Handbook for **Unemployed Workers**

Your unemployment benefits, rights and responsibilities

Employment Security Department
WASHINGTON STATE

Read this handbook

English

This handbook explains your rights and responsibilities when you apply for and claim unemployment benefits. Read it, and, if you don't understand it or have questions, call the claims center at 800-318-6022 for help. Free interpretive services are available to answer your questions if you don't speak English. You are responsible for understanding this information. You may be denied benefits if you don't follow the instructions in this handbook. If you knowingly break the rules, you could be denied benefits for committing fraud, which may lead to serious consequences, including civil and criminal penalties. Keep this handbook for future reference.

Spanish

Este manual explica sus derechos y las responsabilidades que contrae cuando solicita y registra reclamos de beneficios del seguro por desempleo. Por favor léalo y si no entiende algo o tiene preguntas, llame al centro de reclamos al 1-800-318-6022. Si no habla inglés, tenemos servicios de interpretación para contestar a sus preguntas. Usted tiene la responsabilidad de entender esta información. Si no sigue las instrucciones en este manual, se podrían denegar sus beneficios. Si a sabiendas no cumple con los reglamentos, se le podrían denegar los beneficios por cometer fraude, lo que podría ocasionar consecuencias graves que incluyen sanciones civiles y penales. Para uso futuro, guarde este manual como punto de referencia.

Cambodian/Khemer

សៀវភៅនេះពន្យល់អំពីសិទ្ធិ និងការទទួលខុសត្រូវរបស់អ្នក នៅពេលអ្នកដាក់ពាក្យសុំ និងទាមទារអត្ថប្រយោជន៍ប្រាក់អត់ការ ហើយបើសិនអ្នកមិនយល់វាទេ ឬមានសំណួរ សូមទូរស័ព្ទទៅមណ្ឌលទាមទារ សំណង ១ តាមលេខ 800-318-6022 សំរាប់ជំនួយ។ បើសិនអ្នកមិនចេះភាសាអង់គ្លេស យើងមានសេវាការបកប្រែ ដើម្បី ឆ្លើយសំណួររបស់អ្នក។ អ្នកគឺទទួលខុសត្រូវ ចំពោះការយល់ដឹងនូវព័ត៌មាននេះ។ អ្នកអាចនឹងត្រូវបានបដិសេធអត្ថប្រយោជន៍ បើសិនអ្នកមិនធ្វើតាមសេចក្តីណែនាំនៅ ក្នុងសៀវភៅណែនាំនេះ។ បើសិនអ្នកស្គាល់ច្បាប់ អ្នកអាចនឹង ត្រូវបានបដិសេធអត្ថប្រយោជន៍ សំរាប់ការប្រព្រឹត្តិទង្វើបន្លំ ដែលអាចនឹងនាំឲ្យ មានផលវិបាកធ្ងន់ធ្ងរ រួមទាំងផ្នែកស៊ីវិល និងឧក្រិដ្ឋ។ សូមរក្សាទុក សៀវភៅណែនាំនេះ សំរាប់ជាទីសំអាងនៅអនាគត។

Chinese simplified

此手册讲解当您申请和申报失业保险金时的权利和责任。请阅读此手册，如果有您不理解的地方或疑问，请致电失业局寻求帮助，号码是 800-318-6022。如果您不懂英文，我们可以提供免费的翻译服务来回答您的问题。您有责任理解此手册的信息。如果您不遵守此手册内的指令，您的失业保险金申请可能会被拒绝。如果您故意违反规则，您可能会因为欺诈而得不到失业保险金，并且面对严重的后果，包括民事和刑事处罚。请妥善保存此手册，以备今后参考。

Chinese traditional

此手冊講解當您申請和申報失業保險金時的權利和責任。請閱讀此手冊，如果有您不理解的地方或疑問，請致電失業局尋求幫助，號碼是 800-318-6022。如果您不懂英文，我們可以提供免費的翻譯服務來回答您的問題。您有責任理解此手冊的信息。如果您不遵守此手冊內的指令，您的失業保險金申請可能會被拒絕。如果您故意違反規則，您可能會因為欺詐而得不到失業保險金，並且面對嚴重的後果，包括民事和刑事處罰。請妥善保存此手冊，以備今後參考。

Korean

이 안내서에는 귀하가 실직수당을 신청하거나 청구할 때 알아야 할 권리와 책임이 설명되어 있습니다. 그러므로 이 안내서의 내용을 읽고 이해해 주시기 바랍니다. 이 안내서를 이해하는 데 어려움이 있거나 질문이 있으시면 청구 센터, 800-318-6022 로 전화해 도움을 청하십시오. 영어를 할 줄 모르시는 분은 무료 통역 서비스를 통해 질문에 대한 답을 얻으실 수 있습니다. 귀하는 이 안내서의 내용을 이해할 책임이 있습니다. 이 안내서에 나와 있는 지시사항을 따르지 않으면 실직수당이 거절조치될 수도 있습니다. 그리고 고의적으로 해당 규정을 위반하는 경우 사기행위에 입각해 실직수당이 거절조치될 수도 있으며, 민/형사상의 처벌을 비롯해 심각한 결과를 초래할 수 있습니다. 이 안내서는 추후 참고용으로 잸 보관하시기 바랍니다.

Laotian

ຫນ້ງສືຄູ່ມືສະບັບນີ້ອະທິບາຍຖຶງຫນ້າທີ່ແລະຄວາມຮັບຜິດຊອບຂອງທ່ານ ເວລາ ທີ່ທ່ານສະມັກຂໍຮັບເງິນວ່າງງານ. ຂ່ານແລະຖ້າທ່ານໃນ່ເຂ້າໃຈຫລືຂມ້ຄ່ຳຖາມ, ໂທຫາພະແນກເຄມທີ່ 800-318-6022 ເພື່ອຂໍຄວາມຊ່ວຍເຫລືອ. ມີບໍລິການ ນາຍພາສາໃຫ້ບໍ່ເສັຍຄ່າໃຊ້ຈ່າຍເພື່ອຕອບຄ່ຳຖາມທ່ານ ຖ້າທ່ານໃນ່ສາມາດເວ່ົາ ພາສາອັງກິດໄດ້. ຄວາມຮັບຜິດຊອບຂອງທ່ານຄືຂທ່ານຕ້ອງເຂົ້າໃຈຂໍ້ມູນນີ້. ທ່ານ ອາດຈະຖືກຍົກເລີກບໍລິການຖ້າທ່ານໃນ່ທຳຕາມຄ່ຳແນະນຳໃນປື້ມເລ່ົ່ມນນີ້. ຖ້າທ່ານ ຜ່າຜືນກົດທັ້ງງົ່ທ່ີ່ຮູ້ົ,ທ່ານອົ່ດຈະຖືກຍົກເລີກຜົນປະໂຍດເພາະວ່າຜ່ານ້ຜືນກົ, ຊ່ົ່ງອາດຈະນຳໄປສູ່ຄວາມຍຸ່ງຍາກສັບສົນ,ລວມຖຶງການລົງໂທດທາງກົດຫມາຍ. ເກັບປື້ມນີ້ໄວ້ໃຊ້ເປັນຂໍ້ມູນໃນອະນາຄົດຂ້າງຫນ້າ

Russian

Из этого пособия Вы узнаете о своих правах и обязанностях, когда Вы подадите заявление и будете претендовать на пособие по безработице. Прочитайте его и, если Вам что-либо непонятно или у Вас возникли вопросы, пожалуйста, позвоните в центр, который занимается приемом заявлений на пособия по безработице по тел. 800-318-6022 и обратитесь за помощью. Если Вы не владеете английским языком, Вам бесплатно предоставят услуги переводчика. Вы должны самостоятельно разобраться в этой информации. Вам может быть отказано в получении пособия по безработице, если Вы не будете следовать инструкциям, содержащимся в этом пособии. Если Вы сознательно нарушите правила, Вам может быть отказано в пособии за мошенничество, что может привести к серьезным последствиям, включая гражданско-правовые санкции и уголовное наказание. Храните это пособие для справок в будущем.

Vietnamese

Tài liệu này giải thích về những quyền hạn và trách nhiệm của quý vị khi nộp đơn và khai báo xin tiền thất nghiệp. Hãy đọc tài liệu và nếu quý vị không hiểu hoặc có thắc mắc, xin gọi cho trung tâm số 1-800-318-6022 để được giúp. Chúng tôi có dịch vụ thông dịch miễn phí để giúp giải đáp những thắc mắc nếu quý vị không nói được tiếng Anh. Quý vị phải chịu trách nhiệm về việc hiểu rõ những điều nêu trong tài liệu này. Quý vị có thể bị từ chối tiền thất nghiệp nếu quý vị không làm theo những chỉ dẫn trong tài liệu này. Nếu quý vị cố tình vi phạm luật, quý vị có thể bị từ chối tiền thất nghiệp vì gian dối, điều này có thể đưa đến hậu quả nghiêm trọng, kể cả bị hình phạt dân sự và hình sự. Hãy giữ lại tài liệu này để tham khảo khi cần.

Table of contents

Basic information

We're here to help . . . 3
If English is not your primary language . . . 3
What are unemployment benefits? . . . 3
How to apply for and claim unemployment benefits . . . 3
We take fraud seriously . . . 3
Who pays for unemployment benefits? . . . 4
What you must do to maintain benefits . . . 4
Will you get the full amount of benefits available to you? . . . 4
We share information with our partners . . . 4
How to find services on our website . . . 5
How to use our phone system: 800-318-6022 . . . 6
Send us mail or faxes . . . 7

Rights and responsibilities

Your rights . . . 8
Your responsibilities . . . 8

Eligibility

Who is eligible? . . . 9
What is able and available for work? . . . 9
Can I collect unemployment benefits if I work part-time? . . . 9
What type of work is not covered for benefits? . . . 9
Can I get benefits if I quit? . . . 10
Can I get benefits if I'm fired? . . . 10
Can I get benefits if I'm on strike or affected by a lockout? . . . 11
What else can keep me from getting benefits? . . . 11
What if my eligibility is questioned? . . . 11

Filing a weekly claim

When do I file my weekly claim? . . . 12
How do I file my weekly claim? . . . 12
Personal identification number (PIN) . . . 12
What do you ask when I file a weekly claim? . . . 13
What if I stopped claiming and want to start claiming again? . . . 13
How do I know if my weekly claim was accepted? . . . 13
What if I move out of state? . . . 14
What if I file my weekly claim late? . . . 14
What if I make a mistake on my weekly claim? . . . 14
What am I required to do while claiming? . . . 14
What if my contact information changes? . . . 14

Find a job

Job-search requirements . . . 15
Keeping a job-search log . . . 15
What am I required to record on my log? . . . 16
How can WorkSource help with my job search? . . . 17

Benefit payments

How much will I receive? . . . 19
When will I know how much I will receive? . . . 19
What does my statement show? . . . 19
What if I don't work enough hours in my base year to qualify? . . . 22
What is deducted from my benefits? . . . 22
What is withheld from my benefits? . . . 23
When am I paid? . . . 24
Sign up for direct deposit . . . 24
What if I am overpaid? . . . 24
How do I repay an overpayment? . . . 25

Training programs

Commissioner-Approved Training . . . 26
Training Benefits . . . 26
Self-Employment Assistance Program . . . 27
Trade Act . . . 27

Special programs

Shared Work . . . 28
Temporary Total Disability . . . 28
Veterans . . . 28
Dislocated Workers . . . 28
Community College Students . . . 29
Washington Basic Health . . . 29

Appeals

How to appeal . . . 30
After you send your appeal . . . 30
Continue filing weekly claims . . . 30
At your appeal hearing . . . 30
If you lose your appeal . . . 30
Get more information . . . 31

Appendix

Definitions . . . 32
Directory of WorkSource employment centers . . . 35
Privacy . . . 36
Equal opportunity is the law . . . 36
Earnings deduction chart . . . 37
Sample job-search log . . . 39
Blank job-search logs . . . 41

Basic information

Words in ***bold italics*** are defined in the *Definitions* section on page 32.

We're here to help

If you're out of work, we'll help you apply for unemployment benefits, file ***weekly claims*** and search for a job. We can also help you improve your job-search skills and provide other assistance.

- To apply for benefits or file a weekly claim, visit esd.wa.gov or call the claims center. See our available services on page 5.
- For help finding a job:
  - Visit a local ***WorkSource employment center*** *(part of the nationwide American Job Center network)*, which you can locate at go2worksource.com. Also see *How can WorkSource help me with my job search?* on page 17.
  - If you live outside Washington, find your nearest American Job Center at careeronestop.org, or call 877-872-5627.
- Learn about programs we offer on page 26.

It is your responsibility to get back to work as quickly as you can.

If English is not your primary language

Our claims center's automated phone line offers messages in English, Spanish, Vietnamese, Russian and Korean. If you don't speak any of these languages, press "6" to speak to an interpreter at no cost. You'll also find links to information in many languages on the bottom of esd.wa.gov.

What are unemployment benefits?

Unemployment benefits replace some of your regular income and help you meet expenses while you look for a job.

Benefits are not based on financial need. The *Eligibility* section of this handbook explains who is eligible. (See page 9.)

How to apply for and claim unemployment benefits

It's easy to apply for benefits online. To see a video showing how to apply, enter "videos" in the search box on esd.wa.gov. You also can call the claims center for assistance Monday through Friday, from 8 a.m. to 5 p.m.

After you apply for unemployment benefits, remember to file your weekly claims. Instructions appear on page 12. Also, see page 15 to learn about your responsibilities to look for work and keep a job-search log. You must file a claim for every week you want to claim benefits.

We take fraud seriously

Fraud is misrepresenting or knowingly withholding information about a claim. It has serious consequences. Violators can face criminal prosecution.

Our team of special investigators is solely focused on identifying fraud. Breaking the rules, such as intentionally failing to report earnings, could result in a denial of benefits, an overpayment, a fine and even criminal prosecution.

Also, don't forget to keep your ***job-search logs*** so we can review them.

Tips to avoid committing fraud

Keep these key facts in mind when you are applying for unemployment benefits and filing ***weekly claims*** to help you get quick and accurate payments:

1. **Follow the rules to keep from committing fraud**. While you collect unemployment benefits, you are responsible for following the requirements in state law. Failing to follow the rules can result in serious consequences, including penalties.
2. **Accurately report why you're unemployed.** Be sure to report the reason for leaving your job when you apply for unemployment benefits. If you lie about the reason you lost your job, you will be guilty of fraud.
3. **Report any wages you earn.** You must report your *gross* wages (before taxes) *for each week* you work, regardless of when you get paid. If you don't, you will be guilty of fraud. Report *all* ***earnings***, including part-time and temporary work.
4. **Be available for work.** To collect benefits, you must be ***able*** to and ***available*** for ***suitable work*** each week. (See page 9.)
5. **Actively search for work.** You must search for work each week you claim benefits unless we tell you otherwise. (See page 15.)
6. **Avoid making mistakes so we can pay you correctly.** Read and follow all of the information we provide to you.

Follow the rules so you don't commit fraud.

Penalties for fraud

If you knowingly break the rules, you may be denied benefits for committing fraud. This may lead to serious consequences, including:

- Paying back the unemployment benefits you collected, plus penalties and fines, and losing eligibility for unemployment benefits in the future.
  - **First violation** – We deny 26 weeks (6 months) of future benefits and require you to pay back any benefits you should not have received, plus a penalty of 15 percent of that amount.
  - **Second violation** – We deny 52 weeks (a full year) of future benefits and require you to pay back any benefits you should not have received, plus a penalty of 25 percent of that amount.
  - **Third and additional violations** – We deny 104 weeks (2 years) of future benefits and require you to pay back any benefits you should not have received, plus a penalty of 50 percent of that amount.
- Prosecution by the government.
- Jail or prison.

If you make a mistake, call the claims center and ask for help. You also can ask a question through our website. On the homepage, click "ask questions about your claim" and choose "submit a question."

How we identify fraud

Some of the ways we identify people who are committing fraud to receive benefits are to:

- Compare the ***earnings*** reported by unemployed workers and employers.
- Audit claims.
- Check earnings reported in Washington and other states.
- Check records in the National Directory of New Hires to make sure people aren't collecting unemployment benefits when they start working again.
- Check job-search contacts.
- Investigate tips about possible fraud.
- Verify your information with data in state and federal databases (crossmatching).
- Verify the reason you are unemployed.

