YOUR
RIGHTS AND RESPONSIBILITIES
WHILE CLAIMING
UNEMPLOYMENT INSURANCE BENEFITS

COMMONWEALTH OF KENTUCKY
KENTUCKY CAREER CENTER
DEPARTMENT OF WORKFORCE INVESTMENT
EDUCATION AND WORKFORCE DEVELOPMENT CABINET

http://kentuckycareercenter.com
KEEP THIS BOOKLET FOR TWO YEARS FROM
THE DATE YOU FILE YOUR CLAIM

Kentucky
Career Center

IMPORTANT! This document(s) contains important information about your unemployment compensation rights, responsibilities and/or benefits. It is critical that you understand the information in this document.

IMMEDIATELY: If needed, please go to the nearest Kentucky Career Center for assistance in the translation and understanding of the information in the document(s) you have received. You can find the nearest location at: www.kentuckycareercenter.com.

Spanish

¡IMPORTANTE! Este documento(s) contiene información importante sobre sus derechos, y responsabilidades, obligaciones y/o beneficios de compensación por desempleo. Es muy importante que usted entienda la información contenida en este documento.

INMEDIATAMENTE: Si nessesita profavor de ir a la oficina de Kentucky Career Center, si necesita asistencia para traducir y entender la información contenida en el documento(s) que recibió, puede encontrar su officina local en: www.kentuckycareercenter.com.

Kentucky Career Center

Unemployment Insurance Claims Filing Options

File your Claim by Internet from Anywhere: No more long waits to file your unemployment claim. You can file your Kentucky Unemployment Insurance Claim using the Internet. If you have all the necessary information, you can file your claim for Unemployment Insurance at any location with Internet access. To file via the Internet go to **http://www.kewes.ky.gov. You are required to register for work after you file your Kentucky Unemployment Claim. The website is https://focuscareer.ky.gov.**

Electronic filing from our office: If you choose to file your Unemployment Insurance claim from our Kentucky Career Center, customer service representatives are here to help you. You can receive assistance as you file your claim electronically in our resource room.

Filing by Telephone: If you have all the necessary information and a touch tone telephone, you can also file your Unemployment Insurance Claim by Telephone between 7:30 a.m. – 5:30 p.m. Eastern Time. The number is 502-875-0442. This is **not** a toll free number.

There is never a charge or fee for filing or requesting benefits at our ky.gov websites. Beware of predatory websites that charge a fee – they are not affiliated with the Kentucky Unemployment Insurance Division.

How Do I Claim My Weekly Benefits

You can claim your weekly benefits via the internet at **www.kewes.ky.gov** or by calling the toll free number **1-(877) 3MY-KYUI or 1-(877) 369-5984**. When claiming via the internet be sure to select the option **"Request a Benefit Check"** Both options are available Monday through Friday from 7:00 a.m. until 7:00 p.m. and Sunday from 10:00 a.m. until 9:00 p.m. (Eastern Time Zone).

For all initial claims there is now, by law, a ONE WEEK WAITING PERIOD.

You will order both weeks-one and two, after filing your initial claim but will only be paid for week two. This occurs once in your benefit year.

- The waiting week is the first payable week of an initial claim for benefits
- No more than one waiting week is required in any benefit year
- There are still 26 weeks of benefits available

See pages 11-16 for more details on Requesting a Benefit Payment.

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It is very important that you read and understand the information in this booklet regarding your rights and responsibilities while collecting unemployment insurance. Failure to do so may result in an overpayment or interruption of your claim or may affect your future entitlement to benefits.

Some people may find the process of claiming Unemployment Insurance to be complex. It's best to understand the process and get all the facts straight from the start. If you have questions after reading this guide, ask questions. Kentucky Career Center (KCC) staff is available to help you.

Any information you provide throughout the life of your claim is subject to verification by computer matching with the Social Security Administration. Ensure the information you provide is accurate at the time you file.

WORK SEARCH REQUIREMENTS WHILE CLAIMING UNEMPLOYMENT INSURANCE BENEFITS

By law (KRS 341.350(2), "*an unemployed worker must be registered for work with respect to such week in accordance with regulations prescribed by the secretary". In addition subsection (4) states: be available for suitable full-time work and making such reasonable effort to obtain work as might be expected of a prudent person under like circumstances*" while claiming UI benefits.

To satisfy this requirement, you must:

- be able and available to work
- register for work with the Kentucky Career Center (KCC) and complete full registration (Focus Career) according to the state rules and regulations. To achieve full registration you must include:
- minimum of last three employers (if applicable) or,
- 10 years of work experience (if applicable), and
- all required fields in each section must be completed in work registration (Focus Career).
- respond in a timely manner when KCC contacts you about job openings,
- accept referrals from KCC to suitable employment,
- report for job interviews to which referred,
- report for follow-up contacts with KCC as instructed,
- participate in other reemployment services and case management to which you are referred,
- seek employment on your own, and
- accept suitable employment when offered.

