



# Unemployment Insurance and COVID-19

## WHAT IS UNEMPLOYMENT INSURANCE?

If you are not working or have lost hours of work due to COVID-19, and if you qualify, you may apply for unemployment insurance. Unemployment insurance provides temporary income for eligible workers who lose their jobs through no fault of their own. Even if your employer has told you that you will return to work in the future, you may qualify for benefits during the time that you are not working.

On March 30th, a new law was passed that expands unemployment benefits during the COVID-19 pandemic. We'll review these expansions and how they can be applied to your situation below.

Every state in the U.S. has its own unemployment system with its own eligibility rules. If you work in New York State, the New York Department of Labor decides whether you qualify and determines how much you will receive in weekly benefits.<sup>1</sup>

## Do I have to pay back to the government for my unemployment benefits in the future?

**NO.** Unemployment insurance is a benefit that workers get after they have worked for a sufficient time in the U.S. Although you must pay taxes on the unemployment benefits you receive, you will not have to return what you receive to the government in the future or pay any fees.

## Do unemployment benefits make me a public charge?

**NO.** Unemployment insurance is not a benefit that the government considers when determining whether you are a public charge or not.

## AM I ELIGIBLE FOR UNEMPLOYMENT?

### REGULAR UNEMPLOYMENT

Currently, you are eligible for regular unemployment if you meet the following four requirements:

1. You lost your most recent job through no fault of your own
  - For example, you cannot work because

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<sup>1</sup> If you live in New York State but work in another state such as New Jersey or Pennsylvania, you should apply for unemployment in the state in which you work.

- You or someone in your household was diagnosed with COVID-19 or shows some symptoms of COVID-19
- You are caring for a child whose school or child care center (e.g., daycare or nursery) is closed due to COVID-19
- You are restricted by an official quarantine order or a doctor has advised you to self-quarantine due to COVID-19, and you cannot work from home
- This may also include situations in which you resign for good cause:
  - For example, your employer denied you accommodations (e.g., a change of schedule, or provision of safety equipment) that you requested because you or a member of your household has an increased risk of COVID-19 due to an underlying health condition
- This requirement does NOT include cases where
  - You were fired due to poor performance
  - You can still work from your home (or "telework")
  - You are receiving sick pay or other paid leave

## 2. You lost all or some of your working hours

- You can qualify for unemployment benefits even if you work part-time. You can receive partial benefits for each week in which you:
  - work less than four days in the week, and
  - earn less than \$504 (the maximum you can receive in weekly benefits)
- NOTE: All work, even a few minutes a day, is considered a day's work. For each day you work in a given week, the amount of your benefit will be reduced by 25% for that week.
  - 1 working day in a given week = 75% of your benefit amount
  - 2 working days in a given week = 50% of your benefit amount
  - 3 working days in a given week = 25% of your benefit amount

## 3. You are available and able to work and are actively looking for work

- Work authorization
  - To be considered "available" for work, you need to have had work authorization for the last 12-18 months of work, when you apply for unemployment benefits, and throughout the time in which you are receiving unemployment benefits.
  - If your work permit expired or was revoked, you would no longer be eligible to receive unemployment benefits.
  - NOTE: If you are undocumented but authorized to work, you should have a legal consultation to determine if you are eligible. For example, people with DACA are eligible
  - for unemployment if they have current work authorization.
- Job Search
  - Under normal circumstances, you have to provide documentation to the Department of Labor each week certifying that you are able to work and are actively looking for work. However, during the COVID-19 pandemic, this requirement seems to be relaxed somewhat given the general lack of work.

#### 4. Have worked enough weeks and earned enough wages in the last 12-18 months

- This requirement can be a bit complicated. Simply put, it's worth applying for unemployment benefits if:
  - You've worked for at least a few months over the past 12-18 months, AND
  - You've earned at least \$3,900 during that same period, AND
  - You meet the other requirements detailed above.
- If the Department of Labor needs more information or denies your application for lack of sufficient work, you should consult an attorney.

### **“PANDEMIC UNEMPLOYMENT ASSISTANCE” (PUA)**

If you are NOT eligible for regular unemployment, you may still be eligible for unemployment through a new program called "Pandemic Unemployment Assistance" (PUA).

You may be eligible for PUA if you are unable to work AND are

- self-employed
- an independent contractor (i.e., receive a 1099 instead of a W2), OR
- have not worked for sufficient time or earned enough wages in the last four quarters (see the fourth eligibility requirement above).

**Attention!** - For PUA, you still have to be willing and able to work, i.e. have work authorization (see third eligibility requirement above)

### **WHAT ARE OTHER CHANGES TO UNEMPLOYMENT BENEFITS DURING THE COVID-19 PANDEMIC?**

- You can apply for unemployment benefits immediately after losing your job.
  - New York State has suspended a rule that requires applicants to wait 7 days before claiming unemployment. This means that if you apply for unemployment benefits and are found eligible, you will receive benefits for the first week of your unemployment.
- You will receive unemployment benefits retroactively, from the time your employment ends.
  - For example, if your job ended on March 15, but you were not able to submit your application for unemployment until April 15, and you were determined to be eligible on April 30, your weekly benefits will go back to March 15 to cover all of the weeks for which you were unable to work.
- You can receive benefits for a longer period of time.
  - From now through December 31, 2020, you can receive benefits for an additional 13 weeks, on top of the maximum 26 weeks of benefits in New York. That amounts to 39 weeks of unemployment benefits in total.
- You will receive an increase in your benefit amount by \$600 per week through the last full week of July 2020.

