



Claimant

**Guide for Requesting Your
Reemployment Assistance**

**Benefits for
Pandemic Unemployment
Assistance (PUA)**

Step by Step Guide to Requesting Your Benefit Payments for Pandemic Unemployment Assistance (PUA):

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I. Overview

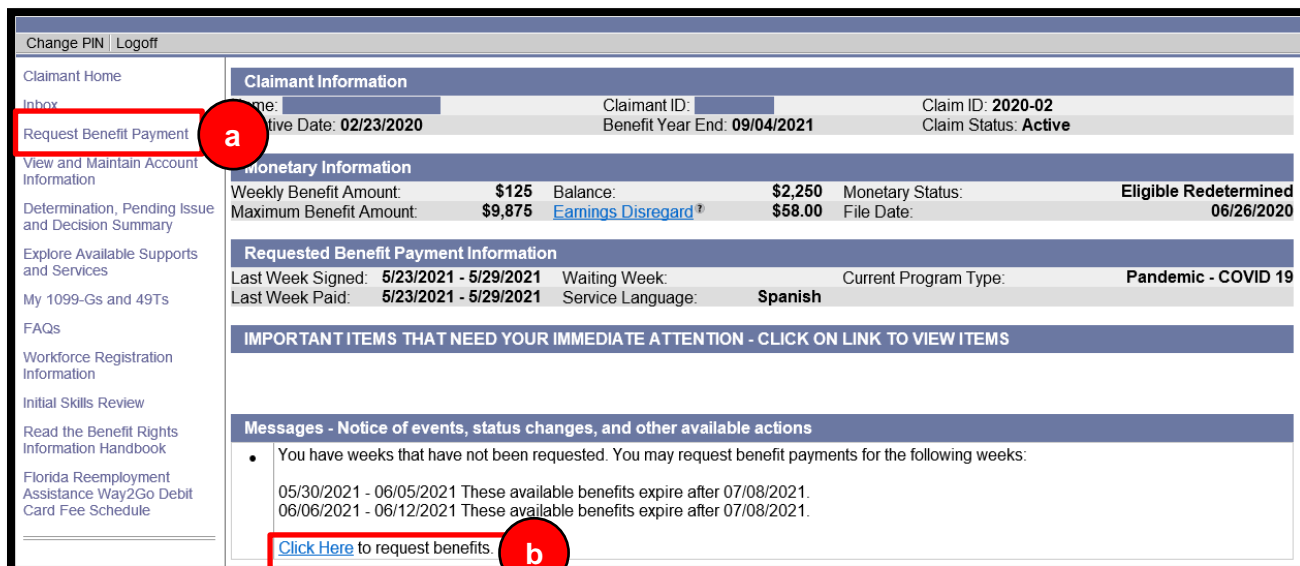
Once your application has been submitted and processed you are scheduled to return to the CONNECT system every two weeks to request benefits. You will be able to request your benefit payment for each week available. You will also be prompted to answer a series of questions and enter your work searches for each applicable week. Completing this process submits your request for payment during your weeks of unemployment, even if your claim is pending for review.

II. How to Request your Benefit Payments for Pandemic Unemployment Assistance (PUA)

On the left side of CONNECT, you can click the “Request Benefit Payment” link or visit the claimant home page and select “Click Here to Request Benefits.” You will then be prompted to answer questions and complete the information for your work searches. After you submit the first week, you will need to repeat this process for any additional weeks. Remember to return to CONNECT every two weeks to claim available weeks.

To request your Benefit Payments for PUA:

1. Log into CONNECT.
2. Select
 - a. “Request Benefit Payment” on the left side of the screen in CONNECT, or
 - b. “Click Here to request benefits” link provided on the claimant home page.



3. Complete the fraud acknowledgment by checking the box and click “Submit.”

Reemployment Assistance Fraud Acknowledgement

WHAT IS REEMPLOYMENT ASSISTANCE FRAUD?
 Reemployment Assistance fraud is a 3rd degree felony

HOW IS FRAUD COMMITTED?

- Making false statements that may alter or increase benefits
- Withholding information on that may alter or increase benefits
- Failing to report work in order to obtain or increase benefits
- Failing to report earnings in order to obtain or increase benefits

What happens if I commit fraud?
 If you commit Reemployment Assistance fraud, you face:

- Up to five years in prison per offense
- Up to \$5,000 fine per offense
- A penalty equal to 15% of the amount overpaid
- Loss of future reemployment benefits
- Repayment of all benefits to which you were not entitled

How can I avoid committing fraud?