****Failure to meet the requirements may result in you being disqualified from receiving benefits****

While you are receiving unemployment benefits, it is your responsibility to find suitable, full-time work. Claimants must not rely solely on KCC or any single job lead source to get a job. While claiming UI benefits you will be required occasionally to report to KCC to discuss your work search efforts. KCC will want to know what employers you have contacted, when you contacted them, who you contacted at each location, and the results of those contacts. A space is provided at the end of this booklet to keep a record of your work search efforts.

You must bring your work search efforts with you when you report to KCC for an in-person eligibility review. Your first Eligibility Review (ER) must be completed in-person at a local UI office. After you have completed your first ER in-person, for all future ER's, you will enter your job search online, instead of reporting to the local office.

UI claimants are allowed a reasonable period of time to find work that is comparable in pay and skill level to their most recent employment. However, if a claimant is unable to find such work after a period of time or that type of work is not available in the local labor market, the claimant must lower expectations and seek employment that pays less or is at a lower skill level than previous employment.

AM I ELIGIBLE TO DRAW BENEFITS?

Soon after you file your claim, you will receive a notice informing you if your claim is ALLOWED or DENIED based upon the amount of earnings reported in your "BASE PERIOD." Your base period is the first four of the last five completed calendar quarters immediately prior to the quarter you file your claim. Here's a chart to help you understand what the base period will be for a claim.

If the Effective Date of Your Claim is Between:	The Base Period Is the Preceding:
Jan. 1 through Mar. 31	Oct. 1 to Sept. 30
April 1 through June 30	Jan. 1 to Dec. 31
July 1 through Sept. 30	April 1 to Mar. 31
Oct. 1 through Dec. 31	July 1 to June 30

For example, if you filed a claim with an effective date any time from January 1, 2015, through March 31, 2015, your base period for that claim begins October 1, 2013, and ends September 30, 2014. The wages you earned during your base period must meet four requirements for you to have a monetarily valid claim:

1 - You must have wages of at least $750 in at least one quarter.
2 - Your total wages during the base period must be at least one and one-half times the wages in your highest quarter.
3 - Your total wages outside of the highest quarter must be at least $750.
4 - Your wages in the last two quarters must be at least 8 times your weekly benefit rate
(see page 7 for the calculation of your benefit rate).

If we do not find enough wages in your base period or you do not meet all four of these requirements, you will receive a notice stating that your claim is **DENIED**. If you believe all of your wages were not included in the determination, you may request a **RECONSIDERATION**. You may also request a reconsideration if your weekly benefit amount is less than the maximum allowed, and you believe all of your wages were not reported. If you request a reconsideration, you will need to bring proof of your additional wages, such as check stubs, W-2s, or a statement from your employer.

Employers pay the entire cost of unemployment insurance benefits. Employees do not pay any part of the cost.

We will investigate your claim and make any adjustments required. While you're waiting for a decision, **you must continue to request a payment**, because if you do not and your claim is ALLOWED after adjustments are made, we cannot pay you for the weeks that passed during the investigation.

HOW MUCH WILL I RECEIVE IN BENEFITS EACH WEEK?

The weekly benefit shall be 1.1923% of your total base period wages, except it cannot be less than $39.00 nor more than the maximum that is set by law each year, currently $415 per week. Assume the following wages were reported based on the weekly wage rate of 1.1923%:

4th Quarter 2010 (October-December) $5,500
1st Quarter 2011 (January-March) $4,500
2nd Quarter 2011 (April-June) $4,000
3rd Quarter 2011 (July-September) $5,000
Total Base Period Wages $19,000

To find the claimant's **weekly benefit** amount, we multiply 1.1923% by the total base period wages, and round to the nearest dollar: $19,000 x 1.1923% = $226.53, or $227

The maximum amount of benefits payable on a claim is one-third of the total base period wages, or 26 times the weekly benefit amount, whichever is less. In the example given: $19,000 ÷ 3 = $6,333 versus $227 x 26 = $5,902

The maximum benefit amount would be $5,902

The actual amount of your benefit payment may also be less than your weekly benefit amount due to **required or elected deductions**. We will deduct eighty percent (80%) of the gross wages (before deductions) that you EARN during a week claimed. It is required that you report all wages you earn while receiving unemployment insurance benefits. Failure to do so could be considered fraud. More information about fraud can be found on page 8. You may also elect to have federal and/or state withholdings deducted from your weekly benefit amount. If you elect, we will deduct 10% of your benefit for federal withholdings and/or 4% for state withholdings.

For example, if your weekly benefit is $150 and you earn $40 during a week, we will deduct $32 (80% of $40) and issue you a check for $118. If you receive a PENSION, you must let us know because the pension may be deductible from your weekly benefits. However, we do not deduct Social Security payments or pensions paid under the Railroad Retirement Act.

We also deduct 100 percent of **wages received in lieu of notice**.

We do not deduct **severance pay**. If you think you may have received one of these payments and are not sure which, contact your Kentucky Career Center for further explanation of the difference.

COMBINED WAGE CLAIMS

If you worked in another state during the base period, you must file a combined wage or interstate claim. We can help you file a claim against another state or ask the other state to send your wage credits to Kentucky. Ask your Kentucky Career Center for assistance if you are filing a combined wage claim or interstate claim.

