



# About Unemployment Insurance

- What is unemployment insurance?
  - Unemployment insurance provides temporary income to individuals who are unemployed through no fault of their own. It is provided to individuals through their state government, and businesses contribute to the program through an unemployment tax.
- Who is eligible for unemployment insurance?
  - To be eligible clients must be **able to work** (“mentally and physically capable of performing a job”), **available to work** (“cannot impose conditions on the acceptance of work if those...leave him or her with no reasonable prospect of work”), and **actively seeking work**.
- Are clients still eligible if they’ve been temporarily laid off due to COVID-19?  
And how does that affect their consideration for being able/available to work?
  - An individual temporarily laid off could qualify for benefits as long as they are able and available for and actively seeking work. They would also be considered actively seeking work as long as they are prepared to return to work as soon as their employer reopened. Under emergency rules IDES recently adopted, they would not have to register with the employment service.

# Unemployment Insurance and the CARES Act



The CARES Act has expanded unemployment insurance by:

- providing up to 39 weeks of federally funded unemployment benefits to individuals not typically eligible for unemployment benefits, including **independent contractors** and **sole-proprietors (aka gig workers)** who have become unemployed as a direct result of COVID-19 (*this is called Pandemic Unemployment Assistance, or PUA*)
- providing up to 13 additional weeks of federally funded unemployment benefits for individuals who have exhausted regular unemployment benefits (*this is called Pandemic Emergency Unemployment Compensation, or PEUC*)
- providing an additional \$600 per week for individuals receiving regular unemployment benefits, PUA, PEUC, or extended benefits if they are triggered under Illinois law, beginning March 29, 2020 and concluding the week ending July 25 (*this is called Federal Pandemic Unemployment Compensation, or FPUC*)

# Pandemic Unemployment Assistance (PUA)



The State of Illinois has advised that individuals eligible for unemployment under PUA -- independent contractors, sole proprietors, 1099 employees, and gig workers -- should be applying for *regular state unemployment benefits even if they may not qualify*.

- The denial they'll receive when applying for regular State benefits will be used to determine eligibility for federal pandemic unemployment assistance
- According to IDES, sometimes workers are told they're not eligible for unemployment even though they are: "If an individual's employer does not consider the worker to be covered and doesn't pay unemployment taxes on the individual's wages, the individual can qualify for benefits if IDES determines he or she is covered under state law. An employer's failure to contribute to the unemployment system will not impact a claimant's eligibility for benefits. Although eligibility for benefits cannot be guaranteed, nothing prohibits people from filing a claim for regular benefits, as long as they truthfully complete the application."



# Federal Pandemic Unemployment Compensation (FPUC)

How and when will people receive their additional \$600?

- Informal sources tell us people are receiving it usually after the second or third time they certify:
  - after you fill out your application you have to wait about 72 hours for updates. Once you receive an update, IDES will give you a certification date, which is usually 7-14 days after you filed for employment. On your certification date you have to call UI and every week after (usually a consistent date) to tell everyone that you're unemployed and looking for work
  - You only get paid when you certify, usually 24-72 hours after

# Filing for Unemployment Insurance

Important:

Online filing and claims applications will be unavailable every night from **8 p.m. to 10 p.m.** for daily claims processing. Thank you for your patience.

**In order to process the extremely high volume of unemployment benefit claims due to COVID-19, IDES has implemented the following schedule for those filing claims online and over the phone:**

## **Online Filing Schedule:**

- Those with last names beginning with letters **A-M** will be asked to file their claims on Sundays, Tuesdays, or Thursdays.
- Those with last names beginning with letters **N-Z** will be asked to file their claims on Mondays, Wednesday, Fridays.
- Saturdays will be available for anyone to accommodate those who could not file during their allotted window.

## **Call Center Filing Schedule:**

- Those with last names beginning with letters **A-M** will be asked to call on Tuesdays and Thursdays between 7:30am – 6pm.
- Those with last names beginning with letters **N-Z** will be asked to call on Mondays and Wednesdays between 7:30am – 6pm.
- Fridays (7:30am – 6pm) will be available for anyone to accommodate those who could not file during their allotted window.