## HOW CAN I APPLY?

- Each state administers its own unemployment program with its own rules for applying for benefits.
  - You must apply in the state where you work, even if you live in another state.
  - If you worked in multiple states, you can apply for unemployment in any of those states.
- Currently, the New York Department of Labor (NYSDOL) has a streamlined application with questions about both regular unemployment and PUA. After submitting the application, the NYSDOL will first determine if you qualify for regular unemployment, and if not, if you qualify for PUA.

## CHECK LIST

Before starting the application, you should collect and have in hand the following information:

- ☐ Your social security number
- ☐ Your New York State (NYS) driver's license number, the number on your NYS non-driver identification card, or the number on your [idNYC](#)
- ☐ Gross earnings (before deductions) for each calendar quarter<sup>2</sup> of work since January 2019.
  - ☐ Your gross earnings should be listed on your W2 form
  - ☐ If you don't have a W2, you can find your 2019 gross earnings on your last pay stub of the year
  - ☐ If you don't have pay stubs or a W2, you may be able to estimate your gross earnings by multiplying the hours you worked each week by your regular hourly wage.
- ☐ If you have them, your 2019 W2 and/or pay stubs from your last 18 months of work
- ☐ The name of all your employers from the last 18 months
- ☐ The full address and zip code of all your employers from the last 18 months
- ☐ The Employer Identification Number ('EIN' or 'FEIN') for all of your employers from the last 18 months
  - ☐ NOTE: the EIN should be listed on your W2 or pay stubs
- ☐ Your personal contact information
  - ☐ Phone number
  - ☐ Full address and postal code
  - ☐ Email where you can receive mail
- ☐ If you are not a citizen, your "A-Number"
  - ☐ NOTE: your A-number is the eight or nine-digit number that begins with the letter A and that appears on your green card, work authorization document, or visa.
- ☐ If you have a bank account, your routing number and account number so that you can receive your benefit payments by direct deposit
  - ☐ NOTE: on a personal check, there should be at the bottom of the check the routing number for your bank followed by your personal account number.

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<sup>2</sup> A "calendar quarter" is a period of three consecutive months starting on one of January 1, April 1, July 1 or October 1 of each year.

## BY PHONE OR ONLINE?

- If possible, it is better to apply for unemployment benefits online instead of by phone because of the high volume of calls that the NYSDOL is currently receiving.
- If you don't have a computer, you can still apply online using a smartphone.

### BY PHONE

- TIP: Because there are so many people calling the number right now, it is difficult to receive a response. Our suggestion is to call very early in the morning, and be very patient and keep calling until someone answers.
- The number to complete the application is **888-209-8124**.
  - There are translation services. Use the keypad on your phone to enter the number of the language you want to choose and a recorded voice will offer you the options.
- Since so many people are unemployed right now, the NYSDOL is currently overwhelmed by the number of applications it has received. Consequently, the NYSDOL is asking people to apply for unemployment benefits based on their last names:
  - Monday: Last names beginning with the letters A-F can apply
  - Tuesday: Last names beginning with the letters G-N
  - Wednesday: Last names beginning with the letters O-Z
  - Thursday to Sunday: people who were unable to apply Monday-Wednesday
- The NYSDOL has also extended its hours for receiving applicant calls:
  - Monday through Thursday 8am - 7:30 pm;
  - Friday 8am - 6pm;
  - Saturday and Sunday 7:30 am - 8pm.
- Hearing Impaired Individuals: You should call **888-662-1220** first and ask to call the Telephone Request Center at 888-783-1370.
- If you have lost your PIN, call **888-209-8124** to request a new PIN.
- TIP: If your workplace is closed due to COVID-19, the option you should select as the reason why you are currently out of work is "lack of work."