Report fraud

If you know an employer or individual who is committing fraud, we want to hear from you.

- Call us at 866-266-1987.
- Send us a fax at 360-407-4460 or 509-893-7087.
- Complete an online fraud form at suspectfraud.com or visit esd.wa.gov and click the "Report Fraud" button.

Who pays for unemployment benefits?

Washington state employers pay all costs of the unemployment-insurance program. Unlike Social Security, workers do not pay any of the costs.

What you must do to maintain benefits

For each week you claim and want to receive unemployment benefits, you must meet all eligibility requirements. These include ***actively seeking suitable work*** and keeping your ***job-search logs***. We do audits to make sure you are meeting job-search requirements.

Will you get the full amount of benefits available to you?

You will receive a ***Statement of Wages and Hours*** in the mail. It will show you your ***maximum benefits payable***. This figure represents the total amount of your benefits if you comply with all of the rules and claim enough weeks to reach this amount. To get the full amount for each week you claim, you must prove you are ***able*** and ***available*** for work and are ***actively seeking suitable work***.

We share information with our partners

In some cases, we are required to share limited information about you. In other cases, you can ask us to keep your information private. We strictly obey state and federal privacy laws. For details, see page 36.

How to find services on our website

Here is a list of information and services on our website and when they are available.

Start on our homepage esd.wa.gov

Service	Click on	Directions	When available
Apply for unemployment benefits (open a claim)	Apply for unemployment benefits	Read eligibility requirements before beginning. Click "online unemployment-benefits application." Carefully read all information. You can practice on the sample link before applying.	Anytime
Change your email address	File a weekly claim	Click "weekly online unemployment-benefits claim." We will ask for your Social Security number and PIN.	12:01 a.m. Sunday - 3 p.m. Friday (unless Friday is a holiday)
File a weekly claim	File a weekly claim	Click "weekly online unemployment-benefits claim." We will ask for your Social Security number.	12:01 a.m. Sunday - 5 p.m. Friday (unless Friday is a holiday)
Sign up, change or cancel direct deposit	File a weekly claim	Click "Get your benefits by direct deposit" tab on the left side of the screen. Carefully read all information. If you did not request direct deposit when you applied for benefits, you must wait 24 hours before applying. We will ask for your Social Security number.	Anytime
Reopen your claim	File a weekly claim	You can reopen your claim on our website only if you have stopped claiming for 4 weeks or more. Click the "Reopen your claim" tab on the left side of the screen. After carefully reading the information, Click "Internet" to begin. We will ask for your Social Security number and PIN.	12:01 a.m. Sunday - 3 p.m. Friday (unless Friday is a holiday)
Change your mailing address	File a weekly claim	Click "weekly online unemployment-benefits claim." We will ask for your Social Security number and PIN. The U.S. Postal Service does not forward unemployment-benefit checks. *Wait at least 48 hours after changing your mailing address before filing a weekly claim.*	12:01 a.m. Sunday - 3 p.m. Friday (unless Friday is a holiday)
Watch a video on how to apply for unemployment benefits	Apply for unemployment benefits	Click "applying-for-unemployment-benefits video" or "Spanish video" to view a list of videos available.	Anytime
Job search	Find a job through ***WorkSource***	There are several options to help you find work.	Anytime
Training information	Job seekers	Clink any link under "Job training."	Anytime

How to use our phone system: 800-318-6022

Our phone system offers many automated services, in addition to providing access to claims agents. Be aware that new applicants get priority access to claims agents. Whenever possible, use the automated features of our phone system to file weekly claims, find answers to common questions, change your contact information, etc.

Your claim status determines which services are available. You must enter your Social Security number and, in most cases, your PIN.

Service	Press	Directions	When available
Apply for unemployment benefits (open a claim)	2	Have your Social Security number and employer information for the last two years ready, including employer names, addresses, dates worked and reasons you are no longer employed.	Monday - Friday, 8 a.m. - 5 p.m. (unless Friday is a holiday)
File your ***weekly claim***	1	Be ready to answer the automated weekly claim questions (see page 13). Wait for the statement "your claim has now been accepted" before hanging up.	12:01 a.m. Sunday - 5 p.m. Friday (unless Friday is a holiday)
Reopen your claim	2	Be prepared to provide employer information if you have worked since you last claimed.	12:01 a.m. Sunday - 5 p.m. Friday (unless Friday is a holiday)
Check your payment status or balance	3	You will hear your last payment amount, date your payment was issued and your benefit balance.	Anytime
Change your contact information	4	Speak slowly while recording any changes to your information. The U.S. Postal Service does not forward unemployment-benefit checks. *Wait at least 48 hours after changing your mailing address before filing a weekly claim.*	12:01 a.m. Sunday - 3 p.m. Friday (unless Friday is a holiday)
Find out when you last updated your contact information	4	You will hear when you last changed your address or phone number.	Anytime
Information about your benefit ***overpayment***	6	If you have an overpayment, you will be given overpayment account information or will be asked to call Benefit Payment Control.	Anytime

If you have other questions, press "7" Monday – Friday, 8 a.m. - 5 p.m.

GET YOUR BENEFITS FASTER WITH DIRECT DEPOSIT!

Instructions on page 24.

Send us mail or faxes

To send us documents, *use the return address on the form* or refer to the table below. If you're not sure which address to use, call the claims center. You also can ask a question through esd.wa.gov: Click "ask questions about your claim" and choose "submit a question." Please include your *customer ID* or *Social Security number* on documents you send us to avoid a delay in processing your information.

What you are sending	Where to send it
Questionnaires and information that help us determine your eligibility for benefits, including: • Advice-of-rights form • Medical certifications • Student progress report • Questionnaire about your job separation	UI Imaging PO Box 19019 Olympia WA 98507-0019 Fax: 800-301-1796
• Affidavit of Federal Civilian Service wages	Special Wage and Benefit Unit PO Box 9046 Olympia WA 98507-9046 Fax: 360-486-5415 or 877-890-2633
• Appeal of your denial of unemployment benefits • Appeal or redetermination of your ***Statement of Wages and Hours***	UI Appeals PO Box 19018 Olympia WA 98507-0018 Fax: 800-301-1795
Appeal or petition to review your denial from the Office of Administrative Hearings	Commissioner's Review Office PO Box 9555 Olympia WA 98507-9555 *Faxes are not accepted.*
Payments to pay back an ***overpayment***	Benefit Payment Control PO Box 24928 Seattle WA 98124-0928 Pay electronically at: https://onlinebill.paystation.com/esd
Shared-Work Program form	Shared-Work Program PO Box 9046 Olympia WA 98507-9046 Fax: 800-701-7754

Rights and responsibilities

Your rights

We make decisions based on laws and policies that apply equally to everyone.

If we question your eligibility for benefits

You have the right to know why we are questioning your eligibility and to be interviewed before we make a final decision. Interviews are almost always conducted by phone.

- Before the interview, you can ask to see any documents we have about your eligibility.
- You can ask someone to assist you, including an attorney. You are responsible for any fees an attorney charges you.
- You have the right to present evidence, documents and witnesses at the interview.
- You may question anyone at the interview, including witnesses.

If you disagree with a decision

You and your former employers have the right to appeal benefit decisions. (See page 30.)

If you have a disability

If you need a reasonable accommodation for a disability, please let us know.

- If you are hearing or speech impaired, call our TTY line at 800-365-8969. You also may use the relay service for operator assistance at 800-833-6384 or call 711.
- If you have a disability that prevents you from using the Internet or telephone, visit your local ***WorkSource employment center*** for assistance. Our offices are accessible. The staff can help you apply for unemployment benefits and look for work. To support our commitment to universal access to job-search services, offices offer a range of technology resources designed to help people with different needs, such as limited mobility, low vision or blindness, and learning and cognitive needs or hearing impairments.

Your responsibilities

Follow instructions

You are responsible for following the instructions in this handbook and obeying the laws related to unemployment benefits.

Look for a job and keep a job-search log

You must look for work to receive unemployment benefits. (See page 15.)

Answer our questions

If you get a questionnaire in the mail, you must return it with the questions answered. Otherwise, you may be denied benefits. You must mail or fax the information to us, even if you have already provided it by phone.

Attend scheduled interviews

If you are scheduled for an in-person interview or appointment, you must attend. Otherwise, you may be denied benefits.

Perform your weekly responsibilities

See page 14 for your weekly requirements while claiming.

Keep your contact information current

Keep your mailing address, phone number and email address up to date so we can send you notices and contact you when necessary. If you get your unemployment benefits by direct deposit, you are still responsible for keeping your information current. (See page 14.)

The U.S. Postal Service does not forward unemployment-benefit checks.

Eligibility

Who is eligible?

You must meet specific criteria to be eligible for unemployment benefits in Washington. For example, you must be:

- Employed for at least 680 hours in your ***base year*** in ***covered employment***.
- Unemployed for reasons that are not your fault. For example, you:
  - Were laid off.
  - Are still working, but your hours were cut back.
  - Were fired for a reason other than ***misconduct*** or ***gross misconduct***. (See page 10.)
  - Quit for a good-cause reason. (See page 10.)
- ***Able*** to and ***available*** for work.
- ***Actively seeking suitable work***.
- Legally authorized to work in the United States and have been authorized to work during your base year.

Everyone's circumstance is unique. We'll decide if you are eligible for unemployment benefits based on the facts about your job loss.

Knowingly breaking the rules is unemployment-benefits fraud, which may lead to serious penalties. (See page 3.)

If you have questions, call the claims center or visit our website and enter "eligibility" in the search box. You also can ask a question through esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

What is able and available for work?

You are ***able*** to work if you have the physical and mental capacity and the legal right to work each day you claim benefits.

You are ***available*** for work if you are immediately ready and capable of accepting ***suitable work*** in your ***labor market***. You must be ready to accept the work during all customary hours for your occupation each day of the week you are claiming benefits. Examples of not being able to or available for work:

- Vacationing.
- Being ill or hospitalized.
- Not having child care or transportation.

Tell us if your situation changes and you are no longer able to and available for work. For example, if you:

- Lose your child care.
- Have no transportation to find work or commute to work.
- Become injured or sick and can't work.
- Go to school during hours that are customary for your occupation.

Can I collect unemployment benefits if I work part-time?

Yes, but we reduce your benefits if you work part-time, as shown on the earnings deduction chart on page 37. We reduce your benefits by this amount: gross earnings, minus $5, times 75 percent. This amount may be different if you are receiving Training Benefits.

You must continue to meet job-search requirements while working part-time. If you did not work more than 17 hours in any week in your ***base year***, you may ask to limit your job search to work that is only part-time. Call the claims center to find out if you qualify. You also can ask a question through esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

Report your earnings.

What type of work is not covered for benefits?

These people may not be employed in ***covered employment***:

- Self-employed workers.
- Elected government officials.
- Church employees.
- Appraisers.
- Amateur sports officials, like umpires and referees.
- Work-study students.
- Workers on some small fishing boats.
- Some corporate officers.
- Workers who are paid based on commission:

- Salespeople who sell goods on commission outside of a company's business locations.
- Licensed real-estate agents, brokers and investment-company agents.
- Travel agents paid on commission.

Contact the claims center if you have questions about covered employment.

Can I get benefits if I quit?

It depends. We'll decide if you are eligible for unemployment benefits based on the facts about your job loss. You may qualify for unemployment benefits if we decide you quit for a good-cause reason:

- You took another job.
- You became sick or disabled, or a member of your family became sick, disabled or died, and it was necessary for you to quit work.
- You moved to be with your spouse or domestic partner whose job is outside your ***labor market*** area.
- You needed to protect yourself or immediate family members from domestic violence or stalking.
- Your employer reduced your usual pay or hours of work by 25 percent or more.
- Your employer changed the location of your job so your commute is longer or harder.
- You told your employer about a safety problem at work, and your employer did not fix the problem quickly.
- You told your employer about an illegal activity at work, and your employer did not stop the activity quickly.
- Your employer changed your usual work, and the work now goes against your religious or moral beliefs.
- You entered approved apprenticeship training.
- You started approved training under the Trade Act.
- You worked full-time and part-time jobs at the same time, and you quit the part-time job – then were laid off later from the full-time job.

We will ask you more questions to see if you are eligible for one of these reasons. If we determine you are not eligible, we will deny you benefits for at least seven weeks and until you earn at least seven times your ***weekly benefit amount*** in ***covered employment***.

Can I get benefits if I'm fired?

It depends. If you were fired through no fault of your own, such as not having the skills to do the job, you may be eligible for unemployment benefits. If we decide you were fired or suspended for ***misconduct*** or ***gross misconduct***, you will not qualify for unemployment benefits.

Misconduct examples

- Deliberate or ***wanton*** disregard for your employer or a fellow employee, such as:
  - Insubordination.
  - Repeated inexcusable tardiness following warnings.
  - Dishonesty related to employment.
  - Repeated and inexcusable absences.
  - Violating the law or deliberate acts that provoke violence or illegal actions, or violating a collective bargaining agreement.
  - Violating a company rule.
- Deliberately violating or disregarding standards of behavior that your employer has a right to expect.
- Carelessness or negligence that causes, or will likely cause, serious bodily harm to your employer or fellow employees.
- Carelessness or negligence of such a degree or recurrence that it shows an intentional or substantial disregard for your employer.

Gross misconduct examples

- A criminal act in connection with your work for which you have been convicted in a criminal court or have admitted committing.
- Conduct connected with your work that demonstrates a ***flagrant*** and ***wanton*** disregard for your employer or a fellow employee.

If we determine that you were fired or suspended for misconduct or gross misconduct connected with your work, we will deny you benefits for at least 10 weeks and until you earn at least 10 times your ***weekly benefit amount*** in ***covered employment***. Additionally, if we deny you benefits based on gross misconduct, we will remove wages and hours from your unemployment-insurance records, which may cause you to be ineligible for unemployment benefits.

Can I get benefits if I'm on strike or affected by a lockout?

This is determined on a case-by-case basis. Apply for benefits and keep filing your ***weekly claims*** while you are waiting for our decision. If you have ***earnings*** or strike pay, we may deduct a portion of them from your benefits. See page 37 for the earnings deduction chart.

What else can keep me from getting benefits?

We'll decide if you are eligible for unemployment benefits based on the facts about your job loss. You may not be eligible if you:

- Missed a deadline to:
  - Apply for benefits or file your ***weekly claim***.
  - ***Reopen*** your claim after you stopped claiming.
  - Respond to written notices or verbal requests for information.
- Did not give accurate or complete information about your:
  - Employment history.
  - Reason for no longer working.
  - Income and ***earnings***.
  - Job-search activities.
- Are unable or unwilling to work because you:
  - Did not apply when ***WorkSource*** referred you to a job.
  - Did not ***actively seek*** or accept ***suitable work*** as directed.
  - Turned down a job offer.
  - Significantly limited the type of work or hours you are willing to accept.
  - Are injured or sick.
  - Do not have child or elder care that you need to accept or seek work.
  - Are on a leave of absence from an employer.
  - Do not have transportation to seek or accept work.
- Did not follow our instructions to:
  - Attend a ***WorkSource*** class or other scheduled appointment.
  - Report to a ***WorkSource employment center*** for a review of your ***job-search log***.
  - Give us copies of your job-search log when requested. Record your work-search activity and keep your logs, as required.
- Do not qualify because you are:
  - A school employee between terms or a professional athlete between seasons.
  - Not legally authorized to work in the U.S.
  - A corporate officer (some corporate officers do qualify).
  - A student who is not approved for training by Employment Security.
  - Working and have earnings.
  - A union member who is not following union dispatch rules or not in good standing with your union.

What if my eligibility is questioned?

After you apply and file a ***weekly claim***, we will decide if you are eligible for unemployment benefits. At any time during your claim, we may need additional information to make a decision. To gather the facts we need, we may:

- Mail you questionnaires.
- Call or email you.
- Contact your former employer(s) to ask specific questions about why you are no longer working.
- Contact other people who can provide relevant information.

We will make a decision with the information we have available. If we have questions after you have already started receiving weekly benefits, we may pay you ***conditional payments*** until the question is resolved.

We verify your information with other state and federal agencies.

Filing a weekly claim

When you file your ***weekly claim***, you are filing for the week that ended last Saturday at 11:59 p.m. For unemployment purposes, a week is Sunday through Saturday. Here are some common questions about filing weekly claims.

