in your field and location, you may be required to make more job contacts.

To be an acceptable job contact, the job contact **MUST** be:

- **With a verifiable employer.** This means there **MUST** be a name of an employer listed when you report the job contact. You must know who the employer is that is attached to your job contact. If you make an in-person or telephone contact, you must include the name of the person you spoke with and their position within the company. If the job contact is done electronically, the name of the employer and the website or email used must be provided. When entering in the address of an employer, you must include the mailing address of the employer including street or PO Box, city state and zipcode.
- **For work that you would accept** if the employer offered you the job.
- **Made according to the method identified by the employer.** You must apply for the job using the method required by the employer. If the employer requires that a paper application be filled out for the job, you must fill out a paper application. If the employer requires an application be submitted online in a kiosk, an online application through the kiosk must be submitted. If the employer requires a resume be submitted, a resume must be submitted. If the job contact method is other, you must include the employer name, full address, phone number and a contact name.
- **Only by phone if the employer requests this manner of contact.** Phone job contacts are **ONLY** acceptable if the employer in their job announcement has indicated that you may contact them by phone. A phone number must be included for any phone job contact.
- **Made with an individual with hiring authority.** If you make an in-person job contact, you must speak with the individual who can hire you and you should leave a copy of your resume with the individual. You cannot talk to a staff person who does not have hiring authority and ask if work is available. If the hiring authority states they have jobs available and a process to apply, you must use that process to apply for a job. If there are no jobs available, leave your resume.
- **With an employer you have not used twice in a four week period.** An employer can only be listed as a contact twice in a four-week period, regardless how many job contacts or employment opportunities are available with the employer.
- **An employer with a verifiable address.** The job contact must include the full address of the employer including the street address or PO Box, the city, state and zip code. If the job contact was done online, then the full and valid web address must be included.

Job Contacts are NOT acceptable if:

- **You do not know the identity of the employer.** If you use an online recruiting service such as Craigs List, you must provide the name and address of the employer to consider it a verifiable job contact.
- **The in-person contact is with someone not in a hiring capacity and you do not follow the method for applying for the job.** If the person refers you to file an online application, you must fill out the online application.
- **The contact is made for the purpose of obtaining self-employment.**
- **You post a resume with an online recruiting firm like indeed.com without applying for a specific position.** You must be applying for a job with a specific employer on the site.
- **The contact is for the same job you already used as a contact.** For example, you apply for a specific job one week and interview for the same job the next week.

Make sure you maintain a record of your job contacts in the Unemployment Insurance Claimant Guide you received in the mail. You will be required to provide Job Service with the name of the employer, the name of the person you contacted or the Web site used for your contact, the date the contact was made, the job applied for, and the address and phone number or website for the employer. These job contacts will be periodically verified by Job Service. If a contact is found to be insufficient, you may be found ineligible for benefits for the week the job contact was made.

5. Complete Eligibility Reviews

After this orientation and periodically throughout your claim, you will be required to complete Eligibility Reviews. During these reviews, you will be asked a series of questions concerning your job search. You will also be asked to enter information about your job contacts for the dates requested if you have not already provided the information during your weekly certification(s). You will receive a notification when these Eligibility Reviews are due. The Eligibility Reviews must be completed by the required due dates or you may be found ineligible for benefits.

6. Reemployment Activities

If you are notified by Job Service that you are selected for reemployment services, you will be required to complete reemployment activities online, with a case manager or in a Job Service office in your area. The intent of reemployment activities is to assist you in your job search. Follow the instructions in the letter you receive in the mail and complete the online requirements on or before the date on the 'My To Do List' calendar on **UI ICE**. Case management appointments, workshops and other reemployment services will be listed on your 'My To Do List' calendar. Interview Skills Workshops are held in your nearest Job Service North Dakota office.

To ensure that you do not miss out on any Unemployment Insurance payments, schedule this workshop as soon as you receive your Reemployment Activities letter. The Reemployment Activities must be completed by the required due dates or you may be found ineligible for benefits.

WHAT QUESTIONS WILL BE ASKED WHEN I CERTIFY EACH WEEK?

When you certify, you will be asked a series of questions to determine your eligibility to receive benefits for the week. It is important you answer these questions correctly. If you receive benefits for a week, and are later found to be ineligible for the week, you will be required to pay back the Unemployment Insurance benefits paid to you. If you have no issues on your claim, your benefit payment is processed the day following your certification and payment will be made within 2 to 3 business days. Examples of some of the more frequent questions are identified below.