The day or time of day in which a claim is filed will not impact whether you receive benefits or your benefit amount. Additionally, claims will be back-dated to reflect the date in which a claimant was laid-off or let go from their job due to COVID-19.

Note: *The days in which you can file a claim may be different from the days in which you are asked to certify.*

# Information needed to file an Internet Claim - Online

- Your Social Security Number and Name as it appears on your Social Security card;
- Your Driver License / State ID (this will provide your weight, which is required);
- If claiming your spouse or child as a dependent, the Social Security Number, date of birth and name(s) of dependent(s);
- Name, mailing address, phone number, employment dates, and separation reason for all the employers you worked for in the last 18 months;
  - Wage records (W-2 form, check stubs, etc.) from these employers may be necessary.
- If you worked since Sunday of this week, the gross wages earned this week;
  - You must report all gross wages for any work performed, full or part-time;
  - Gross means the total amount earned before deductions, not "take home pay", including wages in the form of lodging, meals, merchandise or any other form;
  - Gross wages must be reported the week in which they are earned, not the week in which you receive the wages;
  - If your gross wages earned in any week are less than your weekly benefit amount, you still may be eligible to receive a full or partial benefit payment);
- Records of any pension payments you are receiving (not including Social Security);
- If you are not a United States citizen, your Alien Registration Information;
- If you are a recently separated veteran, the Member 4 Copy of the DD form 214 / 215;
  - Other copies of the DD Form 214 / 215 are acceptable, but the Member 4 copy is the most commonly available.
- If you are separated from work as a civilian employee of the federal government, copies of your Standard Form 8 and Personnel Action Form 50.

## Login

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Please enter your Username and Password. First time users must register below.

Do Not Reveal Your Username and Password to Anyone. 

If you wish to select a language other than English we recommend you make your selection now. Changing your language selection at a later point will cause you to lose all previously entered data.

Asterisk ( \* ) indicates a required field

**Username**

\*

**Password**

\*

Click here if you [forgot your Username and/or Password](#).

If you have not established a Username and Password, click here to [Register](#).

**Continue**

# Filing for Unemployment Insurance for the first time?

## Registration

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To create a Username and Password, please complete the following. The information will be validated against Social Security Administration, Secretary of State and IDES records.

In order to register you must have a valid Driver's License or a State ID Card. Please contact the IDES Claimant Services Center at (800) 244-5631 for further assistance.

Asterisk ( \* ) indicates a required field

Identification Type	*	--Select--
Identification Number	*	<input type="text"/>
Issuing State	*	--Select--
First Name (as listed on Identification)	*	<input type="text"/>
Middle Initial (as listed on Identification)		<input type="text"/>
Last Name (as listed on Identification)	*	<input type="text"/>
Birth Date (as listed on Identification)	*	<input type="text"/>
Weight (as listed on Identification. Enter "0" if no weight appears on your identification)	*	<input type="text"/>
Social Security Number	*	<input type="text"/>
Is your Name (First Name or Middle Initial or Last Name) different than listed on your Identification above?	*	<input type="radio"/> Yes <input type="radio"/> No

[Return To Login](#)

[Continue](#)

**Between the most recent start date and the last day worked in this employment period, how many days have you worked for this employer?**

\*

*This is the number of days that you performed services in employment, whether or not consecutive. Do not include paid holidays, sick days, vacation days or other paid non-working days. Enter 999 if you worked more than 999 days between this employment period.*

