Your Guide to Unemployment Benefits

Form B-19

Overview

This handbook is designed to provide a basic understanding of the unemployment benefit process. Unemployment benefits may be available to workers who have lost their job through no fault of their own. These biweekly benefit payments help job seekers focus on their path to reemployment and help lessen the negative impact that unemployment has on the economy. The initial processing time for a claim takes four to six weeks; then if it is determined you qualify to receive payment, you are paid every two weeks from a fund paid by employers. The first payment you may receive is postponed by one week's worth of payment, called the waiting week.

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Sharing Your Information

We check with federal government programs to make sure that your information, such as your name, social security number, employer's name and address, and wages are correct. Through this process, we may share your information with other government agencies if the law allows.

IMPORTANT!

It is critical that you understand your unemployment insurance compensation rights, responsibilities and/or benefits. **If you need assistance in understanding this document and/or interpretation services call** 303-318-9000 or 1-800-388-5515 (outside Denver-metro area).

It is against the law to discriminate 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/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.

¡IMPORTANTE!

Este documento contiene información importante sobre sus derechos, obligaciones y/o beneficios de compensación por desempleo. Es muy importante que usted entienda la información contenida en este documento. **Si necesita asistencia para traducir y/o entender la información contenida** en el documento que recibió, llame al 1-866-422-0402 - 303-318-9333.

Reemployment

We are here to help you with your work-search efforts. With more than **50 workforce centers** across Colorado, we provide a variety of no-cost services to job seekers.

In addition to **job-search assistance**, your local workforce center can help with understanding today's job market, resume reviewing, interview skills, and training assistance. Find a local workforce center at www.coloradoui.gov/workforce.

Step 1: Prepare for Your Job Search

Begin your work-search efforts by registering with our job-search database, www.connectingcolorado.com. Upon registering, review your contact information, skill sets, occupational goals, and other information that will help the workforce center match you to job openings. Once you are prepared to apply for jobs, let us help you upgrade your resume and improve your interview skills.

Step 2: Research

As a next step, evaluate your current industry and career path by checking labor market information at www.colmigateway.com. Your local workforce center representatives can help you access career and salary trends in your area. Visit www.coloradoui.gov/workforce to find your nearest workforce center.

Step 3: Training

Assess your need for training and making a career change. Find out what programs and training services may be available to you, and whether you are eligible to receive assistance with your training or education. Find out more about the training programs and assistance that are available to you at www.coloradoui.gov/training or meet with a workforce center representative in person.

Contact a Workforce Center

Contact your local workforce center to find out about all of our no-cost services or talk to a representative. Find a local workforce center online at www.coloradoui.gov/workforce.

Once You're Hired

Once you are hired full-time, you do not need to call us to tell us that you found work; simply stop requesting payments. Request payment for weeks you are unemployed or worked fewer than 32 hours, then stop. If you do work part of a week, report all hours and earnings. Do not request payment while you are working full-time, even if you have not been paid yet.

Check out the fastest growing industries by consulting with a workforce center professional. Find your workforce center at www.coloradoui.gov/workforce.

The best way to increase your chances of getting hired is by standing out from the competition, and that is what our workforce professionals can help you do! Find your nearest workforce center at www.coloradoui.gov/workforce.

Fraud

Finding and prosecuting cases involving unemployment fraud is a high priority. If you receive benefits fraudulently, you **must repay** the benefits plus a 65 percent monetary penalty, and you may be disqualified from receiving future benefits. You may also be **charged with a crime** in state and/or federal court.

Some examples of fraud are:

- Not reporting or under-reporting hours and earnings if you work while collecting benefits.
- Failing to report employment. This includes: commission, temporary, 1099, part-time employment, self-employment, contract or cash jobs.
- Failing to report a job separation.
- Falsifying work-search efforts or failing to conduct a valid work search.
- Refusing work offered or failing to report any job offers.
- Making a false statement or misrepresentation in order to receive or increase benefits.
- Using another person's identity (name and/or social security number) to work and file for unemployment benefits.
- Helping someone in fraudulently filing a claim or requesting payment.
- Failing to report other types of compensation (for example, workers' compensation benefits, retirement account distribution, severance, or vacation pay).
- Failing to report being unable and/or unavailable to work (for example, ill or injured, out of area, on vacation, incarcerated, etc.) while collecting unemployment benefits.