1. Report All Earnings

- Federal and state law requires that you report all earnings before taxes are deducted, including wages earned from self-employment, while claiming Reemployment Assistance benefits
- All earnings must be reported in the week between Sunday and Saturday that you earned them, even if you have not been paid

2. Report All Work

- Federal and state law require that you report all work, including self-employment, while claiming Reemployment Assistance
- All work must be reported in the week between Sunday and Saturday that you worked, even if you have not been paid

How do I report my earnings correctly?

- Keep track of the total hours you work each calendar week, Sunday through Saturday
- Your hourly rate of pay times the total hours worked equals your gross pay, which is the amount you must report
- You must report ALL earnings for the week you do the work, not the week you are paid

I acknowledge that I have read and understand the above statements regarding Reemployment Assistance Fraud and wish to continue filing my claim

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4. Review the payment method information and select ‘Next.’

Note: To switch your payment method or to make changes to your banking information, please call 1-866-232-3755.

Request Payment Home Page

Claiming Week **Sunday, 05/23/2021 through Saturday, 05/29/2021.**

Your current payment method is Direct Deposit.

IMPORTANT: If you want to change your method of payment, or update your direct deposit information, do it **before** you request payment by clicking on the **"Previous"** button, and then click the **"View and Maintain Account Information"** link on your home page.

To progress through the Request Payment Screens, always use the **"Previous"** or **"Next"** buttons provided at the bottom of the page. Do not use the **"Back"** button at the top of your Internet browser window.

If you leave this process for any reason before you submit your request for payment, your data will be saved for your convenience until Thursday, 06/24/2021 at 11:59 p.m. for you to submit.

[For more information, please visit our FAQ](#)

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5. Confirm your address is correct. If your address is correct, select “**Confirm.**” If your address is not correct, select “**Update**” and provide your updated address.

Address Verification

The following information is what we currently have on file. If any of this information is incorrect or has changed, please click the **Update** button below to make the required changes. the required changes.

Otherwise click on the **Confirm** button to confirm the information is correct.

Mailing Address:

Address Line 1:

Address Line 2:

City: **Naples**

State: **Florida**

Zip: **34116**

Country: **United States Of America**

Residential Address:

Address Line 1:

Address Line 2:

City: **Naples**

State: **Florida**

Zip: **34116**

County: **Collier**

Country: **United States Of America**

Update
Confirm
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6. You will be prompted to answer the initial questions and once complete, select “**Next.**”

Note: If you are performing service or activities for the purpose of resuming self-employment, you will not be prompted to provide work search contacts.

Please answer the following questions for the week of Sunday, 05/09/2021 through Saturday, 05/15/2021.

Initial Questions - Pandemic Unemployment Assistance

1. During the week of Sunday, 05/09/2021 through Saturday, 05/15/2021.:
 - Did you look for **work** ? Yes No*
 - Did you make an in-person contact at a CareerSource Center? Yes No*
 - Are you performing services or activities for the purpose of resuming self-employment? Yes No*
 - Were you **able** and **available** to work if work had been offered? Yes No*
2. During the week of Sunday, 05/09/2021 through Saturday, 05/15/2021.
 - Did you refuse any offer of work or **referral** of work? Yes No*
3. During the week of Sunday, 05/09/2021 through Saturday, 05/15/2021.
 - Did you **work** or earn any money? Yes No*
4. • Did you receive, or apply for **income** from any other sources that you have not previously reported to us? Yes No*
5. • Are you still unemployed as a direct result of COVID-19? Yes No*
6. • If the answer to question 5 is YES then select the statement that best applies to you.
 - I have been diagnosed with COVID-19 or am experiencing symptoms of COVID-19 and am seeking a medical diagnosis.
 - A member of my household has been diagnosed with COVID-19.
 - I am providing care for a family member or a member of my household who has been diagnosed with COVID-19.
 - A child or other person in my household for which I am the primary caregiver is unable to attend school or another facility that is closed as a direct result of the COVID-19 public health emergency and such school or facility care is required for me to work.
 - I am unable to reach my place of employment because of a quarantine imposed as a direct result of the COVID-19 public health emergency.
 - I am unable to reach my place of employment because I have been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
 - I was scheduled to commence employment and do not have a job or am unable to reach the job as a direct result of the COVID-19 public health emergency.
 - I have become the breadwinner or major support for my household because the head of the household has died as a direct result of COVID-19.
 - I quit my job as a direct result of COVID-19.
 - My place of employment is closed as a direct result of the COVID-19 public health emergency.
 - I am self-employed (including an independent contractor and gig worker) and experienced a significant reduction of my customary or usual services because of the COVID-19 public health emergency.
 - I was denied continued unemployment benefits because I refused to return to work or accept an offer of work at a worksite that, in either instance, is not in compliance with local, state, or national health and safety standards directly related to COVID-19. This includes but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.
 - I provide services to an educational institution or educational service agency and am unemployed or partially unemployed because of volatility in the work schedule that is directly caused by the COVID-19 public health emergency. This includes, but is not limited to, changes in schedules and partial closures.
 - I am an employee and my hours have been reduced or I was laid off as a direct result of the COVID-19 public health emergency.
 - None of the above apply to me.