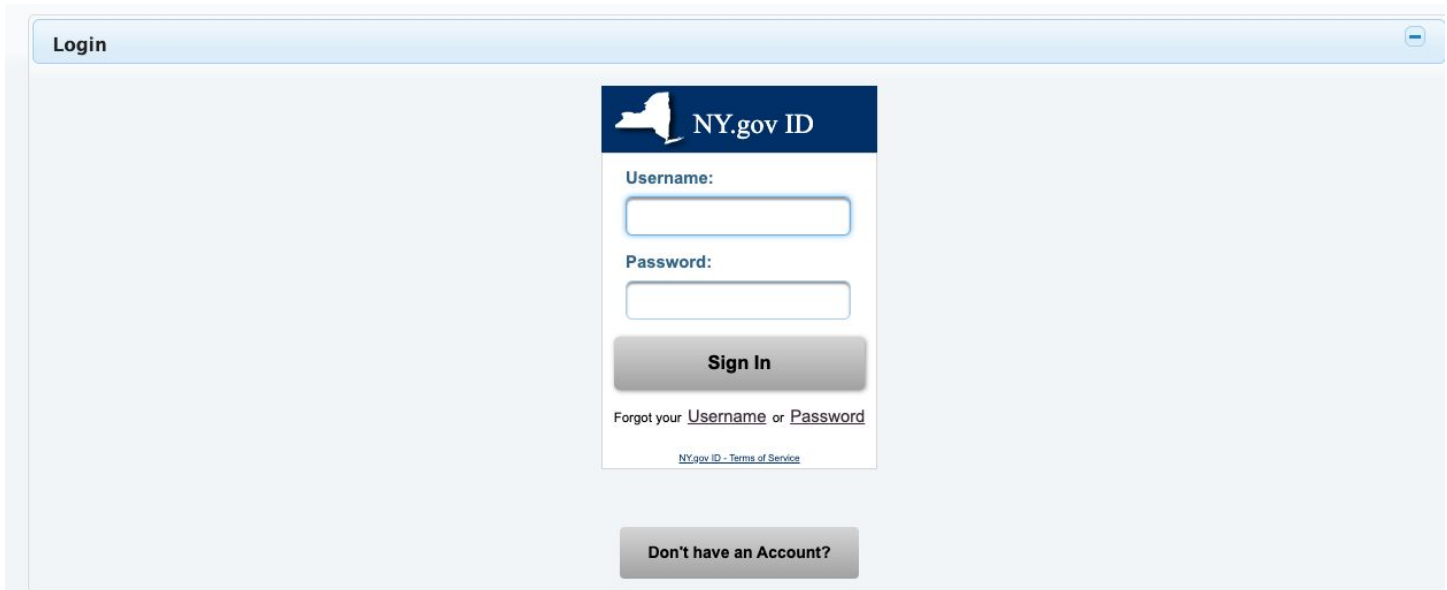
### ONLINE

- The page to apply for unemployment is:  
<https://dol.ny.gov/unemployment/unemployment-insurance-assistance>
- NOTE: the application form at the link above is in English only. The link to apply for benefits in Spanish is: [labor.ny.gov/signin](https://labor.ny.gov/signin)
  - You can also review our step-by-step guide to apply for benefits in Spanish [here](#).
- TIP: You should apply when you have time to finish the whole process in one session, to avoid losing any unsaved information.
- Below are step-by-step instructions on how to apply for unemployment online.