We regularly audit unemployment insurance claims to ensure that benefits were properly paid in accordance with state and federal law.

STEP 01 Getting Started

You've already filed a claim for unemployment benefits. Next comes registrations, some paperwork, verification of information, and then a decision of your eligibility to receive benefit payments (whether you meet the legal qualifications).

You must **register with your local workforce center** within four weeks of the start of your claim. Failure to register may result in a loss of benefits. To register, go to www.connectingcolorado.com, a work-search website that can connect you to more than 10,000 job openings.

You can also register in person at any workforce center located throughout the state. They offer reemployment assistance, resume writing and interviewing help, and can review your job-search strategy for today's job market. To find a list of workforce centers go to www.coloradoui.gov/workforce.

Next, register with MyUI to manage your claim online at www.coloradoui.gov/myui. MyUI will provide you with the status of your claim and will allow you to request payment online.

Verification of Personal Information

We send a request for Verification of Personal Information, which requires your signature verifying your identity, as well as affirming you are a U.S. citizen or are legally present in the U.S. **Failure to return this form could impact your claim for benefits.**

Waiting Week

After your claim is processed and if you qualify to receive benefits, the first payment you may receive is postponed by one week's worth of payment, called the waiting week. Every claimant who qualifies for unemployment serves an unpaid *waiting week* that begins the first week they become eligible to receive benefits.

Benefit Year

Your benefit payments generally last about 6 months while your claim lasts for one year. However, your unemployment benefits may run out before the benefit year ends (most claims have approximately 26 weeks of benefits). After the benefit-year-end date, we cannot pay any more unemployment benefits on the claim, even if there is money remaining on the claim. You cannot file a new claim until the benefit year end has passed.

Taxes

Your unemployment benefits are taxable by both the federal and state government. You can decide to have taxes automatically deducted from your payments or pay taxes later. You may change from one option to the other only once during your unemployment claim.

You must register with your local workforce center prior to collecting benefits. To register, go to **www.connectingcolorado.com**

Failure to return the Verification of Personal Information form could impact your claim for benefits.

STEP 02 The Basics

So you've filled out all your paperwork and returned it to us. Next, we will verify whether or not you qualify for benefits as we process your claim.

Job Separations

In order to qualify for benefits, you must have lost your job through no fault of your own (for example a layoff, reduction in hours, or reduction in pay not related to performance). We will contact your previous employer(s) to help determine whether or not you may qualify.

Quitting Your Job

You have the right to leave a job for any reason at any time, but the circumstances of the separation will determine if and when you will receive benefits.

Discharged or Other Reasons

You may still be eligible for payment if you were discharged from your job. A partial list of qualifying separation reasons includes:

- Domestic violence
- Personal harassment by the employer not related to the job performance
- Hazardous working conditions
- Medical conditions

Wages to Determine Benefit Amounts

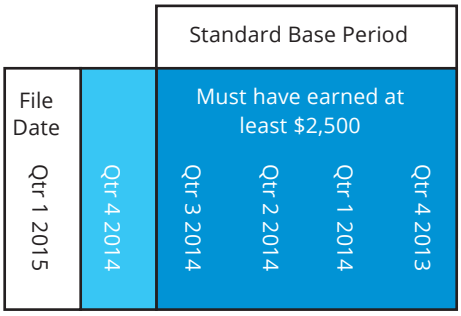
You must have earned at least $2,500 during the standard base period. A standard base period is the first four of the last five completed calendar quarters before the start date of your claim. A calendar quarter is equal to 3-month segments of the year beginning in January.

For example, if you file your claim in March 2015, the last five completed calendar quarters are [2013 - Q4] [2014 - Q1] [2014 - Q2] [2014 - Q3] [2014 - Q4].