FEDERAL MILITARY AND CIVILIAN EMPLOYMENT

If you served in the federal armed forces during your base period, wages earned during such service may be used in determining your eligibility for and the amount of your benefits. In addition to all regular eligibility and qualifying requirements, to be eligible to receive unemployment benefits based on military wages, you must have been discharged or released from military service under honorable conditions after completing your first full term of active service. You may be eligible for benefits if you were separated prior to completion of your first full term of service, but only if the reason for early separation is one approved by the U.S. Department of Defense. We must accept the findings of the federal government as final.

Any appeals of federal findings must be directed to your former branch of the military within the appeal period for regular claims. You must notify your local office of your intent to appeal to the military within the time period noted on your determination explaining your benefit eligibility. If necessary Kentucky Career Center personnel can assist you in completing the required forms.

FEDERAL CIVILIAN WAGES

If you worked for the federal government in a non-military position, this service and all wages earned during your base period will be used to establish your benefit eligibility. Wages earned after your base period may be used in a subsequent claim if you are otherwise eligible. We must use the information reported to us by the Federal Payroll office regarding your length of employment, your wages, and the reason for your separation. If you disagree with the federal findings, you may ask for a reconsideration.

If you request a reconsideration, you must notify your local office within the time period for appeals noted on your determination explaining your benefit eligibility.

REASONS YOU MAY BE INELIGIBLE

You may be an insured worker and still be ineligible or disqualified for benefits. Some of the common reasons you may be ineligible or disqualified are:

- You are not able to work, are not available for full-time work or not actively seeking full-time work.
- You have a medical reason to prevent you from accepting work.
- You are an alien not permitted to work.
- You have unreasonably limited the wages you will accept, the hours or days you will work, the locations where you will work or the jobs you will accept.
- You are not looking for work as instructed.
- You did not register for work with Kentucky Career Center/Focus Career, if required.
- You are involved in a strike.
- You are self-employed or the owner of your business (sole proprietor, partner, or Corporate officer).
- You are attending school (without prior approval of the Kentucky Career Center).
- You are a school employee between terms.
- You are suspended for misconduct.
- You refused suitable work.
- You do not have adequate transportation.
- You don’t have someone to care for your children while you work.
- You were terminated for misconduct.
- You quit your job for personal reasons or for reasons that were not considered “good cause” connected with the employment.

- You did not report, telephone, or provide information to the local office when instructed.
- You worked or earned wages in excess of the amount allowed to be considered "unemployed."
- You failed to participate in required services under the Kentucky Career Center programs such as the Kentucky Employment Network (KEN).

This is only a partial list of reasons you may be disqualified or ineligible. If we determine that you are ineligible or disqualified from receiving benefits, we will inform you of the reason in writing. If you disagree with our determination, you can APPEAL within 15 days by putting your request in writing, addressed to:

Division of Unemployment Insurance - Appeals Branch
275 East Main Street / 2EB
Frankfort, KY 40621
Or via fax (502) 564-7850
DES.UIA@ky.gov

It is important that you continue to request benefits while your claim is under appeal.

WILL MY EMPLOYER KNOW WHEN I FILE A CLAIM?

****Yes. The same day you file your claim, we will mail a copy of it to your employer.****

Your employer has the right to protest if it does not agree with the information you present on your application. It is extremely important that you are completely truthful about the reason for your unemployment when you filed your claim. If there is a difference between what you say is the reason for your separation and what your employer says, we will investigate to determine the facts. You will always receive a notice of the investigator's decision, and you have 15 days to appeal the decision if you disagree with it. **The employer may also appeal**. If you are awarded benefits and the decision is reversed on appeal, you will be required to repay the benefits received.

Another, more serious disqualification is for making a FALSE STATEMENT or failing to tell us an important fact, such as working while drawing benefits.

****DO NOT COMMIT FRAUD****

****If you make a false statement in claiming benefits, you can be disqualified for up to 52 weeks.****

You could face other penalties as well including felony charges, fines and possible imprisonment. All benefits fraudulently received must be repaid to the Division of Unemployment Insurance.

Interest will accrue and there may be a lien filing filed on your social security number. Additional lien filing processing fees may be assessed.

HOW DO I CLAIM MY WEEKLY BENEFITS?

When you filed your claim you were given information about when you should request your first benefit payment and each following payment. It is very important to remember those dates.
Write them here:

Request first payment _____(16 days after you filed your claim)

Request next payment _____and EVERY 14 days thereafter.

Payments can be requested every **14 days**. If you fail to request your check on the 14th day, you have until Friday of the next week to request your payment and avoid disruption of benefits.

You will receive a pay order form in the mail.
****Do not mail this form unless otherwise instructed to do so.****

Unemployment weeks run Sunday to Saturday.
Hours for requesting benefits are Sunday 10 a.m. - 9 p.m. and Monday-Friday 7 a.m. -7 p.m.