# STEP BY STEP INSTRUCTIONS FOR APPLYING ONLINE

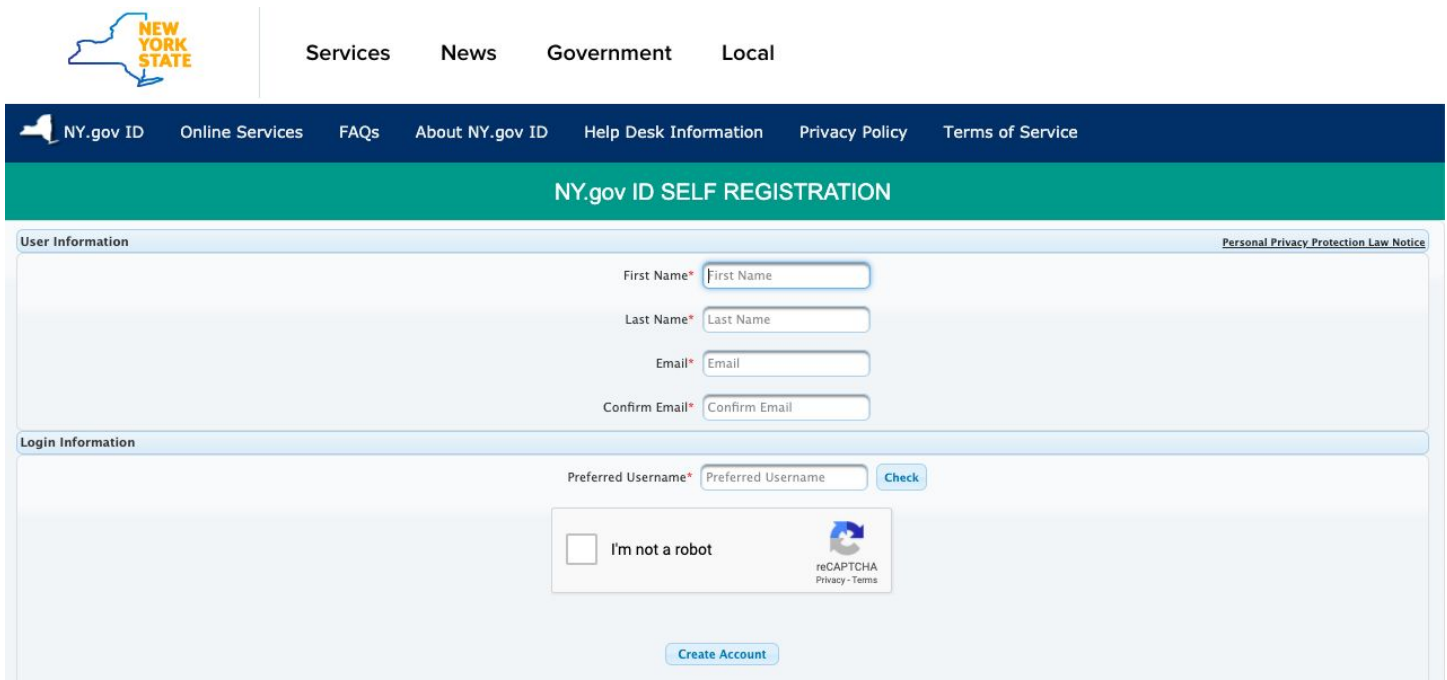
## STEP 1: Create an account on NY.gov

- First, you must create an account with NY.gov.
- To do so, you must have an email address.
- Go to the webpage <https://dol.ny.gov/unemployment/file-your-first-claim-benefits> and click on the button “Don’t have an Account?”



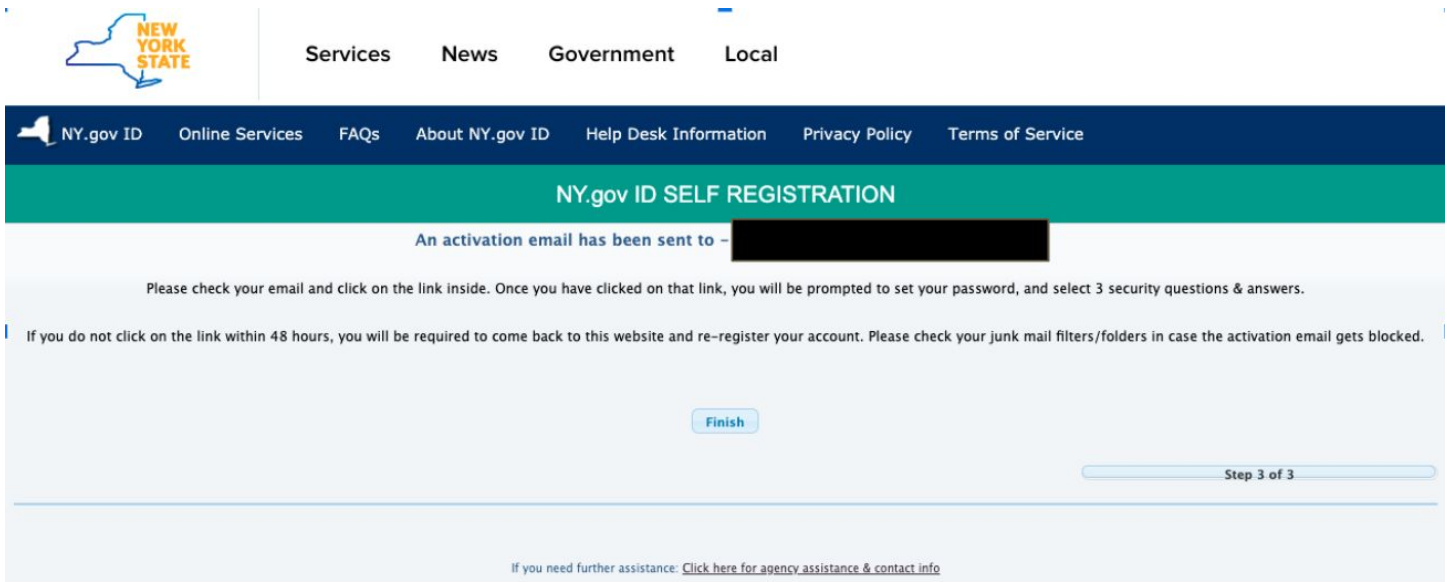
The screenshot shows the 'Login' page for NY.gov ID. It features a central login form with fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot your Username or Password'. Below the form is a 'Don't have an Account?' button. The page is titled 'Login' in the top left corner.

- You will then be asked to enter your name and email and select a username. Click “Create Account” and you will receive an email allowing you to set security questions in case you forget your password.