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You may be asked additional questions depending on your response to the initial questions and may be prompted to complete a work search log. Based on the answers provided for the “**Did you look for work?**” question, you will be guided through one of two possible paths:

Path 1 – If you answer “**Yes,**” continue on path 1 of this guide.

Path 2 – If you answer “**No,**” go to page 9 of this guide.

Path 1:

7. If you selected “**yes**” and indicated you searched for work, review the work search requirements. Acknowledge you have read the requirements by checking the box and select “**Next.**”

Work Search Requirements

You are required to make a systematic and sustained effort to find suitable work for each week for which you are claiming benefits. Based on the population of your residential county, Florida law requires you to submit a minimum of **five (5)** work search contacts or details of a single CareerSource Center visit for each week.

You must provide the following information about each employer you contact:

1. Date of contact
2. Method of contact
3. Employer/Agency/Website/Contact Name
4. Based on Method and Type of Contact:
 - o Location address
 - o Website address (URL)
 - o Email address
 - o Telephone number/Fax number
 - o Person Contacted
5. Type of work sought
6. Position Name or Reference Number related to position for which you applied
7. Result of Contact

You must provide the following information about a CareerSource Center visit:

1. Date of visit
2. Name of CareerSource Center
3. Address of CareerSource Center
4. Method of contact
5. Type of work sought
6. Type of reemployment services received

The following guidelines describe the types of activities that may constitute a productive work search contact. Productive work search contacts include, **but are not limited to**

- Registering for work and reemployment services with a local CareerSource Center.
- Completing a job application in person or online with employers who may reasonably be expected to have openings for suitable work.
- Mailing a job application and/or resume, as instructed in a public job notice.
- Making in-person visits with employers who may reasonably be expected to have openings.
- Interviewing with potential employers in person or by telephone.
- Registering for work with private employment agencies or placement services.
- Using the employment resources available at CareerSource Centers that may lead directly to obtaining employment, such as:
 - o participating in skills assessments for occupation matching;
 - o participating in instructional workshops; or
 - o obtaining and following up on job referrals from the CareerSource Center.
- Using online job matching systems, including Internet-based system of the Florida CareerSource Employment System, to submit applications/resumes, search for matches or request referrals, and/or apply for jobs.
- Reporting to the Union Hall daily, if this is your primary work search method.
- Using other job search activities such as reviewing job listings on the internet, newspapers, or professional journals, contacting professional associations, networking with colleagues or friends which may subsequently lead to a productive work search contact.

Printable [Weekly Work Search Form](#) for your record keeping
 You must have Adobe Acrobat Reader installed to open your application files. If you do not have Adobe Acrobat Reader click [here](#) to download.

I have read and agree to the above information*

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8. You will be asked to provide information regarding the work search you completed. Once the information is entered, select **“Next.”**

Work Search Details

You indicated that you looked for work or visited a CareerSource Center during the reporting period Sunday, 05/23/2021 through Saturday, 05/29/2021 . Please provide the following information for each job contact or the details of your CareerSource Center visit. You may [click here](#) to access American Job Center Finder and search for details about your local CareerSource Center.