You have two convenient options for claiming your benefits:
• Claim by Internet at **www.kewes.ky.gov**, or
• Claim by **Toll FREE Phone Number 1-877-3MY-KYUI or 1-877-369-5984**

Both options are **AVAILABLE: 10 A.M. – 9 P.M. EST on Sunday**
7 A.M. – 7 P.M. EST Monday-Friday
Options Available by Telephone (Sunday-Friday)

***Option 1 – Week Claiming (order check).**
***Option 2 - Last Week Claimed Inquiry**
****YOU MUST USE A TOUCH-TONE TELEPHONE, NOT PULSE****
****If USING YOUR CELL PHONE, MAKE SURE YOU HAVE A GOOD CONNECTION.**
A dropped call could delay your benefits. **

Please have the following information readily available before you claim your weeks by Internet or telephone:

1. **Your social security number**
2. **Your personal identification number (PIN) (this is a 4-digit number chosen by you when you filed your claim on-line or when you claim your first check by telephone).**
3. **The date you returned to full-time work, if you have returned to work.**
4. **The number of hours you worked, if you were paid or will be paid for the work and the gross amount as well as any holiday, vacation, or other pay you received or will receive.**
5. **You now have the option to have your unemployment payment deposited into your checking or savings account. You will need to log into the Internet Claims system and click the Payment Method link. You will need your 9-digit bank routing number and the 1-17 digit account number to activate this option.**

Following is the script you will use if you choose to claim your benefits by telephone. If you claim by Internet, you will answer the same questions (by clicking answers on the screen in place of using the telephone keypad as instructed in the script), so please review this before you claim your first payment regardless of the option you choose.

Script of Interactive Voice Response System (IVR)

Answers to all questions must be personally entered by you and must be truthful.

Falsification of information is punishable by fines and/or imprisonment under KRS 341.990.

You will be asked a series of questions that you must answer by pressing one (1) for Yes or two (2) for No. Press the pound key (#) to return to the previous question. Answer all questions and wait for confirmation before hanging up.

If you hang up before the Voice Response Unit says your claim has been accepted, your claim for benefits will not be processed.

Dial 1-877-3MY-KYUI or 1-877-369-5984

Following is a script of the Interactive Voice Response System. Additional notes to provide clarification are shown in parenthesis ().

Welcome to Kentucky's Voice Response System for Unemployment Insurance.

If you are calling from a touch-tone phone, press 1. If you do not have access to a touch-tone telephone, please call back using a touch-tone phone.

To continue in English, press 1. Si usted prefiere Espanol, Empuje dos.
Please enter your nine (9) digit Social Security Number.

You have entered ….. (the system will repeat your Social Security Number). If this is correct, press 1. Otherwise, press 2….. (now you can re-enter your Social Security Number).

Please enter your four (4) digit Personal Identification Number.

(Your Personal Identification Number or "PIN" are numbers that **YOU CHOOSE**. It will be used **each** time you call. The first time you call, the system will repeat the PIN to confirm it. This is the same PIN you will use when logging in via the Internet.)

If you wish to file your bi-weekly claim, press 1. If you wish to inquire about your most recently processed claim, press 2. For information not provided by this system, please contact the local claim office which serves your area.

(If you press 1, you will hear the following message.)

Answers to all questions must be personally entered by you and must be truthful. Falsification of information is punishable by fines and/or imprisonment under KRS 341.990. If you hang up before the Voice Response Unit says your claim has been accepted, your claim for benefits will not be processed. You will be asked a series of questions that you must answer by pressing one for yes and two for no. Press the pound key (#) to return to the previous question. Answer all questions and wait for confirmation before hanging up.

(You will be providing information for your two (2) week benefit claiming period. The following set of questions are for the first week of the benefit period. Once you have completed all the questions for the first week, you will be asked these same questions for the second week. If you are only off for one week the system may ask for one week only, however if the system does ask you about a second week you **MUST report your hours and wages** in the correct week.)

You will be claiming benefits for the week ending <date>. Remember, these questions apply to the seven day calendar week beginning on Sunday <date> and ending at midnight on Saturday <date>.

Did you return to full time work between <date> and <date>? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to…) Please enter the date you returned to full time work. Enter the 2 digit month, 2 digit day, and 2 digit year. For example, if February 14, 2015 was your return to work date, enter 0 2 1 4 1 5.

(If you answered No, you will be asked…) During this week, did you perform any work for which you were paid or will be paid, or receive any income including wages and tips, odd jobs, self employment, commission pay, National Guard Duty Pay, Holiday Pay, or Vacation Pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked a series of questions.)

Was any portion of these earnings from holiday pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to…) Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of $107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(Enter the total amount you **earned before any deductions were made, NOT your hourly pay rate**. You must enter this amount under holiday pay, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from vacation pay? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked…) Do you have a definite date to return to work with this employer within 6 weeks? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to…) Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of $107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(Enter the total amount you **earned before any deductions were made, NOT your hourly pay rate**. You must enter this amount under vacation pay, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from odd jobs, self employment, commission pay, or National Guard Duty? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to…) Please enter the number of hours you worked followed by the pound key (#).

You entered <hours> as the number of hours worked. If this is correct, press 1. Otherwise, press 2.

Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of $107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(You must enter this amount under “other” category, DO NOT ENTER THIS AMOUNT UNDER WAGES AND TIPS.)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Was any portion of these earnings from wages or tips? Press 1 for yes, otherwise press 2 for no.