When do I file my weekly claim?

- Apply for unemployment benefits in week 1 and begin your job search. (See page 15.)
- In week 2, begin submitting ***weekly claims***. The week you're claiming must end before you can claim it. Your weekly claim in week 2 is for week 1. Your claim is for the week that ended last Saturday at 11:59 p.m.
  - If you are eligible for benefits, week 1 is your ***waiting week***. You won't receive benefits for it, but you have to claim it.
- In week 3, file a claim for week 2.
  - If you are eligible for benefits, your first payment will be for week 2.
- You must file every week you want to claim benefits.

Example

	S	M	T	W	T	F	S
Week 1		1	2	3	4	5	6
Week 2	7	8	9	10	11	12	13
Week 3	14	15	16	17	18	19	20
Week 4	21	22	23	24	25	26	27
Week 5	28	29	30	31			

John was laid off on the 1st. He applies for unemployment that day.

On the 7th, John files for the week ending the 6th. That is his ***waiting week***, if eligible. No check is issued.

On the 14th, John files for the week ending the 13th. That is the first week he can receive payment, if eligible.

You can file as soon as Saturday ends, either on esd.wa.gov or by calling the claims center's automated-claims line.

- Call no sooner than Sunday morning.
- Call as late as 5 p.m. on the last business day of the week (usually Friday, unless it is a state holiday).

You must file a ***weekly claim,*** even if you are:

- Waiting to hear if you qualify for benefits.
- Expecting wages and hours to be added to your claim.
- Appealing a denial of benefits.
- Claiming a ***waiting week***.

File a claim each week. We pay only for weeks you claim.

How do I file my weekly claim?

It's fast and easy to file your claim online or by phone. In rare cases, we allow you to use a paper claim form and file by mail or fax.

To watch a video showing how to submit ***weekly claims***, visit esd.wa.gov and enter "videos" in the search box.

Personal identification number (PIN)

You need a PIN to file your ***weekly claim***, change your address, check the status of your payments or set up direct deposit.

To create a PIN online or by phone, you will be asked to:

1. Enter your birth month in two digits (for example, 09 for September).
2. Enter your birth year in four digits (for example, 1980).
3. Choose a four-digit PIN.

Warning

Do not share your PIN with anyone, even our employees, and make sure it doesn't have:

- Repeating numbers (7777).
- Numbers in sequence (1234).
- Any part of your birth date.

Forgot your PIN?

Contact the claims center and ask us to reset your PIN. Then follow steps 1 to 3 above to set up a new PIN.

What do you ask when I file a weekly claim?

We ask these questions each week and may ask additional questions, depending on your answers. To report work, vacation or other pay, please have *dates, employer name and address, hours and* ***earnings*** ready before you begin filing your ***weekly claim***. Answer truthfully to avoid penalties.

Answer based on when you did the work, not when you get paid.

1. Were you physically ***able*** and ***available*** for work each day?
2. Did you actively search for work this week as directed?
3. Did you refuse any offer of work or fail to go to a scheduled job interview?
4. Have you applied for or did you receive workers' or crime victims' compensation?
5. Have you applied for or did you have a change in pension?
6. Did you or will you receive holiday pay from your regular employer for any day of the week you are now claiming?
7. Did you or will you receive vacation pay for any day of the week you are now claiming?
8. Did you or will you receive pay in lieu of notice or termination pay for any day of the week you are now claiming?
9. Did you serve on a jury?
10. Did you perform duty in the Military Reserve or National Guard for more than 72 consecutive hours?
11. Did you work in self-employment?
12. Did you work for any employer?
13. Did you have any other reportable ***earnings***? If you are not sure these earnings are reportable, refer to page 22 in this handbook or check with the claims center.

Report honestly to avoid penalties.

What if I stopped claiming and want to start claiming again?

You must ***reopen*** your claim *during* the first week you want to begin claiming benefits again, even though you cannot claim the week until it ends.

Since you filed a ***weekly claim***, if it has been:

- Four weeks or less, call the claims center and speak to an agent.
- More than four weeks, you don't have to speak to an agent. Instead, you can reopen your claim on esd.wa.gov or call the claims center's automated-claims line.

If you want to claim weeks prior to the week you reopen your claim, you must call the claims center and speak to an agent.

How do I know if my weekly claim was accepted?

You will get the message, "Your claim has now been accepted." If you disconnect before this message, your claim will not be processed.

If we need more information, we will tell you to stay on the line to speak to an agent or give you a phone number to call. Call as instructed, or your payment may be delayed.

If you are not sure if your claim was accepted, wait at least 24 hours after you tried to submit your claim, then call the claims center's automated-claims line.

FILING YOUR WEEKLY CLAIM ONLINE IS EASY!

Go to our website: esd.wa.gov

What if I move out of state?

You remain eligible if you move within the United States or to Canada and continue to meet all eligibility requirements. You must look for work and register for work when asked. You can file your ***weekly claim*** from anywhere in the United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands or Canada.

If you move:

- Tell us your new address.
- Register for work at your nearest American Job Center, which you can find by visiting careeronestop.org or calling 877-872-5627.

Keep your address up to date so you don't miss important notices.

What if I file my weekly claim late?

Call the claims center and speak to a claims agent. The claims agent can help you claim previous weeks. Our website and the claims center's automated-claims line do not accept late claims.

If you don't have a good reason for filing a claim late, you could be denied benefits for weeks you claim late.

What if I make a mistake on my weekly claim?

You can make changes until your claim is accepted. You also can start over again.

- If you are on the phone, hang up. Call back to start again.
- If you are on our website, follow the instructions at the bottom of the page. If you close the page any other way, you'll have to wait 10 minutes before you can start again.

Call the claims center to speak to an agent if you realize after your claim is accepted that you made an error. You also can ask a question through esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

Contact the claims center if you make a mistake.

What am I required to do while claiming?

- Be ***able*** to work.
- Be ***available*** for work.
- Be ***actively seeking suitable work***. (See page 15 for job-search requirements.)
- Keep a log of your job-search activities. (See page 15.)
- Register for work with a ***WorkSource employment center*** or your nearest American Job Center, which you can find by visiting careeronestop.org or calling 877-872-5627.
- Report in person to the local WorkSource employment center when directed.
- Report your work and ***earnings***.

We'll tell you if you are not required to actively seek work (for example, if we approve your ***standby*** status, you are in approved job training or you are part of a ***full-referral union***).

You still must meet all eligibility requirements for each week you are claiming, even if you are waiting for an eligibility decision or are filing an appeal. We only pay benefits for weeks that you claim and are eligible.

You must look for work unless we tell you otherwise.

What if my contact information changes?

We need your current address, phone number and email address because:

- The U.S. Postal Service *does not* forward unemployment-benefits checks.
- We mail you notices (including Internal Revenue Service tax information and benefits-eligibility information) *even after you stop claiming benefits*.
- We may contact you by phone or email about your eligibility for benefits.

To change your address, phone number or email address, select the "change address" option online or call the claims center's automated-claims line and select option 4. It can take up to 48 hours to process your address change.

If you have questions, call the claims center and select option 7.

Find a job

While collecting unemployment benefits, you must look for ***suitable work*** and keep a ***job-search log.*** In most cases, you also must be registered for work at a ***WorkSource employment center***. To learn how WorkSource can help you find a job, see page 17.

Job-search requirements

If you are required to look for work, you must meet our job-search requirements each week you claim benefits (unless we tell you otherwise) by:

- Making employer contacts; or
- Participating in job-search activities in-person at ***WorkSource***.

Make sure you do at least *three* total job-search activities each week. For example, make one employer contact and do two in-person job-search activities. If your job-search requirements change, we will notify you.

What is an employer contact?

You make an employer contact when you ask about or apply for a specific job. You can contact an employer by:

- Email
- Fax
- Internet
- Mail
- Phone
- Meeting in-person
- An employer's self-service kiosk

When inquiring about a specific position, you must take *all* steps necessary to apply for the position for it to count as a job-search activity. If the employer is *not* hiring or accepting applications, you can still count your inquiry as an employer contact, and should note that fact on your log.

Be sure to record all details required for the type of contact you make, as shown in the table on the next page.

Examples of contacts that don't count as employer contacts:

- Contacting employers you already know are not hiring.
- Browsing the Internet or newspaper.
- Posting your résumé online without submitting an application for a specific job.
- Having others look for work for you (such as "head-hunters").
- Working to set up your own business.
- Calling job lines to hear lists of job openings.

What is an in-person job-search activity?

This is a free service provided through a ***WorkSource employment center*** or an American Job Center in your state to assist you with your job-search efforts. It is related to finding ***suitable work***. Learning about job-search strategies, résumés and interview techniques are examples of in-person job-search activities.

Save your job-search logs.

Keeping a job-search log

To stay eligible for benefits, you must give us your ***job-search log*** when we ask for it. You must write what you did to find a job in your job-search log.

Blank job-search logs and a sample log are provided on pages 39-42. You can make copies of a blank log or get additional logs at esd.wa.gov. Enter "job-search log" in the search box.

To see a video showing how to fill out your job-search log, visit esd.wa.gov and enter "videos" in the search box.

THOUSANDS OF JOB OPENINGS ARE LISTED ON GO2WORKSOURCE.COM.

What am I required to record on my log?

What you record depends on the type of contact you make. Include the following information for each type of contact.

Type of contact	What to write in your job-search log
• In person • Phone • Fax • Kiosk	• The date you made the contact (month/day/year). • Check the "employer contact" box. • Check the box for the type of employer contact you made. • Position or type of work for which you applied or interviewed. • Employer's name and complete address. • Employer's phone number, including area code. • How you made the job-search contact. Check the appropriate box. • Who you contacted. (How you report this depends on the type of contact.) - *In person:* The name or position of the person contacted. If the person didn't give any information, write that on the log. List "front desk" or "receptionist" if you spoke only to that person or left your application. - *Phone:* If the person didn't give any information, document that on the log. - *Fax:* The name, position or unit you sent the fax to, plus the fax number, including area code. If that information is not provided, enter "not provided."
In-person ***WorkSource*** activity	• Date you made the contact (month/day/year). • Check the "WorkSource activity" box. • Name of activity.
• Internet • Email	• Date you made the contact (month/day/year). • Check the "employer contact" box. • Employer's name, if known. • Complete website address or complete email address. • One or more of the following: - Attach a confirmation notice (preferred). - Job reference number. - Position for which you applied. - Job announcement.
Blind ad (such as a newspaper, online ad or flyer) that doesn't identify the employer	• Date you made the contact (month/day/year). • Check the "employer contact" box. • Where you found the ad (such as the name of the newspaper). • Date of the newspaper or periodical. (If it's an online newspaper, use the Web address of the electronic ad.) • How you made the job-search contact. Attach a copy of the ad to your log, if available.

Do I have to use the log you provide?

We recommend you use the ***job-search log*** shown on page 41. To get more copies, visit esd.wa.gov and enter "job-search log" in the search box. You're welcome to keep track of your job-search activities on any document you choose, as long as it has all the required information and you are able to provide it if we request it. Please use dark ink and print clearly.

What do I do with my job-search log?

Keep your ***job-search log*** ready because we may request it at any time. *You must keep it at least 60 days after the end of your* ***benefit year*** *or 30 days after you stop receiving benefits, whichever is later*. Do not send it to us unless we request it.

Will you ask for my job-search log?

Yes. You must provide your ***job-search log*** when we request it. We conduct random reviews of job-search logs to make sure you are looking for work. We also may have a question about your job search. If we schedule you for a job-search review, you must appear as instructed. Read the letter carefully to determine whether your interview will be conducted by phone or in-person. Have your identification and job-search log ready.

If your log is missing or incomplete, or you are not making a genuine attempt to find ***suitable work***, you will be denied benefits and have to pay back benefits for all weeks you didn't meet the job-search requirements.

If you skip a WorkSource appointment, you may lose your benefits.

Does everyone have to look for work?

Yes, unless one of the following is true:

- We *approved* you for a training program. (See page 26.)
- We *approved* you for ***Shared Work***. (See page 28.)
- We *approved* you for ***standby***.
- You are a ***full-referral union*** member.
- You are ***partially unemployed***.

Do I have to accept any job offer?

You must accept an offer of ***suitable work*** based on your skills, abilities and ***labor market***. If there are limited jobs in your occupation or geographical area, you may have to expand your search. Consider looking for a job in a different field or location.

How can WorkSource help with my job search?

WorkSource employment centers are partners in the American Job Centers network. They provide employment and training services to job seekers and employers. Most of the services are free. WorkSource employment centers are located throughout Washington. For the nearest center, see page 35 or visit go2worksource.com. If you live outside of Washington, find the nearest American Job Center at careeronestop.org or call 877-872-5627.

WorkSource has these free on-site resources to help you:

- Skill assessment and career guidance.
- Job-search tools like Internet access, copiers, fax machines, computers, printers, newspapers and phones.
- Strategies for finding a job.
- Information about how much jobs pay and which jobs are in demand.
- Referrals to job openings.
- Referrals and appointments for job-search assistance services.
- Assistance preparing your résumé and getting ready for job interviews.
- Sharing job-search strategies with other job seekers.
- Referrals to formal training programs, as well as access to free online training.
- Referrals to food banks, free credit counseling, housing, utilities assistance and many other community resources to help you cope with unemployment. You also can call 211 for additional resources.

You can use our computers to:

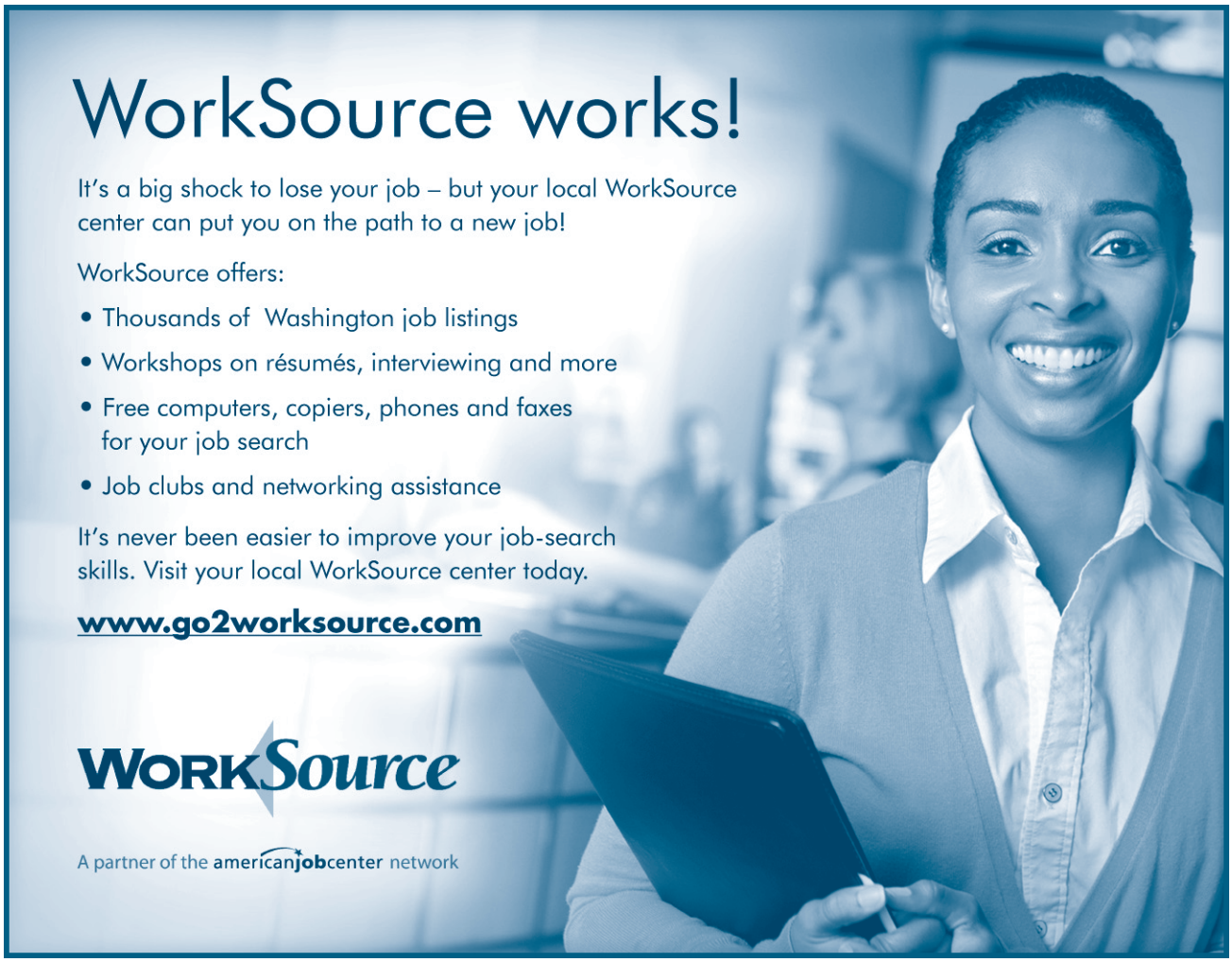
- Search go2worksource.com for jobs.
- Look at jobs on other websites.