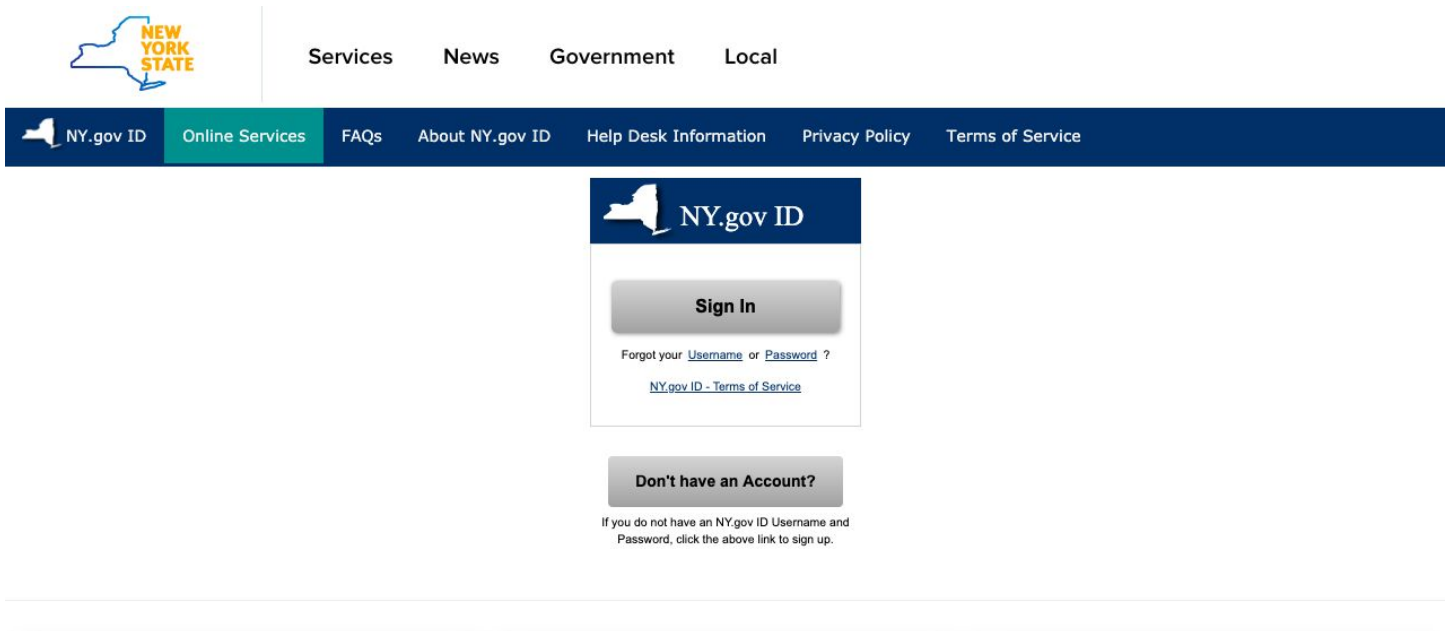
The screenshot shows the 'NY.gov ID SELF REGISTRATION' page. It includes a header with the New York State logo and navigation links (Services, News, Government, Local). Below the header is a navigation bar with links to NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area is titled 'NY.gov ID SELF REGISTRATION' and contains two sections: 'User Information' and 'Login Information'. The 'User Information' section has fields for 'First Name\*', 'Last Name\*', 'Email\*', and 'Confirm Email\*'. The 'Login Information' section has a 'Preferred Username\*' field and a 'Check' button. At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Create Account' button.

- The next page will confirm the information you entered. Once you have confirmed, you will be taken to the page below. Click “Finish” at the bottom of the page to create your account.
- TIP: Write down and save your username, password, and security questions, because they can be hard to recover if you forget or lose them.



The screenshot shows the 'NY.gov ID SELF REGISTRATION' page. At the top, there is a navigation bar with links: Services, News, Government, and Local. Below this is a dark blue header with links: NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area has a green header that says 'NY.gov ID SELF REGISTRATION'. Below this, it states 'An activation email has been sent to - [redacted]'. A message follows: 'Please check your email and click on the link inside. Once you have clicked on that link, you will be prompted to set your password, and select 3 security questions & answers.' Below this is a warning: 'If you do not click on the link within 48 hours, you will be required to come back to this website and re-register your account. Please check your junk mail filters/folders in case the activation email gets blocked.' At the bottom of the main content area is a blue button labeled 'Finish'. A progress bar on the right indicates 'Step 3 of 3'. At the very bottom, there is a link: 'If you need further assistance: [Click here for agency assistance & contact info](#)'.

- You will then sign in using the NY.gov ID that you just created.



The screenshot shows the 'NY.gov ID' sign-in page. At the top, there is a navigation bar with links: Services, News, Government, and Local. Below this is a dark blue header with links: NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area has a white background with a dark blue header that says 'NY.gov ID'. Below this is a large grey button labeled 'Sign In'. Underneath the button is a link: 'Forgot your [Username](#) or [Password](#) ?'. Below that is a link: '[NY.gov ID - Terms of Service](#)'. At the bottom of the main content area is a grey button labeled 'Don't have an Account?'. Below this button is a message: 'If you do not have an NY.gov ID Username and Password, click the above link to sign up.'

- On the following page, find and click on “Online Services.”

You have access to the following services



Labor Online Services

DOL Online

- Next, click on the button to the right that says, “Unemployment Services.”

- [Beware of companies charging...](#)
- [Verify receipt of benefits...](#)
- [Work Search Requirements](#)
- [Resources for Families](#)

JobZone

Manage your career, organize your job search, and plan for the future with JobZone.

- Online tools to explore occupations
- Create or upload resumes
- Search for jobs using keywords or our SMART resume based matching

Choose the JobZone button to get started!

JobZone

Unemployment Insurance

Services

- File a Claim
- Claim Weekly Benefits
- View Payment History
- Direct Deposit
- View / Print 1099-Gs
- Change Tax Withholding

Unemployment Services

Tools

Work Search Record

Employment Services

- [Career Center Locator](#) ⓘ
- [Employability Score](#) ⓘ
- [Career Center Events and Recruitments](#) ⓘ
- [Military to Civilian Occupation Translator](#) ⓘ
- [CareerZone](#) ⓘ
- [Prevailing Wage](#) ⓘ
- [Self-sufficiency Estimator](#) ⓘ

Labor Standards


Online Forms for the Division of Labor Standards

- 15-day Child Performer Permit Application

Labor Standards Forms



- You will then be asked to enter your Social Security Number (SSN).
- NOTE: after finishing your application, it's possible that someone from the NYSDOL might call you from an unknown number to confirm the information in your application. They may ask you for personal information like your Social Security Number. If the call is legitimate, the caller will know the date you submitted your application and will provide that information before asking you to answer any personal questions. If they do not have the date, it may be a scam and you should NOT share personal information with the caller.