QTR 1	QTR 2	QTR 3	QTR 4
Jan Feb Mar	April May June	July Aug Sep	Oct Nov Dec

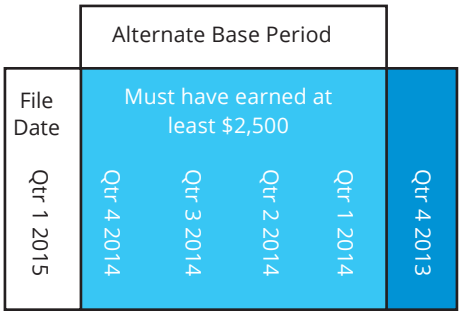
This does not include the current quarter you filed your claim because it has not been completed (March is at the end of the first quarter in 2015). The base period would be the fourth quarter in 2013 through the third quarter of 2014.

Example



We will send a form called Statement of Wages and Possible Benefits that shows how much you earned in the base period and how much you may receive in benefits. If you did not earn at least $2,500 during the standard base period, **you may be eligible to use an alternate base period** if you earned wages during this period (the most recent four completed calendar quarters).

Example



STEP 02 The Basics

Some additional factors we consider while processing your claim include vacation, severance, and pension; workers' compensation; work in other states; federal civilian wages; and military wages.

Vacation, Severance, Pension or 401(k)

If you received vacation, severance, pension, 401(k), or some other form of payment from your employer as the result of your separation, this may reduce or delay your benefit payments. You will receive a Notice of Decision if this happens.

For example, if you receive vacation pay because you separated, your claim will be delayed for the number of weeks equal to the amount of the payment you received. The delay begins when you receive the payment.

Workers' Compensation

If you received workers' compensation payments, you must contact the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area).

Work in Other States

If you worked or have wages in more than one state, you may choose to use these wages on your Colorado unemployment claim. In order to use out-of-state wages on your claim, you must have wages in Colorado during the base period. If you have not already told us about your employment in another state, call the Customer Service Center at 303 318-9000 or 1-800-388-5515 (outside Denver-metro area) to add an employer to your claim. We contact your previous employer(s) and that state to determine whether or not they are included in your claim based on Colorado's law.

Federal Civilian Wages

The federal government does not report your wages to us, so we request your federal wages after you file for unemployment. Those wages are added to your claim after they are verified by the federal agency for which you worked, which means they may not appear on your first Statement of Wages and Possible Benefits. You must sign and return the Claimant's Affidavit of Federal Civilian Service, Wages, and Reason for Separation and the Unemployment Compensation for Federal Employees forms. When these wages are added, you will receive a new Statement of Wages and Possible Benefits.

If you have not already told us about your federal employment, call the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area) to add this employer to your claim.

Military Wages

Your branch of service does not report your wages to us, which means they may not be reported on your first Statement of Wages and Possible Benefits. In order to report these wages, you must mail or fax a copy of your DD Form 214, Member 4 (this form does not need to be notarized). If you do not have a copy of your DD Form 214, you can request one here: http://www.archives.gov/veterans/military-service-records/. When we add the wages to your claim, you will receive a new Statement of Wages and Possible Benefits.

Send to:
Unemployment Insurance Operations
P.O. Box 400
Denver, CO 80201-0400
Fax 303-318-9014

If you have not already told us about your federal employment or military service, call the Customer Service Center at 303-318-9000 or 1-800-388-5515

Report all additional payment types: e.g., vacation or severance pay. Failure to do so may affect your claim.

In order to qualify for benefits, you must have lost your job through no fault of your own.

Learn about high-demand occupations and salaries for different levels of education. Go to www.colmigateway.com.

STEP 03 Processing Your Claim

Processing your claim can take **four to six weeks** to complete. After you file your claim, we request separation information from your previous employer(s), evaluate your previous wages, and review any additional income. When processing is complete, you will begin to receive your requested payment(s) if you qualify. You may also receive a Notice of Decision explaining why you will or will not receive a payment. You may appeal any decision you disagree with through an appeal process. Please see Appeals on page 12 of this book.

While Your Claim is Processing

During this processing time frame, you may be sent notices regarding your claim so check your mail and/ or email and return any requests for information by the due date. If you gave us an email address, we may also contact you via email.

Additionally, we send you a **personal identification number (PIN)**, which you must use to access unemployment benefits and services. It is your responsibility to keep your PIN in a safe and secure place. Do not share this PIN with anyone. If your PIN is used without your authorization, you may be held responsible.

You must **request payment every two weeks** and meet all eligibility requirements even while you wait for your claim to be processed. Your first request for payment will be on the Sunday immediately following the first two weeks of your claim.