- Post your résumé.
- Develop your work skills by accessing online programs.
- Work on job-search tools, such as developing résumés and cover letters.
- Research labor-market information and companies.

To support our commitment to universal access to job-search services, we offer a range of technology resources designed to help those with different needs, such as limited mobility, low vision or blindness, learning and cognitive needs, or hearing impairments.

WorkSource centers offer valuable classes, workshops and other services that may help meet your weekly job-search requirements. Contact WorkSource for more information.

If you are selected to attend an orientation or job-search review at WorkSource or an American Job Center in your state, you must attend. If you don't attend as scheduled, you may be denied benefits.



Benefit payments

How much will I receive?

The amount you receive each week (***weekly benefit amount***) is 3.85 percent of the average of the two highest-paying quarters of ***earnings*** in your ***base year***. However, we never pay less than the ***minimum weekly benefit amount*** or more than the ***maximum weekly benefit amount***.

The total amount of benefits you can receive during a ***benefit year*** is called your ***maximum benefits payable***. You get whichever amount is less:

- 26 times your weekly benefit amount; or
- One-third of your total base-year wages.

See page 22 for deduction information.

When will I know how much I will receive?

A few days after you apply for unemployment benefits, we mail you a ***Statement of Wages and Hours***. Let us know if you don't receive a statement within two weeks after applying.

What does my statement show?

Your ***Statement of Wages and Hours*** tells you:

- How many hours you worked and how much you earned in your ***base year***, as reported by your former employer(s).
- Whether you worked enough hours to qualify for unemployment benefits.
- Your ***weekly benefit amount***.
- Your ***maximum benefits payable***.

For a sample Statement of Wages and Hours and a description of each numbered item, see page 20.

Review your statement carefully

Your ***Statement of Wages and Hours*** may be wrong or look wrong if:

- You worked in one quarter and were paid in the next quarter. Employers report wages in the same quarter that they pay you. If you believe moving these wages to the quarter you earned them might give you a better claim, call the claims center.
- Your employer incorrectly reported your Social Security number, wages or hours, or didn't send us a report.
- You were in the military, worked for the federal government or worked in another state. These wages will not appear on your Statement of Wages and Hours (known as an initial determination). However, we will send you a second Statement of Wages and Hours with corrected information (known as a redetermination) once we receive the information from your employer.
- We did not record your wages and hours correctly in our computer system.

We'll send you an updated statement each time wages or hours are added or corrected.

If you think any information is wrong or missing, call the claims center.

You also can ask a question through our website, esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

WORKSOURCE CAN HELP WITH YOUR JOB SEARCH.

Go2WorkSource.com

1

888888888	NAME	01	01/08/13	770
Identification Number	Claimant's Name	Program	Application Date	Claims Center

State of Washington - Employment Security Department

STATEMENT OF WAGES AND HOURS

MONETARY DETERMINATION

NAME
ADDRESS
CITY STATE ZIP

Below is the **quarterly** wage and hour information received from your present or past employer(s). We base the amount of unemployment benefits you can potentially receive on these figures. If you are found eligible, the weekly benefit amount and maximum benefits payable show in the lower right-hand corner.

Employers pay for the **entire cost** of these benefits. You are not charged, and nothing has been deducted from your pay.

Please compare this information with your own payroll records as soon as possible. If you think any of the information is wrong, or there is missing information, see the bottom of this form for instructions on requesting a redetermination or filing an appeal. *We will not process redeterminations to add hours on already valid claims.* You can find explanations of the terms used on this Statement of Wages and Hours on the back.

2

REPORTED WAGES AND HOURS FOR YOUR BASE YEAR: 4/11 **THROUGH:** 3/12

3

BENEFIT YEAR BEGINS: 01/06/13 **BENEFIT YEAR ENDS:** 01/04/14 **DATE MAILED:** 01/09/13

CLAIMANT NAME	EMPLOYER NAME	ACCOUNT NUMBER	1ST QTR OF BASE YEAR 4/11		2ND QTR OF BASE YEAR 1/12		3RD QTR OF BASE YEAR 2/12		4TH QTR OF BASE YEAR 3/12	
			WAGES	HOURS	WAGES	HOURS	WAGES	HOURS	WAGES	HOURS
4	5	6	←			7	→			
NAME	BUSINESS	123456-78	6500.00	350	12750.00	506	9500.00	462	15500.00	550
				11						
		QUARTERLY TOTALS:								

INIT DETERMINATION

8

INITIAL DETERMINATION: If you think the employer, wage or hour information is wrong, call the claims center for instructions on providing proof of wages or hours. You must make this request within one year of the mailing date of this Statement of Wages and Hours. (Note: This request must be made and a redetermination issued before an appeal can be filed.)
REDETERMINATION: Appeal Notice – This redetermination is final unless you file an appeal in writing by mail or fax to the claims center within 30 days after the mailing date of the redetermination. The postmark date counts as the filing date for the appeal if it is properly addressed and has sufficient postage. If you file an appeal, continue to file your weekly claims each week as usual while waiting for your hearing.

9

TOTAL REPORTED EARNINGS		HOURS
STATE(S)	44,250.00	1868
FEDERAL	.00	0
TOTAL	44,250.00	1868
WEEKLY BENEFIT AMOUNT	$568.00	
MAXIMUM BENEFITS PAYABLE	$14,768.00	

10

REDETERMINACION: Notificación de Apelación – La ley establece que esta redeterminación es final a menos que registre una apelación por escrito y la envíe por fax o por correo al centro de reclamos para Reclamos por Desempleo antes de treinta (30) días de la fecha de envió de la redeterminación. El matasellos del sobre cuenta como la fecha en que registró la apelación si es que el sobre tenía el domicilio correcto y el suficiente franqueo postal. Si registra una apelación, mientras espera su audiencia, continúe registrando su reclamo semanal como lo ha estado haciendo en forma regular.

EMS 5330 (Rev. 6/12) 676 cc: 7540-032-177

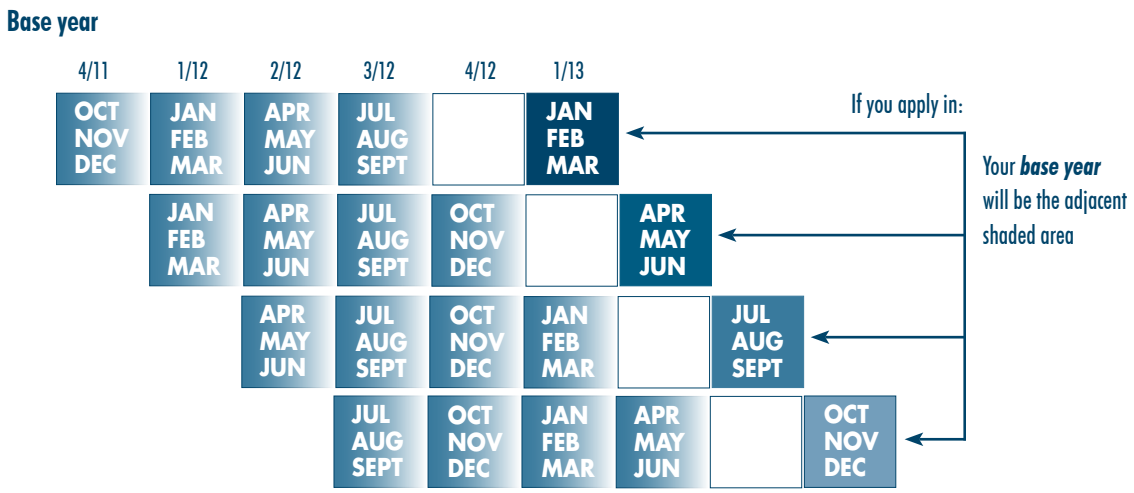
1 **Identification number** –To help reduce identity theft, we replace your Social Security number with a customer identification number on most documents we send you. You still must use your Social Security number when you file your ***weekly claims*** or call the claims center.

2 **Base year** – Your claim is based on 12 months (four ***calendar quarters***) of your wages and hours. The start of your 12 months depends on when you applied for benefits. We display this ***base year*** as a quarter and two-digit year. For example, 1/13 is the first quarter of 2013.

8 **Type of notice**:

- Initial determination – Your first notice showing how much money you could receive, if eligible.
- Redetermination – A correction to an initial determination. It may show items that we adjusted, such as base-year wages or hours reported by your employer.

9 **Total reported earnings** – Your total ***earnings*** in your ***base year***.
Hours – Your total hours worked in your base year.



3 **Benefit year** - The 52-week period you can receive unemployment benefits, which begins Sunday of the week you applied.

4 **Claimant name** – Your name.

5 **Employer name** – The name of each employer you worked for in your ***base year***.

6 **Account number** – Your employer's account number with our department.

7 **Wages and hours** – The total wages and hours reported by your employers for each quarter of your ***base year***.

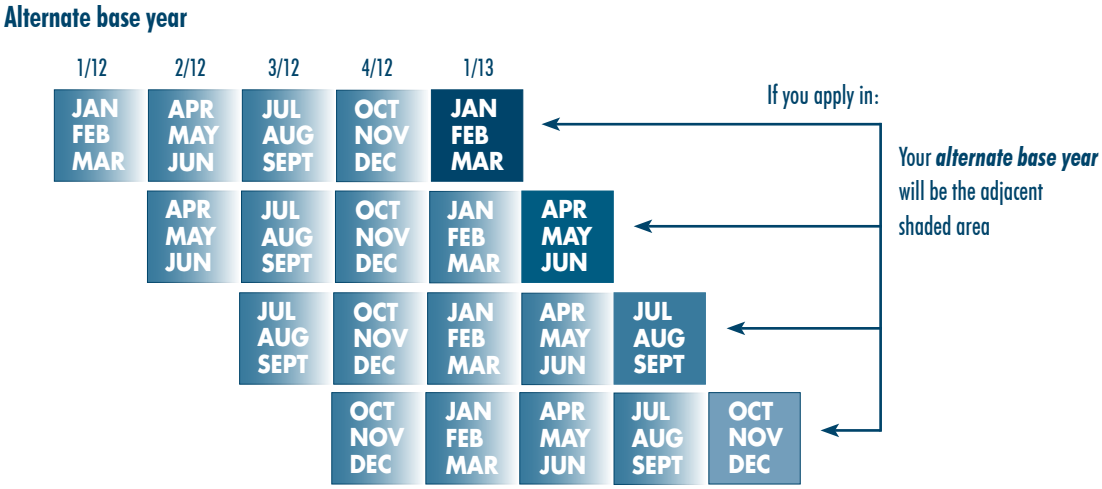
10 **Weekly benefit amount** – The maximum amount of benefits you can receive each week.
Maximum benefits payable – The maximum amount of benefits you can receive during your ***benefit year*** if you comply with all of the rules and claim enough weeks to reach this amount. To get the full amount, for each week you claim, you must prove you are ***able*** and ***available*** for work and are ***actively seeking suitable work.***

11 **Special messages** – Be sure to read the important messages that may appear in this area.

What if I didn't work enough hours in my base year to qualify?

You may be eligible for an ***alternate base year*** claim if you did not work the required 680 hours in your regular ***base year***. Call the claims center to find out if you qualify for benefits using an alternate base year. You also can ask a question through our website, esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

An alternate base year uses a more recent 12 months (four ***calendar quarters***) of your wages and hours. The start of your 12 months depends on when you applied for benefits. You must have 680 hours of work in the alternate base year and still meet all other eligibility requirements to qualify for unemployment benefits.



What is deducted from my benefits?

Earnings

When you file your ***weekly claim***, you must tell us about any work you did and income you received or will receive for that week. Report your ***earnings*** based on the week you did the work, not when you got paid for the work. Report your gross pay before any deductions are taken out.

We adjust your ***weekly benefit amount*** by deducting part of your earnings, as shown on page 37. Unless you have Training Benefits, the formula we use to compute the deduction is gross earnings, minus $5, times 75 percent. Reporting all your earnings will help you avoid repaying benefits later. See the earnings deduction chart on page 37 to help you calculate your weekly benefit amount in a week you have earnings.

Examples of earnings and other payments you must report, which we deduct or withhold from your benefits:

- Pay from an employer, such as back pay (including back pay from a time-loss or workers' compensation claim).
- Income from your own business.
- In-kind payments that substitute for money, such as rent or room and board.
- Some bonuses.
- Tips in any form.
- Paid vacation, holidays and sick leave.
- Military Reserve and National Guard pay if you worked at least three days in a row.
- Pay for jury-duty service.
- Earnings from state work study.

If you are uncertain about whether you should report money you earned, call the claims center. You also can ask a question through esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

What about special pay (severance pay, pay in lieu of notice, and continuation pay)?

Severance payments from an employer usually do *not* affect your unemployment benefits. However, pay in lieu of notice, or continuation pay with full benefits that are guaranteed, *can* affect your benefits. Report any separation-related payments you receive or are entitled to receive to the claims center.

To determine if your severance pay is deductible, we ask questions such as:

- Are you on call or in any way required to be available to your employer in order to receive these benefits?
- Are your fringe benefits continuing to accrue (vacation, retirement, sick leave, etc.)?
- Have you accepted a new job and a past employer allowed you to continue to receive severance pay?

Unemployment-benefits overpayment

Sometimes we keep some or all of your unemployment-benefit payment to pay back an ***overpayment***. (See page 24.)

Retirement plans

You must tell us if you receive or apply to receive payment from your retirement plan. We may deduct the employer-paid portion of your retirement from your unemployment benefits. If you receive a lump-sum retirement payment, the amount we must deduct each week is based on your life expectancy.

Deductible retirement plans include:

- Private-employer pensions.
- Union pensions.
- Government pensions.
- 401(k) and other retirement plans to which your employer contributed.

Non-deductible pensions include:

- Social Security.
- Disability payments based on an injury.
- Payments based on someone else's work (survivor, widow, or divorce-decree-settlement pensions).
- Retirement plans that were transferred within 60 days to a long-term retirement account, such as an IRA.

What is withheld from my benefits?

Child support

If you owe child support, we may be required to withhold a portion of each of your unemployment-benefit payments. If you have questions about the amount of your withholding, contact your local Department of Social and Health Services Division of Child Support or visit dshs.wa.gov/dcs/contact.asp.

We can't refund money that we withheld for child support. If we require you to pay back benefits due to an ***overpayment***, you must pay us:

- The benefits you received.
- Any child support we withheld from those benefits and sent to the Department of Social and Health Services on your behalf.

Income tax

You have two options for paying federal income tax on your unemployment benefits:

- You can pay all taxes owed at tax time; or
- We can withhold 10 percent of your payment each week. (This option may help you avoid a large tax bill.)

Call the claims center if you want to change your deduction.

We can't refund money that we withheld for income tax. If we require you to pay back benefits due to an overpayment, you must pay us:

- The benefits you received.
- Any money we withheld from those benefits for income tax and sent to the Internal Revenue Service on your behalf.

By the end of January each year, we mail you an IRS form 1099-G showing the total benefits we paid and the amount of income tax we withheld in the prior calendar year. We mail this form to the address on your claim as of December 31 of the prior year. *If you move, be sure to give us your new address before the end of the year so we can send the 1099-G to your correct address*. We also provide this information to the Internal Revenue Service.

The amount on the 1099-G does not include any adjustments, such as ***overpayments***, canceled claims or money you paid back. If you had adjustments, you must resolve the differences with the Internal Revenue Service using receipts or other records to support your tax return. You may contact the claims center for proof of actual income if there were adjustments. If you have questions about reporting adjustments on your income tax return, please contact the Internal Revenue Service.