**Unemployment Insurance Benefits**  
 Department of Labor

[Get Assistance](#)
[Sign Out](#)

### Unemployment Insurance Claimant

You might have to enter your Social Security Number (SSN) more than once because when we process your initial application for UI benefits, we also verify that your SSN is correct and really yours. This step ensures your protection from identity theft. Once your application is successfully processed and you sign in with a NY.gov ID, you will not have to enter your SSN again.

Social Security Number

[Show](#)

Confirm Social Security Number

[Show](#)

[< PREV](#)
[NEXT](#)

- You will then come to a page explaining the terms of applying for unemployment insurance benefits. You should read carefully and click “I Agree” if you understand and agree with all of the terms.

3. Be available to work. You must be able to take a job right away. Every week, you must verify that you were ready, willing, and able to work.

4. Look for work. You must search for work each week and keep a written record of every employer you contact. [View work search activities](#) you are required to do weekly.

5. Make a work search plan. Contact a New York State Career Center to get help planning your work search. Go to [www.labor.ny.gov](http://www.labor.ny.gov) to find the location nearest you. You may also call (800) 447-3992. Choose your language and pick option 3.

6. Stop claiming benefits as soon as you return to work. Do not wait for your first paycheck. You are no longer eligible for benefits when you start working a full-time job. You may be eligible for partial benefits if you get part-time work.

7. Read your Claimant Handbook. It tells you about your rights and responsibilities while collecting Unemployment Insurance benefits. It also lists additional benefits and services for which you may be eligible. Electronic and audio versions are also available on our website.

8. Avoid Fraud. Do the right thing and follow the rules while you get benefits. If you do not follow the rules, you could face serious legal consequences.

9. If you don't know, ask for help. Unemployment Insurance representatives are available to help you. Call 1-888-209-8124 or go to our website for answers.

I HAVE READ AND UNDERSTAND ALL OF THE ABOVE INFORMATION. I WISH TO CONTINUE WITH THE INTERNET CLAIM FILING PROCESS. UNDER PENALTY OF PERJURY, ALL INFORMATION I PROVIDE IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

[I DO NOT AGREE](#)
[I AGREE](#)

### PASO 3: Begin Your Application for Unemployment Insurance

- Answer the series of questions about the circumstances of your unemployment. When you come to the end of each section, click “Next” to move on to the next questions.

#### Personal Circumstance

1. This week, beginning Monday 4/27/20, how many days have you worked?

❗ Field is required

2. This week, beginning Monday 4/27/20, were your gross earnings more than \$504?

☐ Yes ☐ No

❗ Field is required

3. What was the last day that you worked?

❗ Date is required

4. Are you filing this claim because your workplace closed, you were isolated or you were quarantined due to COVID-19, also known as the Coronavirus?

☐ Yes ☐ No

❗ Please pick an option.

5. Did you work in New York State in the last 18 months?

☐ Yes ☐ No

❗ Please pick an option.

6. Do you currently live in New York State?

☐ Yes ☐ No

❗ Please pick an option.

## Personal Circumstance

1. This week, beginning Monday 4/27/20, how many days have you worked?

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☒ Yes ☐ No

6. Do you currently live in New York State?

☒ Yes ☐ No

< PREV

NEXT



**Unemployment Insurance Benefits**  
Department of Labor

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SAVE AND CONTINUE LATER

## Personal Information (Part 1)

1. Your Name

First Name

☒ First name is required

Middle Initial

☒ Middle initial is required

☐ I don't have a middle initial

Last Name

☒ Last name is required

E-mail Address

2. Any other last name under which you worked during the last 18 months:

● Field is required

☐ I did not work under any other name during the last 18 months

3. Date of Birth

4. New York State Driver's License or the number of your NYS Non-Driver Photo ID

● Driver's License must be a 9-digit number

5. How many employers have you worked for in the past 18 months?

● Field is required

< PREV

NEXT



## Unemployment Insurance Benefits

Department of Labor

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### Personal Information (Part 2)

1. Your Mailing Address

Enter the number and street name or enter a PO Box number

● Field is required

City

● Field is required

State

● Field is required

Zip code

● Field is required

Telephone (including area code)