**Typically, how many days in a week did you work for this employer?**

\*

**In how many weeks during this employment period have you earned \$330 or more?**

\*

**Reason of Separation from this employer.**

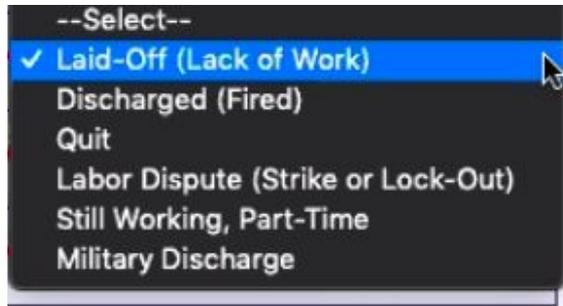
\*

**What type of employment was this?**

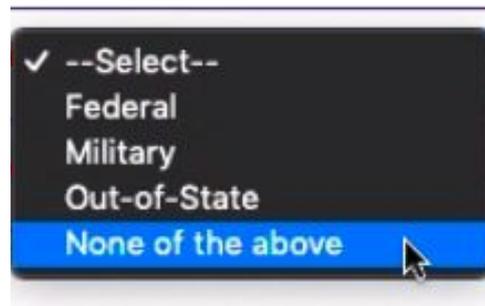
\*

**What is your usual occupation for this employer?**

\*



Reason of Separation from this Employer.



What type of employment was this?



What is your usual occupation for this employer?

Please select the one option that best applies to your most recent occupation.

- I am a member of a Union. All my work assignments are made through a hiring hall.
- I am an academic worker (i.e. teacher, professor, administrator) who is seeking work at an educational institution and am currently unemployed because the school(s) where I worked is closed between academic years or terms.
- I am a non-academic worker (i.e. bus driver, cafeteria worker) who is seeking work at an educational institution or at a company that contracts to provide service to an educational institution and am currently unemployed because the school(s) where I worked or serviced is closed between academic years or terms.
- I am a seasonal worker between seasons and I expect to return to my same job (i.e. park, golf course, landscape worker).
- I am a construction worker seeking work in the construction field.
- I am still attached to my regular job, but my hours have been temporarily reduced.
- I am a border state resident.
- I am in school or training.
- I am involved in a labor dispute.
- None of the Above.

Do you have a definite Return to Work date?

\*  Yes  No

Please describe your most recent job title.

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## Income and Training

**Total Gross Wages earned since 04/12/2020. ⓘ****\$0.00***If your gross wages are incorrect, please click the Employment tab above to update.***Have you been self-employed or an independent contractor since 03/15/2020?****\***  Yes  No**Have you refused any offers of work since 03/15/2020?****\***  Yes  No**Are you currently attending school or enrolled in a training program?****\***  Yes  No**Are you receiving or have you applied for a pension or any retirement pay?****\***  Yes  No**Are you receiving or have you applied for Trade Act Benefits?****\***  Yes  No**Are you receiving or have you applied for Workers' Compensation? ⓘ****\***  Yes  No**Are you receiving or will you receive plant shut down pay?****\***  Yes  No**Have you or will you receive holiday pay since 04/12/2020?****\***  Yes  No**Are you receiving or have you applied for Railroad Unemployment?****\***  Yes  No**Have you filed an unemployment insurance claim in another state since 04/15/2019?****\***  Yes  No

## Potential WBA

Estimated Weekly Benefit Amount **\$0.00**

Estimated Dependent Allowance **\$0.00**

Your Potential Weekly Benefit Amount and Dependent Allowance are estimates. The estimates are based on wages reported by Illinois employers for whom you indicated you worked.

**If you were instructed during the application process to provide documents to IDES, please do so immediately. Please fax documents to 217-557-4913. Failure to mail or fax documents may delay your benefits.**

**For Further information, please contact Claimant Services Center at 800-244-5631**

## Important Documents Concerning My Rights and Responsibilities ⓘ

**The documents listed below provide important information regarding your unemployment insurance benefits, certification instructions, and your rights and responsibilities.**

[Unemployment Insurance Benefit Handbook](#)

*Detailed Instructions on how to certify for benefits (how to get paid once your claim is filed). Other information such as payment options, eligibility and work search requirements, appeal information.*

[Benefit Rights Information](#)

*A few simple rules to avoid processing delays.*

[Equal Opportunity Statement](#)

*Notice of IDES procedures for observing federal EEO law; 1 page.*

[Information Concerning My Work Search](#)

*A form with instructions for documenting your work search activities.*

[Employment Resources for Job Seekers](#)

*Explanation of all IDES services, including unemployment insurance; 32 pages.*

**Upon clicking File My Claim, I acknowledge that IDES has made these documents available to me and that I am responsible for reading and understanding the information contained within them.**