You can get last year's tax information for your unemployment benefits between January 30 and April 30 by:

- Calling the claims center's automated-claims line.
- Accessing the "weekly claims" option at esd.wa.gov.

If we sent you more than one 1099-G, add up all 1099-Gs when calculating the amount of benefits you received and income tax withheld.

If you file your tax return electronically, you must tell the Internal Revenue Service which agency paid you the benefits. Include our employer identification number (EIN), which is 91-6001099.

If you did not receive a 1099-G from us or misplaced it, you may request a copy by email, mail or fax.

How to request a 1099-G

Email UI1099@esd.wa.gov
or call the claims center.
Provide your:
- Name
- Date of birth
- Last four digits of your Social Security number
- Current and previous mailing address
- Phone number
- Customer ID number

Fax to 800-706-7721 or mail to:
Employment Security Department
Attn: UI Special Programs 1099-G Unit
PO Box 9046
Olympia, WA 98507-9046

Include in your fax or envelope your:
- Name
- Social Security number or customer ID number
- Current mailing address
- Phone number
- Date of birth
- Signature

When am I paid?

If you are eligible, we send your first payment after you claim your second week. In most cases, we send it within two days after you file your ***weekly claim***.

Your payment may not arrive the same day each week. If we issue your payment and you don't receive it within seven business days, call the claims center. You also can ask a question through our website. Click on "ask questions about your claim" and choose "submit a question."

Sign up for direct deposit

Direct deposit is a safe, convenient way to have your benefits deposited directly into your account at a financial institution, such as a bank.

For your protection, you can apply *only* online. Claims-center agents cannot sign you up, change or cancel your direct deposit, nor see your personal banking information. The information you enter will stay the same until you change it.

To learn more about direct deposit, visit esd.wa.gov and enter "direct deposit" in the search box. You'll find a link to apply for direct deposit on a secure website that protects your personal information. You also can cancel direct deposit or change your bank account number.

If your bank account number changes or you want to cancel direct deposit, be sure to update your information on esd.wa.gov.

What if I am overpaid?

We continue to review your eligibility while you are claiming benefits. At any time, we may decide you are not eligible for some or all of the weeks you were paid benefits.

If we pay you more than you should have received, we notify you of an unemployment-benefits ***overpayment***. The written decision will explain the facts, the law, the reason you were overpaid, and the weeks for which we reduced or denied benefits. Call the claims center if you have any questions about our decision.

If you did not cause the overpayment, we may send you a form to request a waiver. A waiver means you may not be required to pay back some or all of the overpayment. Under limited circumstances, we may waive an overpayment.

We cannot waive an overpayment if you:

- Caused it.
- Received ***conditional payments***.
- Were fired for ***misconduct*** connected with your work.
- Committed fraud.

If you disagree with any decision, you can appeal (see page 30). We may postpone collecting an overpayment while an appeal is pending.

Once the decision is *final*, we begin the process of collecting the overpaid unemployment benefits. A decision is *final* when:

- You do not appeal by the deadline in our decision. If you miss the deadline, we will begin collection action, even if you file a late appeal. If you win your late appeal, we will refund any money we've collected.
- You do not appeal a decision made by the Office of Administrative Hearings by the deadline in that decision.
- You do not appeal a decision made by the Commissioner's Review Office by the deadline in that decision.

How do I repay an overpayment?

An ***overpayment*** is a legal debt you must repay. If you don't, we may take action, such as putting a lien on your house or garnishing your wages, bank accounts or federal income-tax refund. If you have questions about paying back your overpayment or to learn about establishing a repayment plan, contact:

Benefit Payment Control
Phone: 866-697-4831
Fax: 360-902-9270
bpcunit@esd.wa.gov

To pay back an overpayment:

- Mail a check or money order payable to Employment Security Department to the following address. Include your name and Social Security number (or customer identification number) on your payment.

  Employment Security Department
  Benefit Payment Control
  PO Box 24928
  Seattle, WA 98124-0928

- Pay electronically from your bank account at https://onlinebill.paystation.com/ESD. This service is free. Debit and credit cards are not accepted.

YOU MUST FIND WORK AS FAST AS YOU CAN. WORKSOURCE CAN HELP!

Go2WorkSource.com

Training programs

We offer many programs to help improve your job skills and provide extra help.

Call the claims center if you are planning to attend school or are currently in school. Otherwise, you may be denied unemployment benefits. Everyone's circumstance is different. We'll decide if you are eligible based on the facts unique to your situation.

Commissioner-Approved Training

Under this program, you receive unemployment benefits while attending approved full-time training. Your job-search requirements are waived while you are in school. You must pay for your own books, tuition and school-related fees. Unlike the Training Benefits Program (discussed next), Commissioner-Approved Training does not give you additional unemployment benefits.

You may qualify if you are otherwise eligible for unemployment benefits and you are a dislocated worker, as defined below:

- *If your claim started before July 2012*, you:
  - Were fired (but not for misconduct) or laid off from your employer; and
  - Your skills are no longer in demand, so you are unlikely to get the same type of work again.
- *If your claim started on or after July 1, 2012*, you:
  - Were laid off because your employer permanently reduced operations; or
  - Were laid off or voluntarily quit for a good reason and there are not a lot of jobs in your type of work.

An approved training program must be:

- Preparation for an occupation that has reasonable job opportunities in your ***labor market***.
- Focused on vocational training (not primarily intended to help you get a bachelor's or higher degree).
- Completed within a short period of time. If you will run out of benefits before completing your training, you must show that you have a financial plan to complete your training.

To get more information or apply, call the claims center or visit esd.wa.gov/training-programs. Staff at your local ***WorkSource employment center*** also can help you submit your application for processing.

Training Benefits

Like Commissioner-Approved Training, the Training Benefits Program waives your job-search requirements while you are attending approved training. However, you also may receive additional unemployment benefits while training for a career in a high-demand field. You must pay for your own books, tuition and school-related fees.

You may qualify if you need job-related training, are otherwise eligible for unemployment benefits (or have exhausted your benefits) and:

- Served in the U.S. military or Washington National Guard in the last year or are serving in the National Guard currently;
- Are disabled due to an injury or illness, and we determine you are unable to return to your type of work;
- Were a ***low-income*** worker; or
- Are a dislocated worker, as defined below.
  - *If your claim started before July 2012*, you:
    - Were fired (not for misconduct) or laid off from your employer; and
    - Your skills are no longer in demand, so you are unlikely to get the same type of work again.
  - *If your claim started on or after July 1, 2012*, you:
    - Were laid off because your employer permanently reduced operations; or
    - Were laid off or voluntarily quit for a good reason and there are not a lot of jobs in your type of work.

Approved training must be:

- Preparation for a high-demand occupation.
- In a program and school that is on the eligible training provider list at careerbridge.wa.gov.
- Full-time for most claimants. Dislocated workers whose claims started on or after July 1, 2012, and certain disabled individuals may qualify for part-time training.

- Focused on vocational training (not primarily intended to meet the requirements of a bachelor's or higher degree).

If you apply for training benefits, you must meet strict deadlines:

- If you are a dislocated worker whose claim started on or after July 1, 2012, you must apply for and enroll in your training before your ***benefit year*** ends. We will deny training benefits if you do not meet this deadline.
- All others must apply for training benefits within 90 days and must enroll in training within 120 days after receiving notice of this handbook. If you have a good-cause reason for missing a deadline, you still may be eligible.

To get more information or apply, call the Training Benefits hotline at 877-600-7701. You also can call the claims center or visit esd.wa.gov/training-programs. Staff at your local ***WorkSource employment center*** would be happy to review your application to make sure it is complete and help you submit it for processing.

Self-Employment Assistance Program

If you qualify for this program, we waive job-search requirements and pay unemployment benefits while you attend approved training to start a business. Your job-search requirements are waived while you attend approved training. You must pay for your own books, tuition and other training-related expenses, and you do not receive additional unemployment benefits. To be eligible for unemployment benefits after you finish your training, you must ***actively seek*** and be ***available*** for full-time work with an employer.

NEED JOB TRAINING? ACT NOW TO AVOID MISSING DEADLINES.

Visit esd.wa.gov/training-programs

You may qualify if you are otherwise eligible for unemployment benefits and:

- You are potentially eligible for Commissioner-Approved Training; or
- You receive a letter from us saying you may be eligible for this program because you are likely to run out of benefits before finding a job.

To learn more or apply, visit esd.wa.gov and enter "training programs" in the search box. You also may pick up an application at your local ***WorkSource employment center*** or call the Training Benefits hotline at 877-600-7701 if you have questions.

Trade Act

You may be eligible for this federal program if you lost your job or your hours were reduced because of foreign trade. The U.S. Department of Labor must approve a petition filed on behalf of a group of affected workers for Trade Act provisions to apply.

If you are eligible, you may receive additional unemployment benefits and services. For more information, contact your local ***WorkSource employment center*** or your nearest American Job Center (if you're living outside Washington). You also may visit doleta.gov/tradeact.

Assistance may include:

- Training in skills for a new occupation, basic or remedial education, literacy or English as a second language.
- A job-search allowance to cover your expenses to find a job outside of your normal commuting area.
- A relocation allowance to cover expenses for moving to a new area for a job.
- Additional financial support after your unemployment benefits run out, as long as you are enrolled in an approved, full-time training program.
- Reemployment Trade Adjustment Assistance, which is a wage supplement program for workers age 50 or older.
- Assistance with health-insurance premiums.

Special programs

Shared Work

Shared Work offers qualified employers an alternative to laying off employees during general economic downturns. If you are approved for Shared Work, your employer will give you a packet of information. This packet provides information about how to claim benefits while participating in the Shared-Work Program.

If you have questions about your claim, ask your employer-designated representative.

Temporary Total Disability

You may be eligible for a Temporary Total Disability claim if you have not been working for at least 13 weeks due to a temporary total disability that led you to receive workers' compensation or crime-victims' compensation.

You also may be eligible if you are reentering the workforce after being gone for at least 13 weeks due to a physical temporary total disability that is not related to your work. You must meet other unemployment-benefits eligibility requirements.

To receive benefits, you must be ***able*** to and ***available*** for work, and:

- A doctor must have given you a medical release to work in the last 12 months; or
- Your workers' compensation benefits or crime-victims' compensation must have ended within the last 12 months.

A Temporary Total Disability claim is based on wages and hours earned before your injury or illness. Call the claims center for more information. You also can ask a question through our website, esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question."

Veterans

WorkSource employment centers have veterans on staff whose sole job is to help veterans compete in the civilian job market. If you are a veteran, WorkSource can help you:

- Apply your military skills to the civilian workforce.
- Learn how to market yourself.
- Connect with employers who are eager to hire veterans.
- Find training providers and services for veterans.

To find out if you qualify for veteran's assistance, contact your local WorkSource employment center. (See page 35.)

Dislocated workers

This program offers special support services, including financial assistance.

You may qualify if:

- You're a homemaker who wants to return to work.
- You're self-employed and affected by market changes.
- *If your claim started before July 2012*, and you:
  - Were fired (but not for misconduct) or laid off from your employer; and
  - Your skills are no longer in demand, so you are unlikely to get the same type of work again.
- *If your claim started on or after July 1, 2012*, and you:
  - Were laid off because your employer permanently reduced operations; or
  - Were laid off or voluntarily quit for an allowable reason and there are not a lot of jobs in your type of work.

We can refer you to specialists who will determine which of these additional services may be available to you:

- Basic literacy.
- Help with English if it is your second language.
- On-the-job training.
- Training in skills needed for jobs in your area.
- Help with starting your own business.
- Job searches in other areas.
- A jobs program for dislocated forest-products workers.

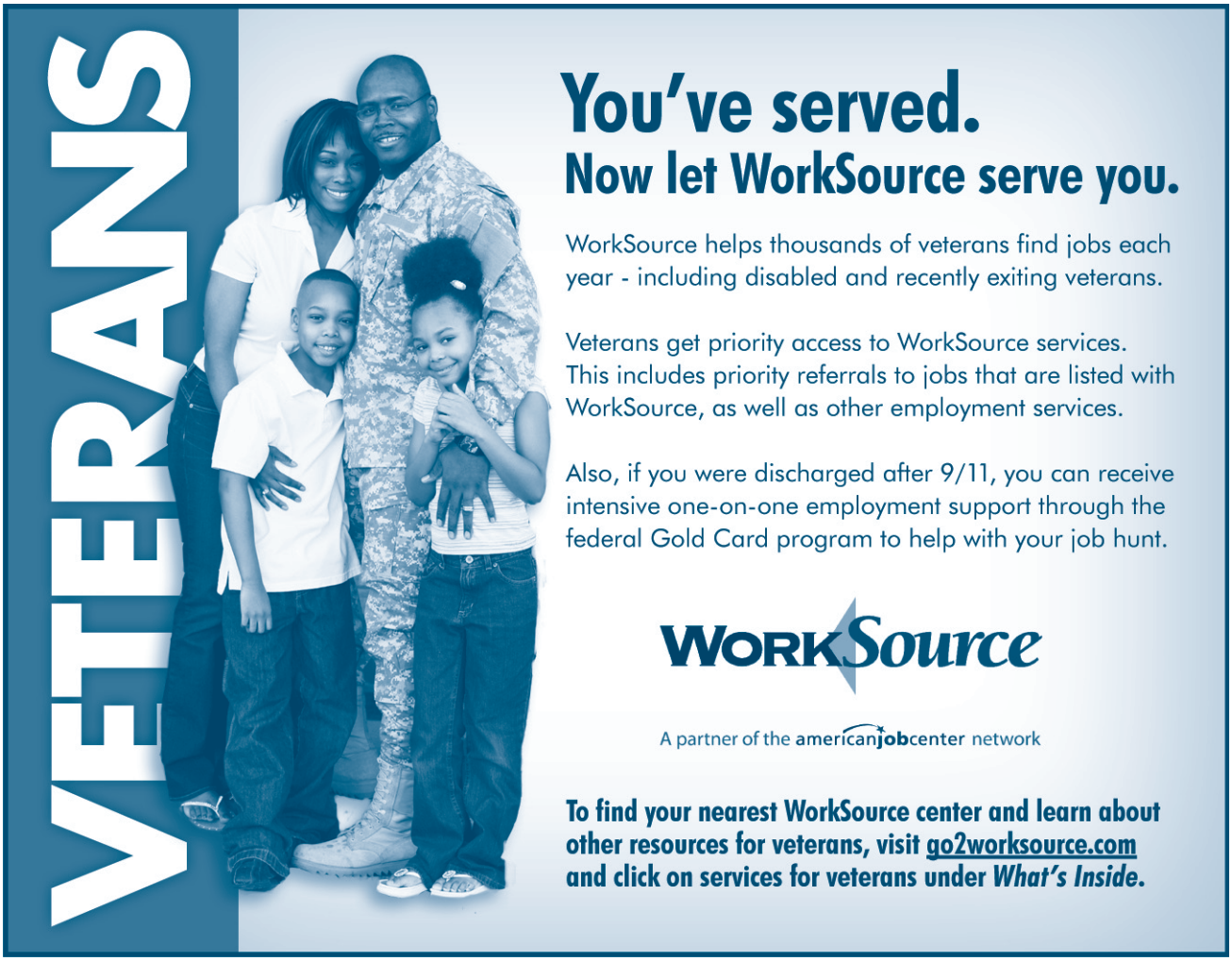
Community college students

Your school's employment office may offer job-search help for students. ***WorkSource employment centers*** cooperate with community colleges to provide:

- Job-placement help.
- Résumé-writing assistance.
- Information about job clubs.
- One-on-one counseling.
- ***Labor market*** information, such as wages and jobs in your field.

Washington Basic Health

If you have no health insurance or can't afford health insurance, you may qualify for state-sponsored Washington Basic Health. It offers health insurance to Washington residents at a much lower cost than most private insurers. You may be able to insure your children at no cost to you. To find out if you are eligible or to request an application, call 800-660-9840 or visit basichealth.hca.wa.gov.



Appeals

You have the right to appeal most decisions we make about your unemployment benefits, including:

- A denial of benefits.
- Information on your ***Statement of Wages and Hours***.
- Your eligibility for training.
- The reason for ***overpayments***.

Your last employer and any ***base-year employer*** also may have the right to appeal. You have the right to be represented by any person at your appeal hearing.