3. What is your Gender?

Field is required

4. Are you a veteran?

☐ Yes ☐ No

Field is required

5. Are you a citizen of the U.S?

☐ Yes ☐ No

Field is required

6. Do you want 10% of your weekly Unemployment Insurance benefits withheld for Federal taxes?

☐ Yes ☐ No

Field is required

7. Do you want 2.5% of your weekly Unemployment Insurance benefits withheld for State taxes?

☐ Yes ☐ No

Field is required

8. Would you like to register to vote or make changes to your current voter registration?

6. Do you want 10% of your weekly Unemployment Insurance benefits withheld for Federal taxes?

☒ Yes ☐ No

7. Do you want 2.5% of your weekly Unemployment Insurance benefits withheld for State taxes?

☒ Yes ☐ No

8. Would you like to register to vote or make changes to your current voter registration?

☐ Yes ☒ No

9. Ethnicity

Field is required

10. Race

Field is required


11. Are you a person with a disability?

Field is required

PREV

NEXT

- You will then be asked if you made all of your money from running your own business or being self-employed. This is important, because it affects the type of unemployment insurance benefits you may be eligible for, i.e. regular unemployment or Pandemic Unemployment Assistance (PUA).

 **Unemployment Insurance Benefits**  
Department of Labor

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SAVE AND CONTINUE LATER

### Earnings


Was all the money you earned in 2019 and up until today in 2020 from running your own business?

☐ Yes ☐ No

Field is required

< PREV

NEXT

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Department of Labor

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SAVE AND CONTINUE LATER

### Earnings

Was all the money you earned in 2019 and up until today in 2020 from running your own business?

☐ Yes ☒ No


Was all the money you earned in 2019 and up until today in 2020 from being self-employed?

☐ Yes ☐ No

< PREV

NEXT

- You will then be asked if you are able to telework or if your job offers paid leave. This will also factor into whether you are eligible for either regular unemployment or PUA.

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Department of Labor


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SAVE AND CONTINUE LATER

### Telework and Paid Leave


Are you able to telework for the same hours of your customary job?

☐ Yes ☐ No

 Field is required

< PREV

NEXT

**Unemployment Insurance Benefits**  
Department of Labor

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SAVE AND CONTINUE LATER

### Telework and Paid Leave

Are you able to telework for the same hours of your customary job?

☐ Yes ☒ No

Are you receiving paid leave, including sick pay, for more than your customary work week?

☐ Yes ☒ No

< PREV

NEXT

- You'll then be asked if you lost your job or out of work as a result of COVID-19. Keep in mind that, as discussed under the section regarding eligibility, people may currently be eligible for unemployment benefits for pandemic-related reasons that are different from reasons that qualified a person for unemployment benefits previously.

## COVID-19

Was your place of employment closed as a direct result of COVID-19?

☐ Yes ☐ No

Are you the primary caregiver of a child who is home due to a forced school closure because of COVID-19?

☐ Yes ☐ No

Are you providing care to a family or household member diagnosed with COVID-19?

☐ Yes ☐ No

Are you unable to reach your place of employment due to an imposed quarantine or because you were advised by a medical provider to self-quarantine because of COVID-19?

☐ Yes ☐ No

Are you the major breadwinner of your household because the head of household died from COVID-19?

☐ Yes ☐ No

Were you diagnosed with COVID-19 or seeking a medical diagnosis as a result of symptoms?

☐ Yes ☐ No

Were you scheduled to begin employment but could not start as a direct result of COVID-19?

☐ Yes ☐ No

☐ Yes ☒ No

Are you providing care to a family or household member diagnosed with COVID-19?

☐ Yes ☒ No

Are you unable to reach your place of employment due to an imposed quarantine or because you were advised by a medical provider to self-quarantine because of COVID-19?

☐ Yes ☒ No

Are you the major breadwinner of your household because the head of household died from COVID-19?

☐ Yes ☒ No

Were you diagnosed with COVID-19 or seeking a medical diagnosis as a result of symptoms?

☐ Yes ☒ No

Were you scheduled to begin employment but could not start as a direct result of COVID-19?


☐ Yes ☒ No

< PREV

NEXT



- You will then be asked if you are able and available to work, in spite of the COVID-19 related reason for which you are out of work. This is an important requirement to be eligible for unemployment benefits so, as long as it is true, you should say “yes.”

 **Unemployment Insurance Benefits**  
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### Availability

Are you only seeking part-time employment?

☐ Yes ☐ No

Field is required

What was your last day of work, or the date that you became unable to work, as a direct result of COVID-19?

yyyy-mm-dd

Are you unemployed for COVID-19, but otherwise able and available to work?


☐ Yes ☐ No

Field is required

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NEXT

- You will then be able to select if you want your payments paid by debit card (that is mailed weekly to your home), or by direct deposit. If you select direct deposit, you'll need to have your bank account information (routing number and account number) on hand.

 **Unemployment Insurance Benefits**  
Department of Labor

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### Benefit Payment Details

Do you want to receive your benefits by direct deposit or debit card?

You must select an payment method

< PREV

NEXT

- You will then be asked to certify whether you worked in the last week. When you are receiving unemployment insurance benefits, you have to certify each week that you continue to be out of work, but that you remain willing and available to work.

### Weekly Certification

For the week of 4/27/20 - 5/3/20

Including self-employment, did you work the week of 4/27/20 - 5/3/20?

☐ Yes ☐ No

Field is required

Not including what you earned from self-employment, did you earn more than \$504, before taxes?

☐ Yes ☐ No

Field is required

Did you refuse any job offer or job referral for any reason other than the following?