Request payment online through MyUI at www.coloradoui.gov/MyUI or by phone:

303-813-2800 (Denver-metro area)
1-888-550-2800 (outside Denver-metro area)

Check your mail for your PIN, debit card and other notices.

The effort you put into the first four weeks of your job search drastically improves your chances of employment.

Register online at: **www.coloradoui.gov/MyUI** to access your unemployment benefit information.

Learn about high-demand occupations and salaries for different levels of education. Contact your workforce center professional at www.coloradoui.gov/workforce.

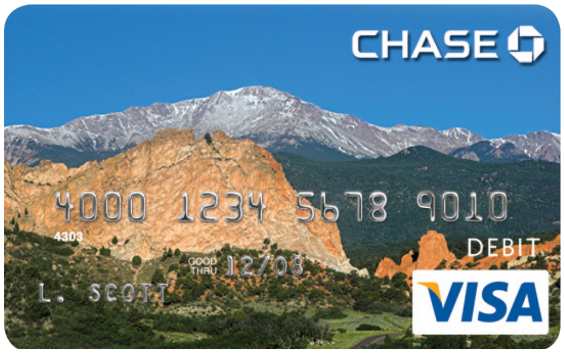
STEP 04 Payment

Payment is issued after your claim is processed, it is determined you qualify for benefits, and you request payment on time.

In order to be paid benefits, you must request payment every two weeks. If you are eligible for benefits, payment will be deposited to an unemployment debit card supplied by **Chase Bank**. After claim processing, payment may take two to three business days to receive from the time you submit your payment request.

You are responsible for knowing when you are scheduled to **request payment**. Use the calendar in the back of this guide to help you keep track of the dates. Requesting payment too early or late will result in your claim being closed. If this occurs, you must reopen your claim before future benefits can be paid.

Request payment online through MyUI at www.coloradoui.gov/MyUI.



Receiving Payment

There are two methods of receiving your unemployment benefit payments:

- Debit Card
- Direct Deposit

Debit Card

Everyone who signs up for unemployment benefits gets a debit card from Chase Bank, which you will receive in a plain white envelope.

You may want to create a 4-digit PIN to use for transactions. The unemployment PIN sent to you is not the PIN for your debit card.

To activate your debit card go to ucard.chase.com or call Chase at 1-866-316-3925 (toll free) after you receive the card.

Your debit card is valid for three years, so you should retain your card to avoid paying a fee from Chase in cases where you may open another unemployment claim.

Debit Card Fees

You may have to pay fees when using your debit card, which are deducted from the money in your debit card account. To avoid some of these fees, **sign up for Chase's Deposit Alerts**. Chase will let you know each time your unemployment benefits are deposited. Chase will even let you know how much money is on your card. Go to www.myaccount.chase.com to sign up.

STEP 04 Payment

To avoid paying fees:

- Use a Chase ATM to withdraw money from your debit card or get the fund balance of your card. This service is free.
- If you cannot find a Chase ATM, use an Allpoint ATM.
- Do not call Chase customer service more than eight times a month.
- Do not use a bank teller more than twice in each month to access your debit card funds.

You can review your debit card account online at ucard.chase.com. Keep track of what you are spending and see whether you have had to pay any fees. If you have incurred fees, try not to repeat that behavior in the future.

Direct Deposit

You can **avoid debit card fees** by having your benefit payments deposited directly to your checking or savings account. To update your payment method, you must do so online.

Go to www.coloradoui.gov/directdeposit. You will need your social security number, unemployment insurance PIN, and bank account and routing number.

Overpayments

An overpayment occurs when unemployment benefits are paid, and it is later determined that benefits should not have been paid (not eligible or entitled). **You are required to repay these benefits** no matter what caused the overpayment.

Some of the common causes of overpayments include:

- A hearing officer's decision reverses a previous award of benefits.
- You incorrectly report information when requesting payment, and the information is corrected later.
- Your wages were incorrectly reported by your employer, and they are corrected later.
- Your claim is incorrectly processed, and it is corrected later.