How to appeal

If you disagree with a decision, send us an appeal letter within 30 days after the date we mailed your decision. If your appeal letter is late, you must explain why. Your late appeal will be dismissed unless you provide a good reason.

Mail or fax your letter to the address or fax number in the decision letter. We *cannot* accept appeal letters by email.

Include in your appeal letter:

- Your name.
- Your Social Security number.
- Why you are appealing.
- The date of our decision you want to appeal.
- Any records you think should be considered in making a decision.
- The names of any witnesses you would like to have at the hearing. (Please note that our employees cannot testify on your behalf.)
- Which language you prefer if you need an interpreter (including American Sign Language).
- Why your appeal is late, if it is.
- Your signature. (Unsigned appeals and those with electronic signatures are returned.)

After you send your appeal

When we receive your appeal letter, we will mail you information about your rights and responsibilities.

We will forward your appeal to the Office of Administrative Hearings, which is not a part of the Employment Security Department. The Office of Administrative Hearings will assign an administrative law judge to hear your case and send copies of your file to everyone involved, including you, your witnesses and any affected employer(s).

Anyone can assist you at a hearing, including your attorney and free or low-cost legal aid. The person who represents you does not need to be an attorney. Notify the Office of Administrative Hearings if you will use representation.

The Office of Administrative Hearings will tell you when the hearing will be held and whether it will be in person or by phone. Most hearings are held by phone.

If you move while your appeal is pending, remember to share your new address with the claims center and the Office of Administrative Hearings.

Continue filing weekly claims

If you are unemployed, keep filing your ***weekly claims*** and looking for ***suitable work*** during the appeal process.

At your appeal hearing

At the hearing, the administrative law judge will ask you to testify under oath. You will have the right to question anyone present at the hearing and offer evidence or testimony.

Your availability for work and work-search history will be examined during the hearing. Have your ***job-search log*** available. If you don't attend the hearing, the administrative law judge may rule against you.

If you lose your appeal

If you lose your appeal or it is dismissed because it was late, you can file a petition for review with the Commissioner's Review Office at our department.

Your petition must be in writing, postmarked within 30 days after the ***initial order*** was issued and cannot exceed five pages, including attachments. Your petition must include:

- The docket number from the initial order.
- The reason(s) you disagree with the initial order.
- Your name and Social Security number.

- Your current address.
- Your signature.
- If your petition is late, the reason why it is late.

Mail your petition for review to:

Commissioner's Review Office
PO Box 9555
Olympia, WA 98507-9555

We do not accept petitions mailed to other addresses or sent by fax or email.

Get more information

For more information about appeals, visit esd.wa.gov/appeal-info. You can read the brochure "How to file an appeal" on esd.wa.gov or call the claims center to request a copy. You also can ask a question through esd.wa.gov. Click on "ask questions about your claim" and choose "submit a question." To see a video about appeals, visit esd.wa.gov and enter "videos" in the search box.

WORKSOURCE CAN HELP YOU WITH YOUR JOB SEARCH.

Go2WorkSource.com

Appendix

Definitions

Able You are physically and mentally capable, and have the legal authorization, to work in the United States.

Actively seeking You are looking for suitable work that you can perform and accept.

Alternate base year The period of time we use to determine your eligibility for unemployment benefits if you don't qualify using the regular base year. The alternate base year uses the last four completed calendar quarters before the week you applied for benefits. You must have worked 680 hours of work in covered employment in the alternate base year and still meet all of the other eligibility requirements to qualify for unemployment benefits.

Available You must be immediately ready and willing to accept suitable work in your labor market during the customary hours for your occupation each day you claim benefits.

Base year The period of time we use to determine your eligibility for unemployment benefits. Your base year is the first four of the last five completed calendar quarters before the week you applied for benefits.

If you don't qualify for unemployment benefits using your base year, ask if you qualify using the alternate base year.

Base-year employer Any employer you worked for during the base year or alternate base year of your unemployment claim.

Benefit year The 52-week period during which you can receive benefits on your claim. It begins the Sunday of the week you apply for unemployment benefits.

Calendar quarter Any one of these three-month time periods during a year:

- January 1 to March 31
- April 1 to June 30
- July 1 to September 30
- October 1 to December 31

Calendar week A seven-day time period from Sunday through Saturday.

Conditional payments Payments you receive while we decide if you are eligible for unemployment benefits. If we decide you are not eligible, you must pay back all of these payments.

Covered employment Your job is covered by unemployment insurance if your employer is required by law to report your work to our department, another state or the federal government.

Earnings The gross (before deductions) amount you make for work you performed, regardless of when you are paid for the work.

Flagrant Shockingly bad or offensive disregard for the law, morals, or rights of others and so contrary to what is right or proper that it is easy to identify and reject.

Full-referral union Labor organization that is approved for participation in the department's full-referral union program because it:

- Prohibits its members from looking for work on their own in their trade or industry; or
- Has a majority of union members who found work through the union during the most recent calendar year.

This type of union dispatches you to union employers when jobs become available. We will verify your status with your union and notify you of your job-search requirements. You do not have to make a job search on your own if you are a member of a full-referral union and you:

- Are eligible for dispatch.
- Follow your union's dispatch rules.

Gross misconduct Your flagrant and wanton action that results in being fired from your job and being denied unemployment benefits. There are two types:

- Admitting to an authority figure (not including your employer or us) that you committed a criminal act connected with your work or being convicted of a criminal act connected to your work.

- Committing a flagrant act that shows a substantial disregard of the rights or interests of your employer or a fellow employee in connection with your work.

Initial order The decision a judge issues after an appeal hearing.

Job-search log A document used to record and track your weekly job-search contacts and activities.

Labor market The geographical area within a reasonable commuting distance of your home where there are job opportunities in your occupation. It may vary in size, depending on available jobs and your occupation.

Low-income For Training Benefits, you are low-income if you earned an average hourly wage in your base year (or alternate base year) of less than 130 percent of the state minimum wage. To compute your average hourly wage, divide the total wages in your base year by the total hours you worked.

Maximum benefits payable The total amount of benefits you may receive during your benefit year, if you comply with all of the rules and claim enough weeks to reach this amount. To get the full amount, for each week you claim, you must prove you are able to work, available for work and actively seeking suitable work.

Maximum weekly benefit amount The highest amount of weekly benefits an individual may receive. The amount is based on state law, and it may change each year. Visit esd.wa.gov and enter "maximum weekly benefit amount" in the search box.

Minimum weekly benefit amount The lowest amount of weekly benefits an individual may receive. The amount is based on state law, and it may change each year. Visit esd.wa.gov and enter "minimum weekly benefit amount" in the search box.

Misconduct Behavior that results in being fired or suspended from your job and being denied unemployment benefits. This includes acts that show a deliberate disregard for the rights and interests of the employer or a fellow employee.

Overpayment Unemployment benefits you were paid that you were not eligible to receive.

Partially unemployed You:

- Have been hired to work full-time;
- Have your hours temporarily reduced by less than 60 percent;
- Earned less than one and one third times your weekly benefit amount plus $5 during a week; and
- Expect to return to full-time work for the same employer within four months.

Reopen Restarting your unemployment claim after not claiming one or more weeks.

Shared Work A program that offers qualified employers an alternative to laying off employees during general economic downturns.

Standby You are unemployed but you have a specific date to return to work in the next four weeks with a former or new employer. You are only on standby if we tell you that we've approved it. You do not need to look for work but must be available for any work offered by your employer. We verify standby status with your employer. A request for standby for longer than four weeks must be made by your employer and approved by us.

Statement of Wages and Hours A notice we mail you that shows:

- How many hours your employer reported you worked and how much you earned in your base year.
- Your weekly benefit amount and maximum benefits payable.
- Additional messages.

Suitable work Employment in an occupation in line with your prior training, work experience and education unless your regular work does not exist in your labor market.

If you do not have the education or training for a job, suitable work is a job you have the physical and mental ability to perform.

Whether work is suitable or not requires considering factors, such as:

- The risk to your health, safety and morals.
- Your physical fitness.
- How long you have been unemployed and the prospects for finding local work in your customary occupation.
- How far the work is from your home.

Work is *not* considered suitable if:

- The job is vacant due to a strike or lockout.
- The work conditions are substandard compared to similar local work.
- The job requires joining, resigning from or refraining from joining a labor organization.

Waiting week The first week you claim and are eligible. This is often the week you apply for unemployment benefits. You do not receive benefits for your waiting week.

Wanton Malicious and showing no concern for risk, injury, or harm to another person when you knew, or should have known, it was harmful. It includes not acting when there is a duty to act, knowing there could be an injury.

Weekly benefit amount The amount you are eligible to receive for a week before any deductions.

Weekly claim Your request for payment of unemployment benefits for a specific calendar week.

WorkSource employment center (WorkSource) Employment Security is a partner in the statewide WorkSource employment and training system. Other partners include local workforce development councils, other state agencies and nonprofit organizations.

Directory of WorkSource employment centers

WorkSource provides free employment and training services to job seekers and employers.

TTY users dial 800-833-6388.

Aberdeen
511 W Heron Street
PO Box 1136
Aberdeen WA 98520
360-533-9318
800-783-0657

Auburn
2707 "I" Street NE
Auburn WA 98002
253-804-1177

Bellingham
101 Prospect Street
Bellingham WA 98225
360-676-1521

Bremerton
1300 Sylvan Way Floor 1
Bremerton WA 98310
360-337-4810

Chehalis
Lewis County Mall
151 NE Hampe Way
Chehalis WA 98532
360-748-2360

Colville
956 S Main Street Suite B
Colville WA 99114
509-685-6158

Everett
3201 Smith Ave Suite 114
Everett WA 98201
425-258-6300

Goldendale
116 E. Main St.
Goldendale WA 98620
509-773-5503

Kelso
305 Pacific Ave South Suite A
Kelso WA 98626
360-577-2250

Kennewick
815 N Kellogg Street Suite D
Kennewick WA 99336
509-734-5900

Lakewood
Lakewood Towne Center
5712 Main Street SW
Suite 200
Lakewood WA 98499
253-984-5400

Monroe
17150 W Main Street Suite B
Monroe WA 98272
360-799-3421

Moses Lake
309 E 5th Ave
Moses Lake WA 98837
509-766-4145

Mountlake Terrace
6405 218th Street Suite100
Mountlake Terrace WA 98043
425-412-6867

Mount Vernon
2005 E College Way
Mount Vernon WA 98273
360-416-3600

Oak Harbor
31975 SR 20 Suite 3
Oak Harbor WA 98277
360-675-5966

Omak
126 S Main
PO Box 3759
Omak WA 98841
509-826-7310
800-887-8057

Port Angeles
228 W 1st Street Suite A
Port Angeles WA 98362
360-457-2103

Port Hadlock
207 W Patison
Port Hadlock WA 98339
360-379-4401

Pullman
350 SE Fairmont Road Suite 2
Pullman WA 99163
509-332-6549

Redmond
7735 178th Place NE
Redmond WA 98052
425-861-3700

Renton
500 SW 7th Street Suite 100
Renton WA 98057
206-205-3500

Seattle (North)
9600 College Way N #1151
Seattle WA 98103
206-440-2500

Seattle (Rainier)
2531 Rainier Ave S
Seattle WA 98144
206-721-6000

Shelton
2505 Olympic Hwy N #420
PO Box 1850
Shelton WA 98584
360-427-2174

Spokane
130 S Arthur Street
Spokane WA 99202
509-532-3000

Stevenson
704 SW Rock Creek Drive
PO Box 847
Stevenson WA 98648
509-427-4464

Sunnyside
1925 Morgan Road
Sunnyside WA 98944
509-836-1125

Tacoma (Pierce)
1305 Tacoma Ave S
Suite 201
Tacoma WA 98402
253-593-7300

Tumwater
1570 Irving Street SW
PO Box 9765
Tumwater WA 98512
360-704-3600

Vancouver
5411 E Mill Plain Blvd Suite 15
Vancouver WA 98661
360-735-5000

Walla Walla
1530 Stevens Street
PO Drawer H
Walla Walla WA 99362
509-527-4393

Wenatchee
215 Bridge Street
PO Box 1927
Wenatchee WA 98801
509-665-6605

White Salmon
107 W Jewett Blvd
PO Box 2169
White Salmon WA 98672
509-493-1210
800-511-7388

Yakima
306 Division Street
Yakima WA 98902
509-574-0105

Privacy

We protect your privacy

We strictly obey state and federal laws that protect your private information.

We share with our partners

We share some of your information with our partners, and they are not allowed to share it with anyone else. We give them your:

- Contact information.
- Employment and job-search history.
- Demographics (e.g., age, gender).

If you don't want us to share your information with our partners, please complete and return the "Employment Security Department Data Sharing Notice." We sent it to you with your ***Statement of Wages and Hours***. Additional copies are available at your local ***WorkSource employment center***. Signing the notice will not change your eligibility for services from our partners.

Others who get your information

We share your information under specific circumstances with:

- Employers – If requested, we must give information about your claim to any of your ***base-year employers*** or their representatives. This includes the amount of benefits we paid you and copies of any documents related to your unemployment claim.
- Courts – Under a special court order, we must give information about your claim to the court.
- Government agencies – We must give information to local, state and federal employees who need it to perform their official duties and, in some cases, to verify your identity or eligibility for other programs.
- Collection agencies – These third parties may be able to obtain your information, but only if you give them written permission. We also share information with them if we are served with a subpoena.

We will never share information about you for commercial purposes unless the person or organization has obtained a waiver.

Equal opportunity is the law

It is against the law for the Employment Security Department, as a recipient of federal financial assistance, to discriminate on the following bases:

Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship or status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

Employment Security must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What to do if you believe you have experienced discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Equal Opportunity Officer
Employment Security Department
Human Resource Services Division
128 10th Ave SW 5th Floor
PO Box 9046
Olympia WA 98507-9046
or
Director, Civil Rights Center (CRC)
U S Department of Labor
200 Constitution Ave NW Room N-4123
Washington DC 20210

If you file your complaint with Employment Security, you must wait until we issue a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above). If we do not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for us to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with Employment Security).

If Employment Security does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

For more information, visit esd.wa.gov and enter "equal opportunity" in the search box.

Earnings deduction chart

If you have earnings during a week, we deduct part of them from your weekly benefit amount. In the chart below, first find the amount you earned in the "gross earnings" column. Then see the "earnings deduction" column for the amount we subtract from your weekly benefit amount that week. There is a different earnings deduction chart for Training Benefits.

Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction
0.00	-	5.00	=	0	85.01	-	86.33	=	61	166.34	-	167.66	=	122	247.67	-	249.00	=	183	329.01	-	330.33	=	244
5.01	-	6.33	=	1	86.34	-	87.66	=	62	167.67	-	169.00	=	123	249.01	-	250.33	=	184	330.34	-	331.66	=	245
6.34	-	7.66	=	2	87.67	-	89.00	=	63	169.01	-	170.33	=	124	250.34	-	251.66	=	185	331.67	-	333.00	=	246
7.67	-	9.00	=	3	89.01	-	90.33	=	64	170.34	-	171.66	=	125	251.67	-	253.00	=	186	333.01	-	334.33	=	247
9.01	-	10.33	=	4	90.34	-	91.66	=	65	171.67	-	173.00	=	126	253.01	-	254.33	=	187	334.34	-	335.66	=	248
10.34	-	11.66	=	5	91.67	-	93.00	=	66	173.01	-	174.33	=	127	254.34	-	255.66	=	188	335.67	-	337.00	=	249
11.67	-	13.00	=	6	93.01	-	94.33	=	67	174.34	-	175.66	=	128	255.67	-	257.00	=	189	337.01	-	338.33	=	250
13.01	-	14.33	=	7	94.34	-	95.66	=	68	175.67	-	177.00	=	129	257.01	-	258.33	=	190	338.34	-	339.66	=	251
14.34	-	15.66	=	8	95.67	-	97.00	=	69	177.01	-	178.33	=	130	258.34	-	259.66	=	191	339.67	-	341.00	=	252
15.67	-	17.00	=	9	97.01	-	98.33	=	70	178.34	-	179.66	=	131	259.67	-	261.00	=	192	341.01	-	342.33	=	253
17.01	-	18.33	=	10	98.34	-	99.66	=	71	179.67	-	181.00	=	132	261.01	-	262.33	=	193	342.34	-	343.66	=	254
18.34	-	19.66	=	11	99.67	-	101.00	=	72	181.01	-	182.33	=	133	262.34	-	263.66	=	194	343.67	-	345.00	=	255
19.67	-	21.00	=	12	101.01	-	102.33	=	73	182.34	-	183.66	=	134	263.67	-	265.00	=	195	345.01	-	346.33	=	256
21.01	-	22.33	=	13	102.34	-	103.66	=	74	183.67	-	185.00	=	135	265.01	-	266.33	=	196	346.34	-	347.66	=	257
22.34	-	23.66	=	14	103.67	-	105.00	=	75	185.01	-	186.33	=	136	266.34	-	267.66	=	197	347.67	-	349.00	=	258
23.67	-	25.00	=	15	105.01	-	106.33	=	76	186.34	-	187.66	=	137	267.67	-	269.00	=	198	349.01	-	350.33	=	259
25.01	-	26.33	=	16	106.34	-	107.66	=	77	187.67	-	189.00	=	138	269.01	-	270.33	=	199	350.34	-	351.66	=	260
26.34	-	27.66	=	17	107.67	-	109.00	=	78	189.01	-	190.33	=	139	270.34	-	271.66	=	200	351.67	-	353.00	=	261
27.67	-	29.00	=	18	109.01	-	110.33	=	79	190.34	-	191.66	=	140	271.67	-	273.00	=	201	353.01	-	354.33	=	262
29.01	-	30.33	=	19	110.34	-	111.66	=	80	191.67	-	193.00	=	141	273.01	-	274.33	=	202	354.34	-	355.66	=	263
30.34	-	31.66	=	20	111.67	-	113.00	=	81	193.01	-	194.33	=	142	274.34	-	275.66	=	203	355.67	-	357.00	=	264
31.67	-	33.00	=	21	113.01	-	114.33	=	82	194.34	-	195.66	=	143	275.67	-	277.00	=	204	357.01	-	358.33	=	265
33.01	-	34.33	=	22	114.34	-	115.66	=	83	195.67	-	197.00	=	144	277.01	-	278.33	=	205	358.34	-	359.66	=	266
34.34	-	35.66	=	23	115.67	-	117.00	=	84	197.01	-	198.33	=	145	278.34	-	279.66	=	206	359.67	-	361.00	=	267
35.67	-	37.00	=	24	117.01	-	118.33	=	85	198.34	-	199.66	=	146	279.67	-	281.00	=	207	361.01	-	362.33	=	268
37.01	-	38.33	=	25	118.34	-	119.66	=	86	199.67	-	201.00	=	147	281.01	-	282.33	=	208	362.34	-	363.66	=	269
38.34	-	39.66	=	26	119.67	-	121.00	=	87	201.01	-	202.33	=	148	282.34	-	283.66	=	209	363.67	-	365.00	=	270
39.67	-	41.00	=	27	121.01	-	122.33	=	88	202.34	-	203.66	=	149	283.67	-	285.00	=	210	365.01	-	366.33	=	271
41.01	-	42.33	=	28	122.34	-	123.66	=	89	203.67	-	205.00	=	150	285.01	-	286.33	=	211	366.34	-	367.66	=	272
42.34	-	43.66	=	29	123.67	-	125.00	=	90	205.01	-	206.33	=	151	286.34	-	287.66	=	212	367.67	-	369.00	=	273
43.67	-	45.00	=	30	125.01	-	126.33	=	91	206.34	-	207.66	=	152	287.67	-	289.00	=	213	369.01	-	370.33	=	274
45.01	-	46.33	=	31	126.34	-	127.66	=	92	207.67	-	209.00	=	153	289.01	-	290.33	=	214	370.34	-	371.66	=	275
46.34	-	47.66	=	32	127.67	-	129.00	=	93	209.01	-	210.33	=	154	290.34	-	291.66	=	215	371.67	-	373.00	=	276
47.67	-	49.00	=	33	129.01	-	130.33	=	94	210.34	-	211.66	=	155	291.67	-	293.00	=	216	373.01	-	374.33	=	277
49.01	-	50.33	=	34	130.34	-	131.66	=	95	211.67	-	213.00	=	156	293.01	-	294.33	=	217	374.34	-	375.66	=	278
50.34	-	51.66	=	35	131.67	-	133.00	=	96	213.01	-	214.33	=	157	294.34	-	295.66	=	218	375.67	-	377.00	=	279
51.67	-	53.00	=	36	133.01	-	134.33	=	97	214.34	-	215.66	=	158	295.67	-	297.00	=	219	377.01	-	378.33	=	280
53.01	-	54.33	=	37	134.34	-	135.66	=	98	215.67	-	217.00	=	159	297.01	-	298.33	=	220	378.34	-	379.66	=	281
54.34	-	55.66	=	38	135.67	-	137.00	=	99	217.01	-	218.33	=	160	298.34	-	299.66	=	221	379.67	-	381.00	=	282
55.67	-	57.00	=	39	137.01	-	138.33	=	100	218.34	-	219.66	=	161	299.67	-	301.00	=	222	381.01	-	382.33	=	283
57.01	-	58.33	=	40	138.34	-	139.66	=	101	219.67	-	221.00	=	162	301.01	-	302.33	=	223	382.34	-	383.66	=	284
58.34	-	59.66	=	41	139.67	-	141.00	=	102	221.01	-	222.33	=	163	302.34	-	303.66	=	224	383.67	-	385.00	=	285
59.67	-	61.00	=	42	141.01	-	142.33	=	103	222.34	-	223.66	=	164	303.67	-	305.00	=	225	385.01	-	386.33	=	286
61.01	-	62.33	=	43	142.34	-	143.66	=	104	223.67	-	225.00	=	165	305.01	-	306.33	=	226	386.34	-	387.66	=	287
62.34	-	63.66	=	44	143.67	-	145.00	=	105	225.01	-	226.33	=	166	306.34	-	307.66	=	227	387.67	-	389.00	=	288
63.67	-	65.00	=	45	145.01	-	146.33	=	106	226.34	-	227.66	=	167	307.67	-	309.00	=	228	389.01	-	390.33	=	289
65.01	-	66.33	=	46	146.34	-	147.66	=	107	227.67	-	229.00	=	168	309.01	-	310.33	=	229	390.34	-	391.66	=	290
66.34	-	67.66	=	47	147.67	-	149.00	=	108	229.01	-	230.33	=	169	310.34	-	311.66	=	230	391.67	-	393.00	=	291
67.67	-	69.00	=	48	149.01	-	150.33	=	109	230.34	-	231.66	=	170	311.67	-	313.00	=	231	393.01	-	394.33	=	292
69.01	-	70.33	=	49	150.34	-	151.66	=	110	231.67	-	233.00	=	171	313.01	-	314.33	=	232	394.34	-	395.66	=	293
70.34	-	71.66	=	50	151.67	-	153.00	=	111	233.01	-	234.33	=	172	314.34	-	315.66	=	233	395.67	-	397.00	=	294
71.67	-	73.00	=	51	153.01	-	154.33	=	112	234.34	-	235.66	=	173	315.67	-	317.00	=	234	397.01	-	398.33	=	295
73.01	-	74.33	=	52	154.34	-	155.66	=	113	235.67	-	237.00	=	174	317.01	-	318.33	=	235	398.34	-	399.66	=	296
74.34	-	75.66	=	53	155.67	-	157.00	=	114	237.01	-	238.33	=	175	318.34	-	319.66	=	236	399.67	-	401.00	=	297
75.67	-	77.00	=	54	157.01	-	158.33	=	115	238.34	-	239.66	=	176	319.67	-	321.00	=	237	401.01	-	402.33	=	298
77.01	-	78.33	=	55	158.34	-	159.66	=	116	239.67	-	241.00	=	177	321.01	-	322.33	=	238	402.34	-	403.66	=	299
78.34	-	79.66	=	56	159.67	-	161.00	=	117	241.01	-	242.33	=	178	322.34	-	323.66	=	239	403.67	-	405.00	=	300
79.67	-	81.00	=	57	161.01	-	162.33	=	118	242.34	-	243.66	=	179	323.67	-	325.00	=	240	405.01	-	406.33	=	301
81.01	-	82.33	=	58	162.34	-	163.66	=	119	243.67	-	245.00	=	180	325.01	-	326.33	=	241	406.34	-	407.66	=	302
82.34	-	83.66	=	59	163.67	-	165.00	=	120	245.01	-	246.33	=	181	326.34	-	327.66	=	242	407.67	-	409.00	=	303
83.67	-	85.00	=	60	165.01	-	166.33	=	121	246.34	-	247.66	=	182	327.67	-	329.00	=	243	409.01	-	410.33	=	304

Gross earnings = Your weekly earnings before deductions. **Earnings deductions** = Amount deducted from your weekly benefit amount (WBA).
Computation: Gross earnings minus $5 times 75% equals the earnings deduction. All deductions are rounded up to the next higher dollar.
When your earnings deduction is equal to or more than your weekly benefit amount, you are not eligible for benefit payments.

Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction	Gross earnings (From)		(To)		Earnings deduction
410.34	-	411.66	=	305	495.67	-	497.00	=	369	581.01	-	582.33	=	433	666.34	-	667.66	=	497	751.67	-	753.00	=	561
411.67	-	413.00	=	306	497.01	-	498.33	=	370	582.34	-	583.66	=	434	667.67	-	669.00	=	498	753.01	-	754.33	=	562
413.01	-	414.33	=	307	498.34	-	499.66	=	371	583.67	-	585.00	=	435	669.01	-	670.33	=	499	754.34	-	755.66	=	563
414.34	-	415.66	=	308	499.67	-	501.00	=	372	585.01	-	586.33	=	436	670.34	-	671.66	=	500	755.67	-	757.00	=	564
415.67	-	417.00	=	309	501.01	-	502.33	=	373	586.34	-	587.66	=	437	671.67	-	673.00	=	501	757.01	-	758.33	=	565
417.01	-	418.33	=	310	502.34	-	503.66	=	374	587.67	-	589.00	=	438	673.01	-	674.33	=	502	758.34	-	759.66	=	566
418.34	-	419.66	=	311	503.67	-	505.00	=	375	589.01	-	590.33	=	439	674.34	-	675.66	=	503	759.67	-	761.00	=	567
419.67	-	421.00	=	312	505.01	-	506.33	=	376	590.34	-	591.66	=	440	675.67	-	677.00	=	504	761.01	-	762.33	=	568
421.01	-	422.33	=	313	506.34	-	507.66	=	377	591.67	-	593.00	=	441	677.01	-	678.33	=	505	762.34	-	763.66	=	569
422.34	-	423.66	=	314	507.67	-	509.00	=	378	593.01	-	594.33	=	442	678.34	-	679.66	=	506	763.67	-	765.00	=	570
423.67	-	425.00	=	315	509.01	-	510.33	=	379	594.34	-	595.66	=	443	679.67	-	681.00	=	507	765.01	-	766.33	=	571
425.01	-	426.33	=	316	510.34	-	511.66	=	380	595.67	-	597.00	=	444	681.01	-	682.33	=	508	766.34	-	767.66	=	572
426.34	-	427.66	=	317	511.67	-	513.00	=	381	597.01	-	598.33	=	445	682.34	-	683.66	=	509	767.67	-	769.00	=	573
427.67	-	429.00	=	318	513.01	-	514.33	=	382	598.34	-	599.66	=	446	683.67	-	685.00	=	510	769.01	-	770.33	=	574
429.01	-	430.33	=	319	514.34	-	515.66	=	383	599.67	-	601.00	=	447	685.01	-	686.33	=	511	770.34	-	771.66	=	575
430.34	-	431.66	=	320	515.67	-	517.00	=	384	601.01	-	602.33	=	448	686.34	-	687.66	=	512	771.67	-	773.00	=	576
431.67	-	433.00	=	321	517.01	-	518.33	=	385	602.34	-	603.66	=	449	687.67	-	689.00	=	513	773.01	-	774.33	=	577
433.01	-	434.33	=	322	518.34	-	519.66	=	386	603.67	-	605.00	=	450	689.01	-	690.33	=	514	774.34	-	775.66	=	578
434.34	-	435.66	=	323	519.67	-	521.00	=	387	605.01	-	606.33	=	451	690.34	-	691.66	=	515	775.67	-	777.00	=	579
435.67	-	437.00	=	324	521.01	-	522.33	=	388	606.34	-	607.66	=	452	691.67	-	693.00	=	516	777.01	-	778.33	=	580
437.01	-	438.33	=	325	522.34	-	523.66	=	389	607.67	-	609.00	=	453	693.01	-	694.33	=	517	778.34	-	779.66	=	581
438.34	-	439.66	=	326	523.67	-	525.00	=	390	609.01	-	610.33	=	454	694.34	-	695.66	=	518	779.67	-	781.00	=	582
439.67	-	441.00	=	327	525.01	-	526.33	=	391	610.34	-	611.66	=	455	695.67	-	697.00	=	519	781.01	-	782.33	=	583
441.01	-	442.33	=	328	526.34	-	527.66	=	392	611.67	-	613.00	=	456	697.01	-	698.33	=	520	782.34	-	783.66	=	584
442.34	-	443.66	=	329	527.67	-	529.00	=	393	613.01	-	614.33	=	457	698.34	-	699.66	=	521	783.67	-	785.00	=	585
443.67	-	445.00	=	330	529.01	-	530.33	=	394	614.34	-	615.66	=	458	699.67	-	701.00	=	522	785.01	-	786.33	=	586
445.01	-	446.33	=	331	530.34	-	531.66	=	395	615.67	-	617.00	=	459	701.01	-	702.33	=	523	786.34	-	787.66	=	587
446.34	-	447.66	=	332	531.67	-	533.00	=	396	617.01	-	618.33	=	460	702.34	-	703.66	=	524	787.67	-	789.00	=	588
447.67	-	449.00	=	333	533.01	-	534.33	=	397	618.34	-	619.66	=	461	703.67	-	705.00	=	525	789.01	-	790.33	=	589
449.01	-	450.33	=	334	534.34	-	535.66	=	398	619.67	-	621.00	=	462	705.01	-	706.33	=	526	790.34	-	791.66	=	590
450.34	-	451.66	=	335	535.67	-	537.00	=	399	621.01	-	622.33	=	463	706.34	-	707.66	=	527	791.67	-	793.00	=	591
451.67	-	453.00	=	336	537.01	-	538.33	=	400	622.34	-	623.66	=	464	707.67	-	709.00	=	528	793.01	-	794.33	=	592
453.01	-	454.33	=	337	538.34	-	539.66	=	401	623.67	-	625.00	=	465	709.01	-	710.33	=	529	794.34	-	795.66	=	593
454.34	-	455.66	=	338	539.67	-	541.00	=	402	625.01	-	626.33	=	466	710.34	-	711.66	=	530	795.67	-	797.00	=	594
455.67	-	457.00	=	339	541.01	-	542.33	=	403	626.34	-	627.66	=	467	711.67	-	713.00	=	531	797.01	-	798.33	=	595
457.01	-	458.33	=	340	542.34	-	543.66	=	404	627.67	-	629.00	=	468	713.01	-	714.33	=	532	798.34	-	799.66	=	596
458.34	-	459.66	=	341	543.67	-	545.00	=	405	629.01	-	630.33	=	469	714.34	-	715.66	=	533	799.67	-	801.00	=	597
459.67	-	461.00	=	342	545.01	-	546.33	=	406	630.34	-	631.66	=	470	715.67	-	717.00	=	534	801.01	-	802.33	=	598
461.01	-	462.33	=	343	546.34	-	547.66	=	407	631.67	-	633.00	=	471	717.01	-	718.33	=	535	802.34	-	803.66	=	599
462.34	-	463.66	=	344	547.67	-	549.00	=	408	633.01	-	634.33	=	472	718.34	-	719.66	=	536	803.67	-	805.00	=	600
463.67	-	465.00	=	345	549.01	-	550.33	=	409	634.34	-	635.66	=	473	719.67	-	721.00	=	537	805.01	-	806.33	=	601
465.01	-	466.33	=	346	550.34	-	551.66	=	410	635.67	-	637.00	=	474	721.01	-	722.33	=	538	806.34	-	807.66	=	602
466.34	-	467.66	=	347	551.67	-	553.00	=	411	637.01	-	638.33	=	475	722.34	-	723.66	=	539	807.67	-	809.00	=	603
467.67	-	469.00	=	348	553.01	-	554.33	=	412	638.34	-	639.66	=	476	723.67	-	725.00	=	540	809.01	-	810.33	=	604
469.01	-	470.33	=	349	554.34	-	555.66	=	413	639.67	-	641.00	=	477	725.01	-	726.33	=	541	810.34	-	811.66	=	605
470.34	-	471.66	=	350	555.67	-	557.00	=	414	641.01	-	642.33	=	478	726.34	-	727.66	=	542	811.67	-	813.00	=	606
471.67	-	473.00	=	351	557.01	-	558.33	=	415	642.34	-	643.66	=	479	727.67	-	729.00	=	543	813.01	-	814.33	=	607
473.01	-	474.33	=	352	558.34	-	559.66	=	416	643.67	-	645.00	=	480	729.01	-	730.33	=	544	814.34	-	815.66	=	608
474.34	-	475.66	=	353	559.67	-	561.00	=	417	645.01	-	646.33	=	481	730.34	-	731.66	=	545	815.67	-	817.00	=	609
475.67	-	477.00	=	354	561.01	-	562.33	=	418	646.34	-	647.66	=	482	731.67	-	733.00	=	546	817.01	-	818.33	=	610
477.01	-	478.33	=	355	562.34	-	563.66	=	419	647.67	-	649.00	=	483	733.01	-	734.33	=	547	818.34	-	819.66	=	611
478.34	-	479.66	=	356	563.67	-	565.00	=	420	649.01	-	650.33	=	484	734.34	-	735.66	=	548	819.67	-	821.00	=	612
479.67	-	481.00	=	357	565.01	-	566.33	=	421	650.34	-	651.66	=	485	735.67	-	737.00	=	549	821.01	-	822.33	=	613
481.01	-	482.33	=	358	566.34	-	567.66	=	422	651.67	-	653.00	=	486	737.01	-	738.33	=	550	822.34	-	823.66	=	614
482.34	-	483.66	=	359	567.67	-	569.00	=	423	653.01	-	654.33	=	487	738.34	-	739.66	=	551	823.67	-	825.00	=	615
483.67	-	485.00	=	360	569.01	-	570.33	=	424	654.34	-	655.66	=	488	739.67	-	741.00	=	552	825.01	-	826.33	=	616
485.01	-	486.33	=	361	570.34	-	571.66	=	425	655.67	-	657.00	=	489	741.01	-	742.33	=	553	826.34	-	827.66	=	617
486.34	-	487.66	=	362	571.67	-	573.00	=	426	657.01	-	658.33	=	490	742.34	-	743.66	=	554	827.67	-	829.00	=	618
487.67	-	489.00	=	363	573.01	-	574.33	=	427	658.34	-	659.66	=	491	743.67	-	745.00	=	555	829.01	-	830.33	=	619
489.01	-	490.33	=	364	574.34	-	575.66	=	428	659.67	-	661.00	=	492	745.01	-	746.33	=	556	830.34	-	831.66	=	620
490.34	-	491.66	=	365	575.67	-	577.00	=	429	661.01	-	662.33	=	493	746.34	-	747.66	=	557	831.67	-	833.00	=	621
491.67	-	493.00	=	366	577.01	-	578.33	=	430	662.34	-	663.66	=	494	747.67	-	749.00	=	558	833.01	-	834.33	=	622
493.01	-	494.33	=	367	578.34	-	579.66	=	431	663.67	-	665.00	=	495	749.01	-	750.33	=	559	834.34	-	835.66	=	623
494.34	-	495.66	=	368	579.67	-	581.00	=	432	665.01	-	666.33	=	496	750.34	-	751.66	=	560	835.67	-	837.00	=	624