Enter work search details:

[Date of Contact](#) / / * (mm/dd/yyyy)

Type of Contact: *

[Employer/Agency/Website/Contact Name](#) *

[Method of Contact](#) *

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Website Address:

Email Address:

Telephone Number / Fax Number: () - - ext:

[Person Contacted](#)

Type of Work Sought:

[Position Applied For](#)

[Position/Reference Number](#)

[Result of Contact](#)

[Promised Hire Date](#) / / (mm/dd/yyyy)

Comments (e.g. type of service received at CareerSource Center or other explanation):

If you have a definite date to begin work within six weeks from this week ending date, you can list the employer once and select **“Promised Hire Date”** as the result of the contact and enter the hire date in the provided field.

Failure to provide details of at least **five (5)** job contacts or a visit to a CareerSource Center could result in a delay or denial of benefits for this week.
 Click **Next** if you want to add another contact, or if you are finished adding all your job contacts for this week.
 Click **Cancel** if you do not want to add or edit a contact.

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9. On the following screen, you will see the **“Work Search Log.”** Here, you can edit or remove work search information provided. Select **“Add”** to continue entering **ALL** your required work searches for the week.

Job Contacts Log

Week Beginning: **05/23/2021** Certification date: **06/11/2021** Week ending: **05/29/2021**

You indicated you made the job contacts listed below.

Failure to provide details of at least **five (5)** job contacts or a visit to a CareerSource Center could result in a delay or denial of benefits for this week.

If you want to make changes to one of the contacts, click on the radio button next to the employer and then click **Edit**.

If you want to remove or delete a contact from the list, click on the radio button next to the employer and then click **Remove**.

If you want to add another contact, click **Add** and you will return to the prior screen where you can enter another job contact.

Click **Submit** if you have finished adding all your job contacts for this week.

This weekly list of job contacts that you submit here will be used by this Department to verify that you are making your required work search effort.

Work Search Log										
	Date of Contact	Type of Contact	Employer/Agency/Website/Contact Name	Person Contacted	Phone #	Email	Method of Contact	Result of Contact	Comments	
<input type="radio"/>	05/24/2021	Employer	Employer 1	N/A	N/A	N/A	Internet Application	Awaiting Response	N	

Rows 1 - 1 of 1 total items

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10. Once you have entered **all** your work searches for the week or provided information about visiting your local CareerSource center, select **“Submit.”** If you selected the **“Submit”** button without providing enough work searches or attending an appointment with a CareerSource center for a service, you will be prompted to answer additional questions (Path 2).

Job Contacts Log

Week Beginning: **05/30/2021** Certification date: **06/16/2021** Week ending: **06/05/2021**

You indicated you made the job contacts listed below.

Failure to provide details of at least **five (5)** job contacts or a visit to a CareerSource Center could result in a delay or denial of benefits for this week.

If you want to make changes to one of the contacts, click on the radio button next to the employer and then click **Edit**.

If you want to remove or delete a contact from the list, click on the radio button next to the employer and then click **Remove**.

If you want to add another contact, click **Add** and you will return to the prior screen where you can enter another job contact.

Click **Submit** if you have finished adding all your job contacts for this week.

This weekly list of job contacts that you submit here will be used by this Department to verify that you are making your required work search effort.

Work Search Log

	Date of Contact	Type of Contact	Employer/Agency/Website/Contact Name	Person Contacted	Phone #	Email	Method of Contact	Result of Contact	Comments
<input type="radio"/>	05/31/2021	Employer	Employer 1	N/A	N/A	N/A	Internet Application	Awaiting Response	N
<input type="radio"/>	06/01/2021	Employer	Employer 2	N/A	N/A	N/A	Online	Awaiting Response	N
<input type="radio"/>	06/03/2021	Employer	Employer 3	John Locke	800-204-2418	N/A	Telephone	Interview Scheduled	N
<input type="radio"/>	06/04/2021	Employer	Employer 4	N/A	N/A	N/A	Internet Application	Not Hired	N
<input type="radio"/>	06/05/2021	Employer	Employer 5	N/A	N/A	N/A	In Person	Interviewed this week	N

Rows 1 - 5 of 5 total items

WORK SEARCH RECORDS: Please do not select the “Submit” button until you have entered ALL of the required work search records for the week you are requesting benefits. After entering your first work search record select the “Add” button to enter additional work search records until all required work searches have been entered. Click [here](#) for a step by step guide to assist with entering the required work searches while requesting your benefit payments.