- Personal or family illness due to COVID-19
- Lack of childcare during the closure of a school or facility due to COVID-19
- Quarantine restrictions issued by authorities or a medical provider

☐ Yes ☐ No

Field is required

Federal Law provides Pandemic Unemployment Assistance if you are unable to work for the following reasons:

- Diagnosed with COVID-19
- Being tested for COVID-19
- Member of household was diagnosed with COVID-19
- Caring for someone diagnosed with COVID-19

Federal Law provides Pandemic Unemployment Assistance if you are unable to work for the following reasons:

- Diagnosed with COVID-19
- Being tested for COVID-19
- Member of household was diagnosed with COVID-19
- Caring for someone diagnosed with COVID-19
- Caring for a child or other person who is unable to attend school or another facility that is closed due to COVID-19
- Can't reach place of employment due to a quarantine imposed by authorities
- Can't reach place of employment due to a self-quarantine ordered by a medical provider
- Workplace closed due to COVID-19
- Became the primary breadwinner of the household because the head of the household died of COVID-19
- Scheduled to start work but don't have a job due to COVID-19
- Quit a job because of COVID-19

Other than for these reasons, were there any other days that you were not ready, willing, or able to work?

☐ Yes ☐ No


Field is required

How many days did you receive sick leave or other paid leave benefits?

< PREV

NEXT

- You will then be asked to enter your gross income for the last tax year.

 **Unemployment Insurance Benefits**  
Department of Labor

Get AssistanceSign Out


SAVE AND CONTINUE LATER

### Pandemic Unemployment Assistance

What was your annual net income for your most recently filed tax year?

< PREVNEXT

- Finally, you can review your claim and submit it!

 **Unemployment Insurance Benefits**  
Department of Labor

Get AssistanceSign Out

### Review Your Claim

You have completed the Unemployment Insurance Benefits application. Verify that the information you have provided is complete and accurate by reviewing your application.

Personal CircumstanceEdit

This week, beginning Monday 4/27/20, how many days have you worked	1
This week, beginning Monday 4/27/20, were your gross earnings more than \$504	false
What as the last date that you worked	4/27/2020
Are you filing this claim because your workplace closed, were you isolated or you were quarantined due to COVID-19, also known as the Coronavirus?	true

Personal informationEdit

First Name

Are you filing this claim because your workplace closed, were you isolated or you were quarantined due to COVID-19, also known as the Coronavirus? true

#### Personal information

Edit

First Name

[REDACTED]

Middle Initial

C

Last Name

[REDACTED]

Any other last name under which you worked during the last 18 months:

Date of Birth

[REDACTED]

New York State driver's license or the number of your NYS Non-Driver Photo ID card

I don't have a NY driver's license or NYS Non-Driver Photo ID card

How many employers have you worked for in the past 18 months? 1

SUBMIT

## WHAT ELSE SHOULD I DO AFTER COMPLETING MY APPLICATION?

### Some claimants should receive a callback within 72 hours

- After completing your application, you may be notified that you will be receiving a call from the NYSDOL to finish your application. Applicants should be receiving these follow-up calls within 72 hours of submitting their application.
  - If at any point in the application process it has been recommended that you call a specialist to complete your claim, call **888-209-8124** as soon as possible. Keep calling back, even if you are disconnected or if no one answers.
  - Otherwise, you should wait for the NYSDOL to call you. If you miss the call, the NYSDOL says that they will call you back at a later time.
    - NOTE: It is possible that the NYSDOL will call you from an unknown number. They may ask you for personal information, such as your Social Security Number. If the call is legitimate, the caller will know the date you submitted your application and will provide that information before asking you to answer any personal questions. If they do not have the date of your application, it may be a scam and you should NOT share personal information with the caller.

## WEEKLY CERTIFICATION

- To continue receiving benefits, you need to certify each week that you are eligible to receive benefits.
- By phone or online?

- If you applied online, you must certify your weekly benefits online. Login to your account and click on “Claim Your Weekly Benefits” here:  
<https://dol.ny.gov/unemployment/unemployment-insurance-assistance>
- If you applied by phone, you must certify by phone at **888-581-5812**. We understand that contacting the NYSDOL by phone can be frustrating, but you should keep calling until you can talk to someone.
- To certify that you are eligible, you must answer:
  - If you worked for any amount of time in the past week
  - If you received paid sick days and other paid leave
  - If you refused the job offered for any of the following reasons:
    - A family member is ill with COVID-19
    - You are caring for a child whose school or child care center is closed due to COVID-19
    - You have been ordered to quarantine by the government or a doctor by COVID-19, or are experiencing COVID-19 symptoms and seeking medical treatment.
  - If for any other reason you were unwilling or unable to work
    - TIP: Please note that during the COVID-19 period the Department of Labor has relaxed the requirement explained in more detail on page 2 of this guide, You are available and able to work and are actively looking for work. Therefore, check “Yes” even if no job is currently available.
- **ATTENTION:** It may take a few weeks to receive an eligibility determination. During this time, it is very important that you continue to certify your benefits each week.

*Thanks to LSNYC and other legal services organizations that collected much of the information included in this guide.*