(If you answered Yes, you will be asked to…) Please enter the number of hours you worked followed by the pound key (#).
You entered <hours> as the number of hours worked. If this is correct, press 1. Otherwise, press 2.

Please enter the amount you earned, in dollars and cents followed by the pound key (#). For example, if you are reporting earnings in the amount of $107.40 during the week, you would enter 1 0 7 4 0 and press the pound key (#).

(This is the ONLY time you will enter your amount of earnings under wages and tips. This is if you had regular earnings, *not* *vacation pay, holiday pay, odd jobs, self-employment, commission pay, or National Guard Duty pay.*)

You entered <amount> as the amount you earned. If this is correct, press 1. Otherwise, press 2.

Are these wages from your most recent employer? If this is correct, press 1. Otherwise, press 2.

Did you refuse work during this week? Press 1 for yes, otherwise press 2 for no.

Did you quit a job or were you fired from a job after <filing> date? Press 1 for yes, otherwise, press 2 for no.

Did you begin receiving or did you have a change in the amount of your retirement benefits, excluding social security benefits? Press 1 for yes, otherwise press 2 for no.

Were you physically and mentally able to work each day? Press 1 for yes, otherwise press 2 for no.

Were you available for permanent, full time work each day? Press 1 for yes, otherwise press 2 for no.

Were you actively seeking permanent, full time work? Press 1 for yes, otherwise press 2 for no.

(Now, you will be asked the same questions for the second week (in some instances the system will not inquire about the second week). Remember if you returned to work you must report your wages (including holiday pay & vacation pay).

By law, penalties are imposed for falsification of or failure to disclose a material fact in order to obtain benefits. Do you certify that your answers are complete and truthful? Press 1 for yes, otherwise press 2 for no.

Your claim has been accepted and is being processed.

(PLEASE HOLD ON… Your Claim is being processed. Do not hang up before you hear the following message.)

Thank you for calling the Kentucky Voice Response System. Good-bye.

(If you claim by Internet, the final screen will advise you that your claim is being processed. Make sure you see this message before you log off.)

NOTICE

A. **DO NOT** call the system back to claim your weeks unless there was a system problem and you were advised by the computer to call back later. **If during your telephone call via IVR the system tells you to contact your local office, you must do so. Calling the system again will not issue a payment.**

B. **Answers to all questions must be personally entered by you and must be truthful. Falsification of information is punishable by fines and/or imprisonment under KRS 341.990.**

C. **If you hang up the phone before the IVR system tells you to, your claim for benefits will not be processed. If you are using a cell phone and lose your signal this is the same as hanging up. Please follow the system's instructions very carefully.**

D. **If you do not receive your payment within 10 days after making your call you may then contact your local office.**

You can also use the Interactive Voice Response (IVR) system to find out when your payment was mailed. You can use this system regardless of the option you chose for claiming benefits.

ADDITIONAL INFORMATION FOR INTERSTATE CLAIMANTS

If you are receiving benefits from the state of Kentucky but live in a different state:

After filing for benefits, you will receive information in the mail that will include a form to be completed and returned to the Interstate Section and information regarding your Eligibility Review.

The form requires you to register for Employment Services or a Career Center in your state of residence (NOT Kentucky) for job search assistance – Unless you are a member of a trade union that seeks work for you, OR you have a definite return to work date within twelve (12) weeks from the date you filed for unemployment. This form must be completed and returned to the Interstate Section within ten (10) days from the date mailed, along with supporting documentation of work registration. TO LEARN HOW TO REGISTER FOR EMPLOYMENT SERVICES OR TO CONTACT A ONE STOP CENTER/CAREER CENTER, PLEASE VISIT:

http:www.careeronestop.org

The information you receive regarding your Eligibility Review will instruct you on how to complete the review ONLINE on the date assigned to you when you filed for benefits. The review must be completed six (6) weeks after the date you filed for unemployment, and every 6 weeks thereafter, for the duration of your Unemployment Insurance claim.

To contact the Interstate Section for any information regarding your claim:

Kentucky Interstate Section
275 East Main Street/2ED
Frankfort, KY 40621
Telephone: 502-564-2384
Fax: 502-564-5412
Email: wfddesuiinterstate@ky.gov

WHEN WAS MY CHECK MAILED?

Script of Interactive Voice Response System (IVR)

Please read carefully before making your call.

Dial 1-877-3MY-KYUI or 1-877-369-5984

Following is a script of the Interactive Voice Response System. Additional notes to provide clarification are shown in parenthesis ().

Welcome to Kentucky's Voice Response System for Unemployment Insurance.

If you are calling from a touch-tone phone, press 1. If you do not have access to a touch-tone telephone, please call back using a touch-tone phone.

To continue in English, press 1. Si usted prefiere Espanol, Empuje dos.

Please enter your nine (9) digit Social Security Number.

You have entered ….. (the system will repeat your Social Security Number). If this is correct, press 1. Otherwise, press 2….. (now you can re-enter your Social Security Number).

Please enter your four (4) digit Personal Identification Number. (Your Personal Identification Number or "PIN" are numbers that **YOU CHOOSE**. It will be used **each** time you call. The first time you call, the system will repeat the PIN to confirm it. This is the same PIN you will use when logging in via the Internet.)