Edit Remove

Add Submit

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11. After entering your weekly work searches, you will be provided with a summary screen. You will have the ability to modify the information you provided when entering your search information. Review the summary and if everything is accurate, check the box to certify the information is correct and select “**Submit.**”

Summary - PUA

If you would like to change your answer in any section below, click the **Modify Answers** button in that section to jump to the questions of that section. Depending on your responses, you may need to answer new questions, or reconfirm existing answers. If you do not think the questions apply, examine your answers in the **Initial Questions** section carefully.

Please review your responses carefully for the **week of Sunday, 5/30/2021 through Saturday, 6/5/2021**

Initial Questions - Pandemic Unemployment Assistance

- During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you look for work? Yes
 - Did you make an in-person contact at a CareerSource Center? No
 - Were you **able** and **available** to work if work had been offered? Yes
- During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you refuse any offer of work or **Referral** of work? No
- During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you **work** or earn any money? No
- Did you receive, or apply for **Income** from any other sources that you have not previously reported to us? No
- Are you still unemployed as a direct result of COVID-19? Yes
- If the answer to question 5 is YES then select the statement that best applies to you.
 - I am self-employed (including an independent contractor and gig worker) and experienced a significant reduction of my customary or usual services because of the COVID-19 public health emergency.

[Modify Answers](#)

Work Search Log

Date of Contact	Type of Contact	Employer/Agency/Website/Contact Name	Person Contacted	Phone #	Email	Method of Contact	Result of Contact	Comments
05/31/2021	Employer	Employer 1	N/A	N/A	N/A	Internet Application	Awaiting Response	N
06/01/2021	Employer	Employer 2	N/A	N/A	N/A	Online	Awaiting Response	N
06/03/2021	Employer	Employer 3	John Locke	800-204-2418	N/A	Telephone	Interview Scheduled	N
06/04/2021	Employer	Employer 4	N/A	N/A	N/A	Internet Application	Not Hired	N
06/05/2021	Employer	Employer 5	N/A	N/A	N/A	In Person	Interviewed this week	N

[Modify Answers](#)

Acknowledgement

To the best of my knowledge, under penalty of perjury, the information I have provided is valid and accurate.*

[Submit](#) 11

12. Next, you will receive a confirmation that you have submitted a payment request. If additional weeks are available, select “**Request Benefits**” to request additional weeks of Reemployment Assistance benefits.

Payment Request Confirmation Page

Payment Request Receipt

Your request for benefits for the week of **Sunday, 5/30/2021 through Saturday, 6/5/2021** has been received on: **06/16/2021**

Payment Request Status

You have submitted a Payment Request. To view this and other requests as well as payment history, select **View and Maintain My Account**, then **Payment History**. [Print](#) this confirmation for your records.

Weekly Request Status

You have weeks that you have not requested. You may request Benefits for the following weeks:

- 6/6/2021 through 6/12/2021

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Claim Status

If you are still unemployed during the weeks of **Sunday, 6/6/2021 through Saturday, 6/12/2021**. The earliest date you may request benefits for these weeks is **06/15/21**. Late requests for benefits may be denied.

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Path 2:

13. If you select “No” to “Did you look for work?” or failed to enter the required number of work searches, depending on your county’s population, or an appointment with your local CareerSource center, you will be prompted to provide additional responses. You will need to add information in the required fields to proceed to the next screen. Once completed, select “Submit”.

This screen will time out after 30 minutes of inactivity. Please select “Save” if unable to complete within this time frame.

Actively Seeking - Failure to Meet Work Search Requirements - Claimant Questionnaire

The following information is needed to determine your eligibility to receive reemployment benefits. You must respond to this information by 6/15/2021. You may also log into your account at <http://www.floridajobs.org/> to respond to this fact finding online. Failure to respond by the specified deadline will result in a determination being issued with the available information.

Your availability for work is in question because you failed to provide information to show that you contacted the required number of prospective employers for your work search area or contacted your Career Source Florida center to receive reemployment services for the period shown below. Failure to respond by the specified deadline will result in a determination being issued with the available information.