Job-Search Log for the week ending (Mo/Day/Yr) 10 / 13 / 12

Employment Security Department
WASHINGTON STATE

Name: Jane Doe ID or SSN: 8609357011 **Keep this log for your records***

Instructions: Please use dark ink only. Do not send your logs to us unless we ask for them. You must complete a log for each week you claim unemployment benefits. You must have a combined total of three employer contacts or approved job-search activities each week. Keep your logs. * **We may review them any time up to 60 days past the end of your benefit year or up to 30 days after receiving any benefits, whichever is later.** We may call the employers listed to verify that you contacted them for work. Providing false information is fraud that can result in a denial of your unemployment benefits and additional penalties.

You can get more logs at your local WorkSource office or online at www.esd.wa.gov/job-search-log. If you apply online or respond to a newspaper ad, please attach a copy of the confirmation notice or ad if available. Refer to your Handbook for Unemployed Workers for further instructions on completing this log.

Contacts and job-search activities — Keep this log for your records

CONTACT 1 IN PERSON ☐ SKIES ___ Staff use only

10/8/12 — Contact date (Mo/Day/Yr)

☒ Employer contact OR ☐ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:
☒ Application/résumé ☐ Interview ☐ Inquiry

Position:…….CONSTRUCTION LABORER

How contacted:
☐ Online/email ☐ Fax ☒ In person
☐ Mail ☐ Kiosk ☐ Telephone
☐ Other (describe):

FOR WORKSOURCE ACTIVITY, briefly describe:

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.
Employer …COREY'S CONSTRUCTION COMPANY Telephone (…206…)…555-3719
Address…48697 HIGH RISE COURT City ….SUNNYSIDE State….WA
Name or position of person contacted…DAYNE, FOREMAN

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.
Employer name (if provided) and, website or email
Job reference number
If fax, provide the fax number ( )
Newspaper name and publication date

CONTACT 2 WORKSOURCE ACTIVITY ☐ SKIES ___ Staff use only

10/10/12 — Contact date (Mo/Day/Yr)

☐ Employer contact OR ☒ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:
☐ Application/ résumé ☐ Interview ☐ Inquiry

Position:

How contacted:
☐ Online/email ☐ Fax ☒ In person
☐ Mail ☐ Kiosk ☐ Telephone
☐ Other (describe):

FOR WORKSOURCE ACTIVITY, briefly describe:
….INTERVIEWING TECHNIQUES (MOD 6)

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.
Employer …VANCOUVER WORKSOURCE CAREER CENTER Telephone ( )
Address City …VANCOUVER State…WA
Name or position of person contacted……SAMMI

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.
Employer name (if provided) and, website or email
Job reference number
If fax, provide the fax number ( )
Newspaper name and publication date

CONTACT 3 ONLINE WEBSITE ☐ SKIES ___ Staff use only

10/11/12 — Contact date (Mo/Day/Yr)

☒ Employer contact OR ☐ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:
☒ Application/ résumé ☐ Interview ☐ Inquiry

Position:…VISIONWARE SALES ASSOCIATE

How contacted:
☒ Online/email ☐ Fax ☐ In person
☐ Mail ☐ Kiosk ☐ Telephone
☐ Other (describe):

FOR WORKSOURCE ACTIVITY, briefly describe:

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.
Employer Telephone ( )
Address City State
Name or position of person contacted… ROBERTA (OFFICE MANAGER)

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.
Employer name (if provided) and, website or email… CLEARVIEW CORPORATION, ICANSEECLEARLY.ORG
Job reference number…… CONFIRMATION NOTICE ATTACHED SEPARATELY
If fax, provide the fax number ( )
Newspaper name and publication date

For official use only	Week being verified	Entitlement	☐ Reschedule	WS office name or #	Claims Center #	Staff initials

EMS 10313 CC 7540-032-823 Rev 3/13

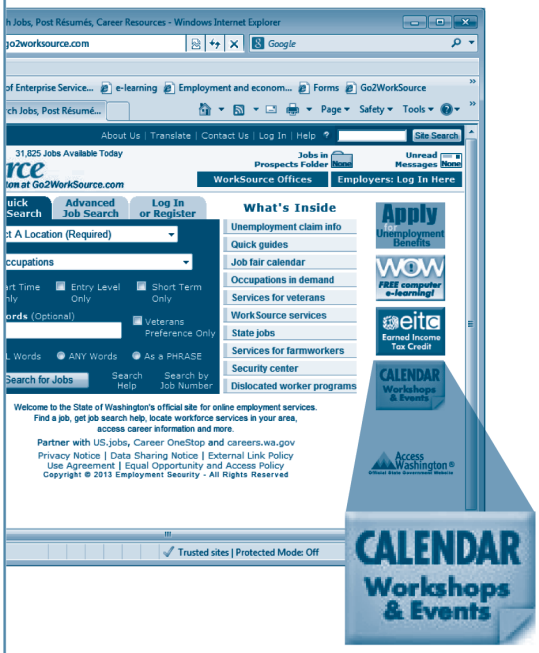
WORKSHOPS

View the WorkSource calendar online!

WorkSource customers in Washington can now view and pre-register for job-search workshops and other classes at Go2Worksource.com.

You can:

- Search for workshops by WorkSource office and area.
- Sign up for our most popular courses.
- Forward the event to friends.
- Add a reminder to your social media or email calendar.
  (facebook, google, outlook, yahoo, windows live, Apple iCal)



The WorkSource calendar is available to all Washington residents, whether or not you have a job. Reserve your seat at an event today!

It's easy! Simply visit go2worksource.com and click on the *Calendar Workshops and Event* icon.

WorkSource

A partner of the americanjobcenter network

go2worksource.com

WorkSource is an equal-opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to people with disabilities. Washington Relay Service: 711

Cut along dotted

Job-Search Log for the week ending (Mo/Day/Yr) _____ /_____ / _____

Employment Security Department
WASHINGTON STATE

Name: _____ ID or SSN: _____ **Keep this log for your records***

Instructions: Please use dark ink only. Do not send your logs to us unless we ask for them. You must complete a log for each week you claim unemployment benefits. You must have a combined total of three employer contacts or approved job-search activities each week. Keep your logs. * **We may review them any time up to 60 days past the end of your benefit year or up to 30 days after receiving any benefits, whichever is later.** We may call the employers listed to verify that you contacted them for work. Providing false information is fraud that can result in a denial of your unemployment benefits and additional penalties.

You can get more logs at your local WorkSource office or online at www.esd.wa.gov/job-search-log. If you apply online or respond to a newspaper ad, please attach a copy of the confirmation notice or ad if available. Refer to your Handbook for Unemployed Workers for further instructions on completing this log.

Contacts and job-search activities			Keep this log for your records
CONTACT 1 ☐ SKIES ____ Staff use only	Contact date (Mo/Day/Yr) ☐ Employer contact OR ☐ WorkSource activity	**FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:** ☐ Application/résumé ☐ Interview ☐ Inquiry **Position:** ..... **How contacted:** ☐ Online/email ☐ Fax ☐ In person ☐ Mail ☐ Kiosk ☐ Telephone ☐ Other (describe): ..... **FOR WORKSOURCE ACTIVITY, briefly describe:**	**If employer contact was in person, by kiosk or by telephone, you MUST complete this section.** Employer ..... Telephone (.....) ..... Address ..... City ..... State ..... Name or position of person contacted ..... **If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.** Employer name (if provided) ..... Website or email ..... Job reference number ..... If fax, provide the fax number (.....) ..... Newspaper name ..... Publication date .....
CONTACT 2 ☐ SKIES ____ Staff use only	Contact date (Mo/Day/Yr) ☐ Employer contact OR ☐ WorkSource activity	**FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:** ☐ Application/ résumé ☐ Interview ☐ Inquiry **Position:** ..... **How contacted:** ☐ Online/email ☐ Fax ☐ In person ☐ Mail ☐ Kiosk ☐ Telephone ☐ Other (describe): ..... **FOR WORKSOURCE ACTIVITY, briefly describe:**	**If employer contact was in person, by kiosk or by telephone, you MUST complete this section.** Employer ..... Telephone (.....) ..... Address ..... City ..... State ..... Name or position of person contacted ..... **If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.** Employer name (if provided) ..... Website or email ..... Job reference number ..... If fax, provide the fax number (.....) ..... Newspaper name ..... Publication date .....
CONTACT 3 ☐ SKIES ____ Staff use only	Contact date (Mo/Day/Yr) ☐ Employer contact OR ☐ WorkSource activity	**FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:** ☐ Application/ résumé ☐ Interview ☐ Inquiry **Position:** ..... **How contacted:** ☐ Online/email ☐ Fax ☐ In person ☐ Mail ☐ Kiosk ☐ Telephone ☐ Other (describe): ..... **FOR WORKSOURCE ACTIVITY, briefly describe:**	**If employer contact was in person, by kiosk or by telephone, you MUST complete this section.** Employer ..... Telephone (.....) ..... Address ..... City ..... State ..... Name or position of person contacted ..... **If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.** Employer name (if provided) ..... Website or email ..... Job reference number ..... If fax, provide the fax number (.....) ..... Newspaper name ..... Publication date .....

For official use only	Week being verified	Entitlement	☐ Reschedule	WS office name or #	Claims Center #	Staff initials

EMS 10313 CC 7540-032-823 Rev 3/13

Job-Search Log for the week ending (Mo/Day/Yr) _____ /_____ / _____

Employment Security Department
WASHINGTON STATE

Name: _____ ID or SSN: _____ **Keep this log for your records***

Instructions: Please use dark ink only. Do not send your logs to us unless we ask for them. You must complete a log for each week you claim unemployment benefits. You must have a combined total of three employer contacts or approved job-search activities each week. Keep your logs. * **We may review them any time up to 60 days past the end of your benefit year or up to 30 days after receiving any benefits, whichever is later.** We may call the employers listed to verify that you contacted them for work. Providing false information is fraud that can result in a denial of your unemployment benefits and additional penalties.

You can get more logs at your local WorkSource office or online at www.esd.wa.gov/job-search-log. If you apply online or respond to a newspaper ad, please attach a copy of the confirmation notice or ad if available. Refer to your Handbook for Unemployed Workers for further instructions on completing this log.

Contacts and job-search activities — Keep this log for your records

CONTACT 1

Staff use only ☐ SKIES ____

Contact date (Mo/Day/Yr) _____

☐ Employer contact

OR

☐ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:

☐ Application/résumé ☐ Interview ☐ Inquiry

Position: .....

How contacted:

☐ Online/email ☐ Fax ☐ In person
☐ Mail ☐ Kiosk ☐ Telephone

☐ Other (describe): .....

FOR WORKSOURCE ACTIVITY, briefly describe:

.....

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.

Employer ..... Telephone (.....) .....

Address ..... City ..... State .....

Name or position of person contacted .....

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.

Employer name (if provided) ..... Website or email .....

Job reference number .....

If fax, provide the fax number (.....) .....

Newspaper name ..... Publication date .....

CONTACT 2

Staff use only ☐ SKIES ____

Contact date (Mo/Day/Yr) _____

☐ Employer contact

OR

☐ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:

☐ Application/ résumé ☐ Interview ☐ Inquiry

Position: .....

How contacted:

☐ Online/email ☐ Fax ☐ In person
☐ Mail ☐ Kiosk ☐ Telephone

☐ Other (describe): .....

FOR WORKSOURCE ACTIVITY, briefly describe:

.....

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.

Employer ..... Telephone (.....) .....

Address ..... City ..... State .....

Name or position of person contacted .....

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.

Employer name (if provided) ..... Website or email .....

Job reference number .....

If fax, provide the fax number (.....) .....

Newspaper name ..... Publication date .....

CONTACT 3

Staff use only ☐ SKIES ____

Contact date (Mo/Day/Yr) _____

☐ Employer contact

OR

☐ WorkSource activity

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:

☐ Application/ résumé ☐ Interview ☐ Inquiry

Position: .....

How contacted:

☐ Online/email ☐ Fax ☐ In person
☐ Mail ☐ Kiosk ☐ Telephone

☐ Other (describe): .....

FOR WORKSOURCE ACTIVITY, briefly describe:

.....

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.

Employer ..... Telephone (.....) .....

Address ..... City ..... State .....

Name or position of person contacted .....

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.

Employer name (if provided) ..... Website or email .....

Job reference number .....

If fax, provide the fax number (.....) .....

Newspaper name ..... Publication date .....

For official use only	Week being verified	Entitlement	☐ Reschedule	WS office name or #	Claims Center #	Staff initials

EMS 10313 CC 7540-032-823 Rev 3/13

Cut along dotted

The Employment Security Department is an equal-opportunity employer and provider of programs and services. Auxiliary aids and services are available upon request to people with disabilities. Auxiliary aids may include telecommunication devices (TTY) for hearing- or speech-impaired individuals.

EMS 8139 UCT (REV 10/13) CC 7540-032-804 UI-12-0307