If you wish to file your bi-weekly claim, press 1. If you wish to inquire about your most recently processed claim, press 2. For information not provided by this system, please contact the local claim office which serves your area.

(Depending on your Unemployment Insurance Program, if you press 2, you will hear one or more of the following messages.)

If you wish to inquire about your regular UI benefits, press 1.
To inquire about your TRA benefits, press 2.
To inquire about your Emergency Unemployment Compensation benefits, press 3.

This system will give you the status of the last week claimed.

Your check for the week ending <date> and <date> was mailed on <mail date>. The check amount was <$ amount>. (The IVR system will tell you if you have been given credit for claiming weeks, but no payment was issued.)

Your remaining balance on this claim is ($ balance).

Do you need this check information repeated? Press 1 for yes, otherwise press 2 for no.

Thank you for calling the Kentucky Voice Response System. Good-bye.

LOST OR STOLEN CHECKS

You may call Interactive Voice Response (IVR) at the telephone number listed to find out when your payment was processed and mailed or deposited (see preceding section for more details). Do not call a Kentucky Career Center office for this information until 10 days have passed since you submitted your request for payment either through the automated system or the mail. If your check is lost or stolen we cannot send a tracer for 14 days from the date that you requested payment. You may call or visit a Kentucky Career Center for further information regarding this procedure. **It is important that we have your correct mailing address. The postal service will not forward your unemployment check.**

IF I DON'T CLAIM ON TIME, IS THERE ANYTHING I CAN DO?

When you filed your claim you were given a date to request your first benefit check. This date appeared directly below your reference number. Your first benefit check may not be requested prior to that date. If you attempt to request your check prior to the date provided, it will delay your claim and may result in a loss of benefits. **Also, failure to claim your benefits in a timely manner will result in a disruption of benefits. If you are late and think you have an extraordinary circumstance, you should contact your nearest Kentucky Career Center office for assistance.**

Benefit payments may be requested **online** Monday through Friday, 7 a.m. to 7 p.m. or Sunday between 10:00 a.m. and 9:00 p.m. Additional information about requesting benefits can be found on our web site www.kentuckycareercenter.com

ELIGIBILITY REVIEWS

In order to continue requesting unemployment insurance payments, you are required to complete an eligibility review. An eligibility review is our opportunity to review your job contacts and also assist you with job seeker services available to you. You must complete your eligibility review when directed in order to continue requesting benefits.

Your first Eligibility Review (ER) must be completed in-person at a Kentucky Career Center office. After you have completed your first ER in-person, for all future ER's, you may enter your job search activities online, instead of reporting to the local office. It is recommended that you try your first on-line ER in your Kentucky Career Center, in case you have any questions or encounter any problems.

Browser Requirements

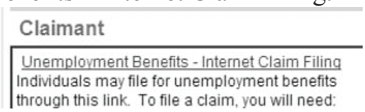
Our system is compatible with Windows XP (SP3) (Internet Explorer 8.0, Mozilla Firefox version 19 or higher, Google Chrome version 26 or higher) - Windows 7 (Internet Explorer 8.0, 9.0, Mozilla Firefox version 19 or higher, Google Chrome version 26 or higher).

If you do not have a compatible browser, you can use the computers in the Resource Room of your local office.

Instructions for Online Eligibility Reviews

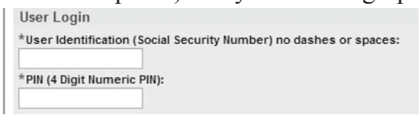
1. Go to www.kewes.ky.gov

2. Scroll below the gray boxes with extension information. Underneath the word "Claimant," click on the blue link that says "Unemployment Benefits – Internet Claim Filing."

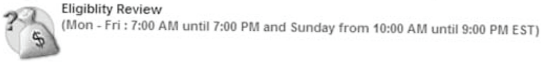
   

3. A new window will appear with our browser requirements. Scroll to the bottom and read the statement in bold. If you agree, click "I Agree."

4. A new window will appear. Log in with your social security number (no dashes or spaces) and your four digit pin.

5. This will take you to the main menu. Click on Option 4 – Eligibility Review

6. Answer all of the questions on each page and press "Continue" once each page is complete, until you reach a confirmation page with your next review date.

Your on-line ER must be completed prior to the closing times shown above, otherwise your information may not be saved.

If you receive an error or instructional message, please follow it exactly. Failure to do so may result in a disqualification of benefits.

It is your responsibility to complete the online eligibility review process timely. Failure to complete the eligibility review process timely or provide the requested information may result in a disqualification of benefits. If you have any questions regarding the process or the information requested, please report to your local office.

Your next Eligibility Review is due online during the week of _____ at **www.kewes.ky.gov**

WHAT IF I BECOME UNEMPLOYED AGAIN?

If you become employed after filing your claim and are then subsequently separated from your employment (layoff, job ended, discharge, voluntary quit, etc.), you must file either an additional claim (if your new period of unemployment is within your original benefit year) or a new claim (if later) in order to re-qualify for UI benefits. You cannot simply resume claiming your weeks under your previous claim. Additional claims can be filed the same way (Internet or toll-free telephone) as a new claim.