If you cannot repay the entire amount immediately, ask if you can set up a **repayment plan** by contacting us:

303-318-9035 (Denver-metro area)
1-877-464-4622 (outside Denver-metro area)

If you continue to be eligible for payment, we may be able to give you a reduced payment until the overpayment is repaid. However, overpayments caused by fraudulent activity are handled differently and may be subject to penalties.

Reopen Your Claim

If you stopped requesting payment and need to reopen your claim, go to www.coloradoui.gov/reopen. You should reopen your claim as soon as you stop working or begin meeting all the eligibility requirements to avoid delays in your claim. Reopening may require additional assistance or review by the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area).

To reopen your claim online, visit www.coloradoui.gov/reopen or contact our Customer Service Center at 303-318-9000 or 1-800-388-5515

Avoid debit card fees by setting up direct deposit: www.coloradoui.gov/directdeposit

Report your unemployment claim truthfully and correctly to help avoid overpayments.

STEP 05 Maintaining Your Eligibility

While you are receiving benefit payments, you must **maintain your eligibility**. We may audit your records for up to two years from the start of your claim to be sure you are meeting all of your eligibility requirements.

In order to continue to receive benefit payments, you must remain eligible.

You must:

- Request payment every two weeks.
- Actively seek work and record your search on a work-search log.
- Be physically and mentally able to work.
- Be willing to accept suitable work.
- Be available to begin work immediately if a job is offered.
- Respond truthfully when requesting benefits.
- Report all hours you worked and gross wages you earned each time you request payment. Even if it is one dollar earned or one hour worked, you must report it.
- Register with your local workforce center or at Connecting Colorado within four weeks of filing your claim.
- Report to a workforce center if you receive a notice to do so.

Work-Search Requirements

To maintain eligibility, you must make a continued and organized effort to look for work and be willing to accept suitable work. Various factors are considered when determining if work is suitable including, but not limited to, rate of pay, prior experience, and length of unemployment.

To begin, you will need to **register with a workforce center**, which you can do online at www.connectingcolorado.com or in person at your local workforce center. You will be assigned up to **5** job contacts to make each week.

The workforce center may adjust or change this number. You are required to keep a list of these efforts because we may request this **proof** at any time up to **two years** from the start of your claim. A work-search log sample is provided in this guide or at www.coloradoui.gov/forms.

For every job contact, you must keep a list of:

- What action you took
- How you applied for the position
- The type of work you were looking for
- The person you contacted, a telephone number, email address or other reliable contact information
- The outcome of the contact

We regularly audit unemployment insurance claims. If you are audited, you will need to provide your work-search log. Failure to make your required number of job contacts a week and document your work searches with information that can be confirmed may cause the denial of benefits and may result in an overpayment.

Training

Training is an important step to help you become employed. To find out about training programs go to www.coloradoui.gov/training. If you are already in a training program, contact the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area).

STEP 05 Maintaining Your Eligibility

Job Attached / Union Attached

Job attached means that you are expected to return to your most recent employer after a brief separation of **up to 26 weeks**. If you are job attached, your requirements to seek work and to register with your local workforce center may be waived, but you must be available to return to work during this time frame. Union attached is the same except the union must find work for you within 26 weeks.

If your work-search requirements are not waived, we may conduct an audit of your claim up to two years from the start of your claim and you may be asked to provide your work-search log at that time. If you are unable to produce your work-search log with all requirements, you may be denied unemployment and may have to pay back any benefits already received for those weeks.

Working and Reporting Your Hours and Earnings

You may be eligible to **collect partial benefits** if you are working fewer than 32 hours per week. When you work, we can pay part of your weekly benefits, but you must have earned less than your weekly benefit amount.

The law states that you can earn up to **25 percent** of your weekly benefit amount and still be paid your **full benefit** payment. After that, we must reduce your benefit payment by one dollar for each dollar you earn.

You will need to **report** your **hours worked** and **gross earnings** (pay before any withholdings, e.g., taxes or child support) information for each week when you request payment, so be sure to **keep track** of all of your **hours and earnings** for each week. Instead of waiting until you are paid, we require that you report the time and gross earnings when you request payment.

You may use the earnings log in the back of this guide to help you keep track. Additionally, you must report when you no longer work for an employer. Contact the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area) to report that you stopped working.