1. Did you refuse to accept any work offered to you?

You are required to accept any suitable work offered to you. The Unemployment Insurance Claimant Guide you received in the mail provides more detail as to suitable work. If you do not accept suitable work, an issue may be placed on your claim and you may not be eligible to receive benefits until you earn 10 times your weekly benefit amount from a liable employer. Once you have drawn Unemployment Insurance for 18 weeks, you are required to accept any job that is offered to you.

2. Were you physically able to work?

You must be physically able to work at the time you file your claim in order to receive Unemployment Insurance. If you become ill or disabled after you file a claim, additional information will be asked to determine if you can continue to receive benefits. Based upon your situation, you may be required to have your physician fill out a Job Service North Dakota medical statement.

3. Were you fully available for work?

You must be immediately available to accept any work suitable to your training, experience and capabilities. Availability for work is a very important condition in receiving Unemployment Insurance benefits. If such things as lack of transportation or lack of child care prevent you from being able to take a job, you are not considered available for work and will be denied Unemployment Insurance benefits. If you are out of the area for vacation or for personal business other than job seeking, you are not eligible to receive Unemployment Insurance for the week.

4. Did you contact employers for work?

If you are answering "Yes" to this question, you are stating that you completed your required number of acceptable job contacts for the week. Acceptable job contacts are contacts you make with employers for positions you are willing to accept. You are stating that you contacted employers in person, mailed a resume or job application, or applied online. A telephone job contact is acceptable **only** if the employer requests it in the job opening.

Answering “Yes” also means you are verifying that the purpose of your job contacts was to become employed. Job contacts need to be recorded on the Job Contacts Record pages of your Unemployment Insurance Claimant Guide and will be required for your periodic Eligibility Reviews. An employer can only be listed as a contact twice during each four-week Eligibility Review period. You are required to keep a record of your job contacts for one year in case you are selected for an audit on your claim.

5. Did you receive any vacation pay, holiday pay, sick pay or a bonus?

It is possible that you will receive vacation, sick pay or bonuses from your former employer in the weeks you are drawing Unemployment Insurance benefits. In most cases, you will need to report this income in the week you receive it. If you are working part time and drawing Unemployment Insurance, you will need to report any holiday pay, vacation pay, sick pay or bonuses during the week you took the pay. For more information concerning types of earnings and how to report them, please refer to the Unemployment Insurance Claimant Guide.

6. Did you work for any employer?

You will be required to report the gross amount of earnings you earned during the week. You will also report the number of hours you worked. You can earn up to 60 percent of your weekly benefit amount and still receive your full benefit payment. Earnings above 60 percent of your weekly benefit amount are deducted on a dollar for dollar basis from the benefit payments made to you.

You must report all of your earnings and must work all hours offered to you each week. You must report all gross earnings in the week you earned them, not the week you get paid.

7. Did you work in self-employment?

If you are self-employed, you report the gross wages you made for the week or provide a dollar amount that equals the amount of money per hour for which you would be willing to accept work multiplied by the number of hours you worked in self-employment. You also report the hours worked in self-employment. If your earnings (employment, self-employment, vacation, bonus, holiday or sick pay, etc.) are equal to or more than your weekly benefit amount, you will not receive any benefits for the week.

ISSUES THAT MAY DISQUALIFY YOU FROM RECEIVING UNEMPLOYMENT INSURANCE BENEFITS

Sometimes an issue is identified with your claim. Issues are items that may affect your eligibility for benefits. When an issue is established on your claim, payment is stopped until all pertinent information is gathered and a decision is made on your eligibility for benefits. Following are some common issues:

Voluntary Quit—If you voluntarily quit a job without good cause attributable to the employer, you will be disqualified from benefits. You must earn wages equal to or greater than eight times your Weekly Benefit Amount and meet the other eligibility requirements to receive benefits.

Misconduct—If your employer discharged you for reasons constituting misconduct, you will be disqualified from benefits. You must earn wages equal to or greater than ten times your Weekly Benefit Amount and meet the other eligibility requirements to receive benefits. The law provides that if you are discharged because of gross misconduct, you will be disqualified from receiving benefits for one year.

Not Available or Actively Looking for Work—You will be denied benefits for each week you are not available for work or actively seeking work. You must actively search for work each week you certify.

Failure to Report—You may be denied benefits for failing to complete an Eligibility Review or Reemployment Activity.

Schooling/Training—Generally, attendance in school or a training program would disqualify you from receiving benefits. In limited situations, Job Service North Dakota can approve the receipt of Unemployment Insurance benefits for claimants attending school or approved training programs fulltime.