YOUR BENEFITS ARE TAXABLE

Unemployment insurance benefits are taxable and must be reported on your income tax return. OET will report the total amount of your benefits to the Internal Revenue Service and will provide you with an annual statement (Form 1099G), no later than January 31st of each year. You may elect to have 10 % of your benefits withheld for federal taxes and 4% withheld for state taxes. This is optional and may be changed once during your benefit year. You make this selection when first completing our initial claim form.

To change this selection you must contact your local office. The amount withheld will always be 10% of your weekly benefit entitlement for federal withholding and 4% for state withholding if you choose either of these options.

TRADE ADJUSTMENT ASSISTANCE (TAA)

Trade Adjustment Assistance (TAA) provides assistance to workers who have been totally or partially separated from their jobs because of increased foreign imports or exports. If you believe you may be eligible to receive benefits under this program, please inquire at the nearest local office.

ASSURANCE OF EQUAL OPPORTUNITY (EO)

The Kentucky Career Center is an equal opportunity employer. As a recipient of federally-funded assistance programs, this recipient will comply with all equal opportunity and nondiscrimination laws and all amendments under the Civil Rights Act of 1964, Title VI; the Rehabilitation Act of 1973, Section 504; the Age Discrimination Act of 1975; and the Americans with Disabilities Act of 1990. No individual in the United States may, on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and (for beneficiaries only) citizenship or participation in any Workforce Investment Act (WIA) Title I financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in conjunction with any WIA Title I-funded program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think you have been discriminated against under Title VI of the Civil Rights Act of 1964, Title VI, the Rehabilitation Act of 1973, Section 504, the Age Discrimination Act of 1975, or the Americans with Disabilities Act of 1990, you have the right to file a complaint with the Office of Employment and Training, Equal Opportunity Officer or your local office can assist you.

If you think you have been subject to discrimination under a WIA Title I financially assisted program or activity, you may also file a complaint with the Civil Rights Center (CRC), US Department of Labor, Room N-4123, 200 Constitution Avenue, N.W., Washington, DC 20210. You may file a complaint within 180 days from the date of the alleged violation.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center.

If the recipient does 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 the recipient 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 the recipient).

If the recipient 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 complaint with CRC within 30 days of the date on which you received the Notice of Final Action.

Records regarding complaints and actions taken hereunder shall be maintained for a period of not less than three years from the date of resolution of the complaint.

The Civil Rights Center encourages informal resolution of complaints whenever possible. Attempts at informal resolution must be considered as concurrent with, and an addendum to, filing a formal complaint with CRC.

Discrimination of the basis of pregnancy by unemployment insurance claimants is prohibited by the Federal Unemployment Tax Act (FUTA) and the same prohibition applies to staff and applicants for employment services under the 1978 Pregnancy Disability Amendment to Title VII of the Civil Rights Act of 1964.

The Immigration and Reform and Control Act of 1986 prohibits employment services staff from discrimination in the verification of employment status on the basis of national origin and citizenship.

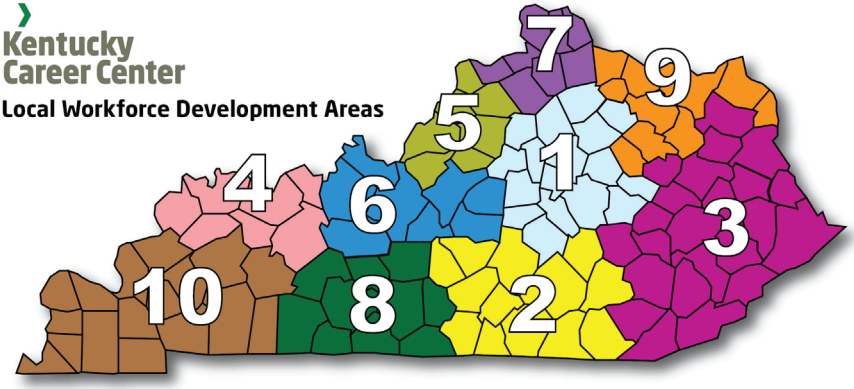
Complaints alleging discrimination in the verification process on the basis of national origin or citizenship shall be filed with the Office of Special Counsel (OSC) for Immigration-Related Unfair Employment Practices, US Department of Justice, PO Box 64490, Washington, DC 20035-5490.

The Immigration Reform and Control Act requires that unemployment insurance offices verify that claimants are United States citizens or in a satisfactory immigration status before paying them benefits.

Unemployment insurance staff cannot discriminate in the verification process on the basis of race, color, national origin, age or disability. Complaints alleging discrimination in the unemployment insurance verification process shall be filed with CRC.