Example

Your weekly benefit amount = $100
25% of $100 = $25

Week 1

You earn $20. Because this is less than $25, you will receive your full benefit payment of $100.

Week 2

You earn $35. Because you earned $10 more than 25% of your weekly benefit amount ($25), you will receive $90 in benefit payments ($100 - $10 = $90).

Week 3

You earn $110. Because this is equal to or greater than your weekly benefit amount, you will receive $0 in benefit payments.

Failure to correctly report your hours and earnings may result in an overpayment, which you must pay back. If you receive benefits fraudulently, you **must repay** the benefits plus a 65 percent monetary penalty, and you may be disqualified from receiving future benefits. You may also be **charged with a crime** in state and/or federal court.

Self Employment

Self employment is considered work. You will need to report your hours worked and profits or gross earnings for the hours worked each week when you request payment, so be sure to keep track of all of your hours and earnings. You must also maintain your eligibility by meeting all the requirements in order to be paid benefits.

Commission Earnings

Commissions are considered earnings. You will need to **report your hours** worked and estimate your commissions earned for each week you request payment, so be sure to keep track of all your hours and earned commissions. Instead of waiting until you are paid, we require that you **report the estimated commissions** as they are earned (when you request payment). You must also maintain your eligibility by meeting all the requirements in order to be paid benefits.

Appeals

We may send decisions, often called a **Notice of Decision**, throughout your claim. If you receive a Notice of Decision that you disagree with, you may submit an appeal. An appeal may be filed by any party who is part of the claim.

Next, a hearing may be scheduled where the decision is reviewed and a new decision is made. If you disagree with the decision, it may then be appealed to the Industrial Claim Appeals Office.

The **Industrial Claim Appeals Office** provides opportunities to submit information about the appeal, and then a panel reviews and makes a final decision. Any additional appeals take place through the Colorado Court of Appeals.

During the appeal process, make sure you continue requesting payments and are meeting your weekly eligibility requirements. If you stop requesting payment while your appeal is being processed, your claim may be closed.

Submit an Appeal

Your appeal must be received **within 20 calendar days** of the date the Notice of Decision was mailed, so you should submit an appeal right away. If the 20th calendar day is a Saturday, Sunday, or legal holiday, the due date of the appeal becomes the next business day.

We encourage you to submit an appeal as soon as possible. All you need to provide initially is a detailed description of the reasons you disagree with the decision. You can provide additional documents or records (evidence) prior to your hearing.

You can submit your appeal online using MyUI (www.coloradoui.gov/myui) or complete the form on the back of the decision and mail or fax it to us. If you need more room to provide specific details, attach additional pages to the form. If you fax your appeal, the date on the fax will be used to determine timeliness. Request and keep the fax confirmation page as proof of transmission.

You can submit your appeal online through MyUI at **www.coloradoui.gov/myui**

Mail your appeal to:
Unemployment Appeals Section
PO BOX 8988
Denver, CO 80201-8988

Fax your appeal to: 303-318-9247
Make sure to include the front and back of the decision.

Late Appeal

If we receive your written appeal after the 20 calendar day deadline, you will be required to **provide a detailed explanation** of the reasons why your appeal is late. A hearing officer will review the reasons for your late appeal and will mail a decision telling you if the late appeal is accepted.

Appeals

Before the Hearing

We send you a **hearing packet** with information about the hearing including documents you submitted. If you have any **additional evidence** or documents you would like to reference, you must provide copies to all interested parties (those who may have a stake in the outcome) listed in your hearing packet before the date of the hearing. Before the hearing is the only time you will have to **submit any evidence** (documents or records) throughout the entire hearing process. Additionally, be sure to thoroughly read the hearing packet.

If there are documents that you would like from the other party or witnesses you would like to have testify, you can **request a subpoena in writing**. If you want a subpoena for documents, you must provide a detailed description of the documents you want and an explanation of how the documents relate to the issue you are appealing. If you want to **subpoena a witness**, you must provide the person's full name and address and a **detailed description** of why that individual's testimony is important or related to the issue you are appealing.

Hearing Process

Hearings begin at the time stated on the Notice of Hearing and typically last about an hour. **You must participate in the hearing**. The hearing officer will make a decision based only on the testimony and evidence given at the hearing.