If you receive a letter entitled Nonmonetary Determination, a decision has been made on an issue affecting your claim. This letter will state if Unemployment Insurance benefits are to be allowed or denied on your claim. You may appeal determinations concerning your claim if you believe the law was incorrectly applied or all the facts were not considered when the determination was made. Your appeal rights and time limits are explained in each determination letter.

For further information regarding issues on your claim, refer to your Unemployment Insurance Claimant Guide, select the Determinations/Appeals link on the main menu of **UI ICE** or call 701-328-4995 to speak with a Claims Representative.

DEDUCTIONS FROM WEEKLY UNEMPLOYMENT INSURANCE PAYMENTS

Deductions may be made to your weekly Unemployment Insurance payments. These include, but are not limited to:

Child Support—Job Service North Dakota may be required by federal law to make deductions from your Unemployment Insurance payments (up to 50 percent) to satisfy child support obligations. Job Service cannot modify or change a withholding order. If you have questions about your child support withholding, contact the child support agency responsible for enforcing the obligation. The withholding amount will remain in effect until changed or cancelled by the child support agency.

Pensions—Pension, retirement, annuity, or other similar periodic payments will reduce your weekly payment of benefits if any employers in your base period contributed to or maintained the pension plan. It is your responsibility to keep Job Service North Dakota informed of any changes in your retirement amount.

Federal and/or State Tax—Unemployment Insurance benefits are taxable income and taxes are not withheld unless you request it. If you wish to change your tax option anytime during your claim, you can select Change Tax Withholdings under the My Claim Info tab on **UI ICE** or by telephone select Change Options and Change Tax Withholdings on the main menu of 701-328-4995.

WHAT HAPPENS TO MY UNEMPLOYMENT INSURANCE BENEFITS IF I AM OFFERED A JOB?

You may still be able to receive Unemployment Insurance benefits until you begin your new job. Depending on the day of the week you start your new job, you may also be eligible for Unemployment Insurance benefits for the week you begin working. Remember when you complete your weekly certification, you need to report all gross income made for the week. If you start a new job and do not report the gross income made for the week, you may have to pay back the Unemployment Insurance benefits paid to you for the week.

If you are offered a job and the start date is within four weeks, you may be excused from doing job contacts. To be excused, you must submit a letter or email from your new employer that states you will be starting employment. This letter or email must include the name and address of the employer, the position title, the hours to be worked and the start date of the employment. Once Job Service receives the letter or email, a decision will be made as to whether or not you need to continue to make job contacts. In the meantime, continue to make your job contacts each week and complete your online Eligibility Review and Reemployment Activities until otherwise notified.

ASSISTANCE IN RETURNING TO WORK

Job Service North Dakota can assist you in returning to work as quickly as possible. The resources available at your local Job Service office may prove to be some of the best tools for getting you back into the workforce as quickly as possible. Each Job Service North Dakota office has Customer Service Representatives that can assist you in creating an effective resume, help you identify potential employers with job openings, and inform you on a variety of workshops and skills tests that are available to you. Job Service also has resource centers containing useful job seeking tools and equipment available at no cost to you. You can access local and national job listings, use computer software to develop resumes and cover letters, preview reference materials on all aspects of job searching, explore college catalogs and wage and benefit data, and much more.

WORKFORCE INVESTMENT ACT (WIOA) SERVICES

Job Service North Dakota administers the federal Workforce Innovation and Opportunity Act program. The WIOA program goal is to provide training funds and case management services to meet your goal of obtaining employment. Types of training available through WIOA include basic skills, on-the-job, short-term skills, or classroom training. Contact your local Job Service office for a complete list of WIOA services available to assist you in returning to the workforce quickly.

VETERANS

One-on-one assistance with a member of the Job Service North Dakota Veterans' Employment Team is available for Veterans who are having difficulty finding or retaining employment. As Veterans themselves, the Team understands the many transitions Veterans experience as they transition from military to civilian life. The Team is trained and ready to help Veterans work through employment barriers.

Members of the Veterans' Employment Team can help Veterans translate military skills and experience into civilian terms so employers can readily understand all that a Veteran has to offer and how those skills will benefit their business. Additionally, the Team provides labor market information, offers career guidance and planning, makes referrals to training opportunities, offers resume writing and interview techniques training, and makes referrals to supportive services and local resources.

Please identify yourself as a Veteran if you have served in the military and were discharged or released under conditions other than dishonorable.

For any additional information regarding your job search, visit your local Job Service office or jobsnd.com.

Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.