Period beginning (mm/dd/yyyy) to (mm/dd/yyyy).

Section 1 Work Search Efforts

1 Did you attempt to submit the required contacts for the period in question? Yes No*

1a If yes, please provide information in reference to your work search below:

BUSINESS NAME, WEBSITE NAME/URL OR E-MAIL ADDRESS	METHOD OF CONTACT	TYPE OF WORK SOUGHT	RESULTS OF YOUR SEARCH
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2 Did you contact your local CareerSource Florida center representative to discuss reemployment services? (i.e., resume writing workshop, interviewing skills training, job search and placement assistance, Ready to Work testing, training opportunities, etc.) Yes No*

- If yes, please enter the contact information below:

2a. Date of contact: (mm/dd/yyyy)

2b. Name of CareerSource Florida center:

2c. Address of CareerSource Florida center:

2d. Name of Person Contacted:

2e. Services offered:

Section 2 Availability to Work

If you did not contact the required number of prospective employers or contact your local CareerSource Florida center representative, please give the reason below.

Check all that apply to you.

I did not make my recommended work search.

I did not look for work from (mm/dd/yyyy) to (mm/dd/yyyy)

I did not have transportation. (Explain below. Give usual methods of transportation, alternatives, ability to get a job.)

I did not have child care from (mm/dd/yyyy) to (mm/dd/yyyy)

I was out of the area from (mm/dd/yyyy) to (mm/dd/yyyy)

I was incarcerated from (mm/dd/yyyy) to (mm/dd/yyyy)

Other (Explain)

Explain the efforts you made to remove the restriction affecting your availability for work. (Failure to remove this restriction may affect your eligibility for benefits.)

Section 3

Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send? Yes No*

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

Name of the person completing this request:

*

Telephone number of the person completing this request: () - -

I certify the above information is true and correct.*

Upload Attachments

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls orxlsx file, these types cannot be larger than 1 MB.

No attachments

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14. After completing the claimant questionnaire, you will be provided with a summary screen. Review the summary and if everything is accurate, check the box to certify the information is correct and select “**Submit**.”

Summary - PUA

If you would like to change your answer in any section below, click the **Modify Answers** button in that section to jump to the questions of that section. Depending on your responses, you may need to answer new questions, or reconfirm existing answers. If you do not think the questions apply, examine your answers in the **Initial Questions** section carefully.

Please review your responses carefully for the **week of Sunday, 5/30/2021 through Saturday, 6/5/2021**

Initial Questions - Pandemic Unemployment Assistance

1. During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you look for work? Yes
 - Did you make an in-person contact at a CareerSource Center? No
 - Were you **able** and **available** to work if work had been offered? Yes
2. During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you refuse any offer of work or **Referral** of work? No
3. During the week of Sunday, 5/30/2021 through Saturday, 6/5/2021:
 - Did you **work** or earn any money? No
4. • Did you receive, or apply for **Income** from any other sources that you have not previously reported to us? No
5. • Are you still unemployed as a direct result of COVID-19? Yes
6. • If the answer to question 5 is YES then select the statement that best applies to you.
 - I am self-employed (including an independent contractor and gig worker) and experienced a significant reduction of my customary or usual services because of the COVID-19 public health emergency.

[Modify Answers](#)

Work Search Log

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06/05/2021	Employer	Employer 5	N/A	N/A	N/A	In Person	Interviewed this week	N

[Modify Answers](#)

Acknowledgement

To the best of my knowledge, under penalty of perjury, the information I have provided is valid and accurate.*

[Submit](#)
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15. Next, you will receive a confirmation that you have submitted a payment request. If additional weeks are available, select “**Request Benefits**” to request additional weeks of Reemployment Assistance benefits.

Payment Request Confirmation Page

Payment Request Receipt

Your request for benefits for the week of **Sunday, 5/30/2021 through Saturday, 6/5/2021** has been received on: **06/16/2021**.

Payment Request Status

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Weekly Request Status

You have weeks that you have not requested. You may request Benefits for the following weeks:

- 6/6/2021 through 6/12/2021

[Request Benefits](#)
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Claim Status

If you are still unemployed during the weeks of **Sunday, 6/6/2021 through Saturday, 6/12/2021**. The earliest date you may request benefits for these weeks is **06/15/21**. Late requests for benefits may be denied.

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