If you are participating in person, arrive at least **15 minutes early** so that you have enough time to check in for the hearing. If you are participating by telephone, call at the time indicated on the Notice of Hearing. If you or any of your witnesses do not speak English, check the box on the appeal form indicating that you need an interpreter. If you or your witnesses need special services, such as for deaf or hard of hearing participants, request those as well, or call Appeals at 303-318-9299 or 1-800-405-2338 to make arrangements in advance.

Review the information in the hearing packet before the hearing and be sure to have it with you for the hearing. If you have witnesses, bring them with you or provide their names and telephone numbers to the hearing officer.

The hearing officer will explain the hearing process and the issues to be discussed in the hearing. The hearing officer will also question the parties and witnesses. You may question the other parties and they may question you. After all testimony is taken, the hearing officer will conclude the hearing.

Decision

The hearing officer issues a written decision that is mailed as soon as possible to all interested parties. If you disagree with a hearing officer's decision, you may appeal that decision to the Industrial Claim Appeals Office. For more information about appealing this decision, go to www.coloradoui.gov/icao.

Mail, fax or submit your appeal online so it arrives by the due date. Postmarked dates will not be considered in lieu of due date.

Continue to make an organized effort to look for work and be willing to accept suitable work.

Keep requesting payment while your appeal is being processed.

You must appeal no later than 20 days from the mailing date on the decision letter.

www.coloradoui.gov has information to assist you with your unemployment-benefit needs.

Customer Service Center

303-318-9000 (Denver-metro area)
1-800-388-5515 (outside Denver-metro area)

Monday through Friday from 8:00 a.m. to 4:00 p.m.

Fax: 303-318-9014

Telecommunications Device for the Deaf (TDD)
303-318-9016 (Denver-metro area)

1-800-894-7730 (outside Denver-metro area)

Request Payment

Online: www.coloradoui.gov/MyUI

303-813-2800 (Denver-metro area)
1-888-550-2800 (outside Denver-metro area)

Manage your Claim

Check your claim status and benefits eligibility, **change your address**, review and edit your profile, and view your balances.

www.coloradoui.gov/MyUI

Unemployment Insurance Appeals

303-318-9299 (Denver-metro area)
1-800-405-2338 (outside Denver-metro area)

Monday through Friday from 8:00 a.m. to 4:00 p.m.

Colorado Workforce Centers

You are required to register for work-search and job-seeker services

To register go to www.connectingcolorado.com or visit your local workforce center.

For locations go to www.coloradoui.gov/workforce.

Chase Bank - Debit Card Services

Customer service: 1-866-316-3925 (toll free)

www.chase.com and ucard.chase.com

Assistance Programs

United Way

Employment services, affordable housing connections, financial/savings education, other education. Dial 211 or go to https://211colorado.communityos.org to connect with assistance programs.

Colorado Department of Human Services

Child care assistance, cash assistance, youth leaving penalty system, families needing help with care of elderly.

www.colorado.gov/cdhs

Salvation Army

Rent assistance, homeless shelter, holiday assistance

http://www.salvationarmy.org/

CDLE Resources

www.coloradoui.gov/assistance

Division of Labor

Administers laws and regulations governing wages, minimum wage, youth employment, certain union issues and grievances, and employment-related immigration laws.

303-318-8441

Workers' Compensation

Ensures the delivery of disability and medical benefits to injured workers.
303-318-8700 or 1-888-390-7936 (toll free)

Labor Market Information

www.colmigateway.com

Equal Opportunity

U.S. Equal Employment Opportunity Commission (EEOC) enforces federal antidiscrimination laws.

1-800-669-4000 (toll free)

Colorado Division of Civil Rights Enforces Colorado anti-discrimination law

303-894-2997

If you believe that the Division of Unemployment Insurance discriminated against you on a claim, contact the Equal Employment Opportunity Commission at 1-800-669-4000.

Videos

- www.youtube.com/coworkforce
- www.vimeo.com/cdle

Facebook and Twitter

facebook.com/pages/Colorado-Dept-of-Labor-Employment/311346204371

twitter.com/ColoradoLabor

Payment Request Schedule A

Submit your payment requests on the circled day following the 2-week period being claimed.

Which Calendar Do I Use?