Kentucky Career Center

Local Workforce Development Areas



1 Bluegrass
Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

2 Cumberlands
Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, Whitley

3 Jobsight
Bell, Breathitt, Carter, Clay, Elliott, Floyd, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Magoffin, Martin, Menifee, Morgan, Owsley, Perry, Pike, Wolfe

4 Green River
Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster

5 KentuckianaWorks
Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble

6 Lincoln Trail
Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, Washington

7 Northern Kentucky
Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton

8 South Central
Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren

9 TENCO
Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan

10 Western Kentucky
Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg

Kentucky Career Center Locations

Bluegrass

121 East Broadway
Danville, KY 40422
859-239-7411

1121 Louisville Rd., Suite 6
Frankfort, KY 40601
502-564-7046

100 Technology Drive, Suite 100
Georgetown, KY 40324
502-863-2402

1055 Industry Dr.
Lexington, KY 40505
859-425-2180

2028 Merrick Dr.
Richmond, KY 40475
859-624-2564

15 W. Lexington Ave.
Winchester, KY 40391
859-737-7793

Cumberlands

110 N. Spring St.
Albany, KY 42602
606-387-0620

1311 E. Broadway
Campbellsville, KY 42718
270-465-2335

310 Roy Kidd Avenue
Corbin, KY 40701
606-528-3460

1500 N. Main St., Suite 168
Monticello, KY 42633
606-348-6050

2384 Lakeway Dr.
Russell Springs, KY 42642
270-866-6733

410 East Mt. Vernon
Somerset, KY 42502
606-376-5663

Green River

212 North Water St.
Henderson, KY 42419
270-826-2746

3108 Fairview Dr.
Owensboro, KY 42303
270-687-7297

Jobsight

124 S. Cumberland Ave.
Harlan, KY 40831
606-573-3160

412 Roy Campbell Dr.
Hazard, KY 41701
606-435-6038

355 Broadway St.
Jackson, KY 41339
606-666-4402

1535 Shamrock Road
Manchester, KY 40962
606-598-5127

1100 Educational
Mountain Dr.
McKee, KY 40447
606-287-3573

725 North 19th St.
Middlesboro, KY 40965
606-248-2792

138 College St.
Pikeville, KY 41501
606-433-7721

686 North Lake Dr.
Prestonsburg, KY 41653
606-889-1772

417 Hwy 2034, Ste. G
Whitesburg, KY 41858
606-633-3154

KentuckianaWorks

6201 A. Preston Hwy.
Louisville, KY 40219
502-595-4188

600 West Cedar St.
Louisville, KY 40202
502-595-4003

88 Brunerstown Road
Shelbyville, KY 40065
502-633-5045

505 Buffalo Run Road
Shepherdsville, KY 40165
502-215-6550

Lincoln Trail

860 W. Stephen Foster Blvd.
Bardstown, KY 40004
502-348-2709

233 Ring Road, Suite 100
Elizabethtown, KY.
42702-1386
270-766-5115

562 Workshop Lane
Lebanon, KY 40033
270-692-6870

125 East Market Street
Leitchfield, KY 42754
270-259-4912

Northern Kentucky

1324 Madison Ave.
Covington, KY 41011
859-292-6666

8020 Veteran Memorial Dr.
Florence, KY 41042
859-371-0808

South Central

803 Chestnut Street
Bowling Green, KY 42101
270-746-7425

445 North Green Street
Glasgow, KY. 42141
270-651-2121

TENCO

1844 Carter Avenue
Ashland, KY 41101
606-920-2024

201 Government St. Suite 101
Maysville, KY 41056
606-564-3347

126 Bradley Ave.
Morehead, KY 40351
606-783-8525

201 Caulk Ave.
Mt. Sterling, KY 40353
859-498-4418

Western Kentucky

50 Career Way
Central City, KY 42330
270-338-3654

110 Riverfront Dr.
Hopkinsville, KY 42241
270-889-6509

56 Federal St.
Madisonville, KY 42431
270-824-7562

755 Industrial Park Rd.
Madisonville, KY 42431
270-821-9966

319 South 7th Street
Mayfield, KY 42066
270-247-3857

3415 US Highway 641 North
Murray, KY 42071
270-753-3135

416 South 6th Street
Paducah, KY 42003
270-575-7000

Date	Employer Name	Contact Method	Contact Person	Phone #, Internet, Email or Street Address	Position Applied for	Result

Date	Employer Name	Contact Method	Contact Person	Phone #, Internet, Email or Street Address	Position Applied for	Result

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Date	Employer Name	Contact Method	Contact Person	Phone #, Internet, Email or Street Address	Position Applied for	Result

IMPORTANT THINGS TO KNOW

A. We must have your **social security number** whenever you visit, call, or write to the office about your claim.

B. **Your check cannot be forwarded**. If you move, be sure to notify your Kentucky Career Center of your new address immediately.

C. You may call our toll-free voice response system to find out when your check was mailed. If the system gives you a date the check was mailed, wait 10 days before calling the Kentucky Career Center if you do not receive the check.

D. **Claim** each week as instructed. If your claim is under investigation or appeal, you must continue to claim your benefits.

E. Always bring your **driver's license** or other **photo identification** with you when you come to the Kentucky Career Center.

F. If you believe any decision to deny UI benefits to you is incorrect, you may **appeal** the decision. This may be done at the Kentucky Career Center, or in writing addressed to:

Kentucky Career Center
Department of Workforce Investment
Division of Unemployment Insurance
Appeals Branch
275 East Main Street / 2EB
Frankfort, KY 40621

PAM-UI-400/ES-513
R. 4/16

AN EQUAL OPPORTUNITY EMPLOYER M/F/D