## COVID-19

**IDES is attempting to study the impact of the coronavirus (COVID-19) on unemployment. Please click 'Yes' if you believe your separation from employment was directly or indirectly related to COVID-19. Click 'No' if your separation was not related to COVID-19. Your response will not have a negative impact on your claim for benefits nor will it cause a delay in payment. Your response will not be published and you will not be publicly identified.**

\*  Yes  No

\*  I hereby file a claim for unemployment insurance benefits. I certify that the information for my benefit claim, including the status of my dependents, is true and correct to the best of my knowledge and belief. **I am aware that the law prescribes penalties of fine and imprisonment for making false statements to obtain benefits, including dependent allowance.** I understand that the information submitted by me to this Department may be verified through computer matching programs and will be used by other Federal, State, or Local Agencies and that information submitted by me to these agencies will be used by IDES in determining my eligibility and amount of unemployment benefits. I also understand that, pursuant to Section 1900 of the Unemployment Insurance Act, any information that I provide to the Department of Employment Security in connection with this claim may be shared with my former employers or their representatives.

**IDES will process the information you have provided when you click the File My Claim button. A Confirmation Page will follow.**

Cancel My Application

File My Claim

# Post-IDES Application Claim



- Make sure your client knows their username and password!
- IllinoisJobLink.com:
  - Once you complete the unemployment insurance claim, there will be a confirmation page with a confirmation number, claimant ID, and next steps. To receive benefits, you must complete registration through IllinoisJobLink.com.
- After the claim is filed, IDES will send a statement called a “UI Finding”
  - The "UI Finding" will provide you information regarding the effective date of your claim, the date you should certify, your base period wages and your weekly benefit amount and dependent allowance, if applicable.
- Certification process:
  - “To obtain benefits you must certify for them on a weekly/biweekly basis. Your "UI Finding" will inform you of your first date to certify. You will not receive Unemployment Insurance benefits if you fail to certify. If you do not certify in a timely manner, your benefits may be denied or delayed.”
  - Return to the IDES website on the date specified for certification,



# Post-IDES Application Claim (cont.)

- Helping clients with certification
  - Huy and Allen's experience is that a lot of clients need assistance after they file for unemployment for the certification process
  - We recommend you don't certify for every client, because this is a timely process in the long run
  - You can:
    - Teach your clients how to certify on their own
    - Teach another family member how to do it (such as an older child who speaks English)

# Staff questions

- *What if a client quit their job or is denying shifts because they are afraid to go to work due to COVID-19? Are they still eligible for unemployment?*
  - Short answer: probably not
  - According to IDES: “An individual who leaves work voluntarily without a good reason attributable to the employer is generally disqualified from receiving UI. The eligibility of an individual in this situation will depend on whether the facts of his or her case demonstrate the individual had a good reason for quitting and that the reason was attributable to the employer. An individual generally has a duty to make a reasonable effort to work with his or her employer to resolve whatever issues have caused the individual to consider quitting.”
- *I know someone who had some trouble submitting the form because of an error with the form not accepting the zip code. Is this a known common hurdle that applicants face, and is there a workaround for this? Or is this probably just an anomaly with this person's case?*
  - Try putting the address all on one line rather than on lines one and two

# Staff questions

- *What resources are out there for the retired elderly?*
  - Supplemental Security Income (SSI) and Social Security -- discuss (Huy and Allen)
- *If someone is on unemployment and then is able to work for a week and then is out of work again, what should they do? Do they need to keep filing for unemployment again if they get snippets of work here and there?*
  - When the individual is doing their certification, they should say how many days they worked. Their benefits may change for that period (Ngan)
- *I have a client who has the opportunity to be a home care aide for 15 hours a week but is wondering if that will affect the amount she will be given through unemployment. The home care position pays very little so she does not want to take it if she will lose more unemployment than she will make working. Is there such a thing as partial unemployment?*
  - This will most likely affect her unemployment benefits. If she decides to take the home care aide position, she will have to note the amount of hours she is working now.