If your first payment request date is circled on the "Payment Request Schedule A" calendar then you will follow "A" calendar and request payment according to this schedule.

If your first payment request date is circled on the "Payment Request Schedule B" calendar then you will follow "B" calendar and request payment according to this schedule.

Using the Calendar

You are responsible for knowing when you are scheduled to request payment.

Every other Sunday is circled to indicate the earliest that you may request payment for the previous two weeks. We recommend that you file on the indicated Sunday to expedite your payment.

Additional copies are available at www.coloradoui.gov.

2014

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JANUARY				1	2	3	4
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Payment Request Schedule B

Submit your payment requests on the circled day following the 2-week period being claimed.

Which Calendar Do I Use?

If your first payment request date is circled on the "Payment Request Schedule A" calendar then you will follow "A" calendar and request payment according to this schedule.

If your first payment request date is circled on the "Payment Request Schedule B" calendar then you will follow "B" calendar and request payment according to this schedule.

Using the Calendar

You are responsible for knowing when you are scheduled to request payment.

Every other Sunday is circled to indicate the earliest that you may request payment for the previous two weeks. We recommend that you file on the indicated Sunday to expedite your payment.

Additional copies are available at www.coloradoui.gov.

EARNINGS LOG

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X$	=$
Overtime Hours								Overtime	X$	=$
Hours at Other Rate								Other Rate	X$	=$
Week-Ending Date		**Date Requested Payment Filed**			Payment		**Amount of UI Benefit Payment**	**Total Hours***	**Total Earnings***	

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X$	=$
Overtime Hours								Overtime	X$	=$
Hours at Other Rate								Other Rate	X$	=$
Week-Ending Date		**Date Requested Payment Filed**		Date Received	Payment		**Amount of UI Benefit Payment**	**Total Hours***	**Total Earnings***	

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X$	=$
Overtime Hours								Overtime	X$	=$
Hours at Other Rate								Other Rate	X$	=$
Week-Ending Date		**Date Requested Payment Filed**		Date Received	Payment		**Amount of UI Benefit Payment**	**Total Hours***	**Total Earnings***	

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X$	=$
Overtime Hours								Overtime	X$	=$
Hours at Other Rate								Other Rate	X$	=$
Week-Ending Date		**Date Requested Payment Filed**		Date Received	Payment		**Amount of UI Benefit Payment**	**Total Hours***	**Total Earnings***	

Earnings Notes:

1. Use this log to record and calculate your earnings, record when the earnings are reported, and record the impact of the earnings on your UI benefit payments.
2. Be sure to report your earnings when you request payment for the week in which they were earned.
3. Report hours and earnings when you request payment biweekly.

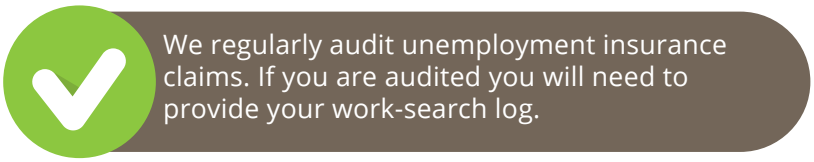
Additional copies are available at www.coloradoui.gov.

WORK-SEARCH LOG

Date Mo/Day/ Yr	Employer Name, Address, Phone Number, Email Address or Website	How Contacted	Person Contacted and Title	Type of Work Sought	Results	Application or Resume Submitted?	Email or Website Confirmation Number
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	
		☐ In Person ☐ Phone/Fax ☐ Mail ☐ Email ☐ Website			☐ Not Hiring ☐ Pending ☐ Hired	☐ Yes ☐ No	

Work-Search Notes:

1. Keep copies of email or website confirmations in either paper or electronic form.
2. Attempt to contact people with hiring authority when seeking work.
3. Always submit applications, unless the employer specifically says they aren't accepting any at that time.
4. Reading newspaper, bulletin board, or website job listings do not constitute a valid "job contact." You must apply or attempt to apply for a specific job.



Additional copies are available at www.coloradoui.gov.

Colorado Department of Labor and Employment
Unemployment Insurance Operations
P.O. Box 400
Denver, CO 80201- 0400

FIRST CLASS

FIRST CLASS