



# Claimant

## Guide for Requesting Your Reemployment Assistance Benefits.

**Step by Step Guide to Requesting Your Benefit Payments:**

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**I. Overview**

Claimants are scheduled to return to the CONNECT system every two weeks to request benefits. Completing this process submits your request for payment during your weeks of unemployment, even if your claim is pending for review. Beginning May 9, 2020, you will not receive a payment on your claim unless you have requested 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 for each applicable week.

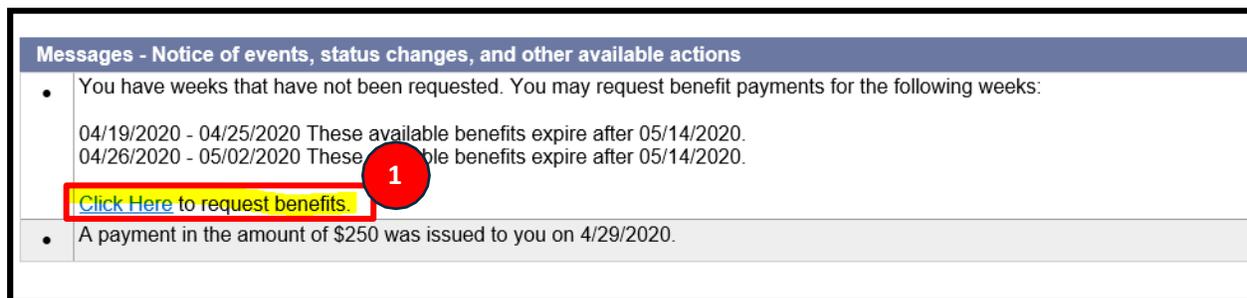
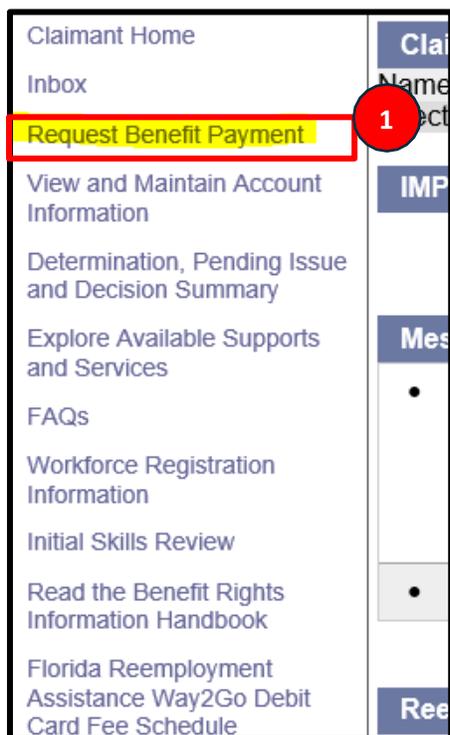
For additional questions and assistance Requesting Your Benefit Payments, please contact a call center agent at **1-833-FL-APPLY (1-833-352-7759)**.

## II. How to Requesting Your Benefit Payments

1. On 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 confirm your address, answer questions and complete the information for your work searches. You will need to repeat this process for each week that is available to claim. After you submit the first week, you will need to click the “Request Benefits” button to claim any additional weeks.

You will be able to request benefit payment for each week available. You will be prompted to answer a series of questions for each applicable week.

### 1. View from any screen in CONNECT and view from claimant home page.



## 2. You will need to complete the fraud acknowledgment.

**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

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

Previous
Next
2

**3. The screen regarding the payment method will appear, and you will click the “Next” button.**

The screenshot shows the 'Request Payment Home Page' with the following text:
   
Claiming Week: Sunday, 04/19/2020 through Saturday, 04/25/2020.
   
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, 05/14/2020 at 11:59 p.m. for you to submit.
   
For more information, please visit our FAQ.
   
At the bottom, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red circle containing the number 3.

**4. You will confirm your address by clicking the “Confirm” button.**

The screenshot shows the 'Address Verification' screen with the following text:
   
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: [Redacted]
   
Address Line 2: [Redacted]
   
City: [Redacted]
   
State: [Redacted]
   
Zip: [Redacted]
   
Country: United States Of America
   
Residential Address:
   
Address Line 1: [Redacted]
   
Address Line 2: [Redacted]
   
City: [Redacted]
   
State: [Redacted]
   
Zip: [Redacted]
   
Country: United States Of America
   
At the bottom, there are 'Update' and 'Confirm' buttons. The 'Confirm' button is highlighted with a red circle containing the number 4.

**5. You will be prompted to answer the initial questions and once complete, you will click the “Next” button. You may be asked additional questions depending on your response to the initial questions and may be prompted to fill out the work search log.**

The screenshot shows the 'Initial Questions' screen with the following text:
   
Please answer the following questions for the week of Sunday, 03/08/2020 through Saturday, 03/14/2020.
   
1. During the week of Sunday, 03/08/2020 through Saturday, 03/14/2020:
   
• Did you look for work?  Yes  No
  
• Did you make an in-person contact at a CareerSource Center?  Yes  No
  
• Were you able \*and available\* to work if work had been offered?  Yes  No
  
2. During the week of Sunday, 03/08/2020 through Saturday, 03/14/2020:
   
• Did you refuse any offer of work or referral \*of work?  Yes  No
  
3. During the week of Sunday, 03/08/2020 through Saturday, 03/14/2020:
   
• 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
  
At the bottom, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red circle containing the number 5.

“Did you look for work?” is related to the work search requirement. The work search requirement has been waived for weeks beginning March 15, 2020, to the week ending May 29, 2021. This means that for the weeks between this timeframe, you are not required to report five work search contacts. However, you will still be asked if you looked for work when you request your benefits. You may respond by clicking “yes” or “no.” You may click “no,” and this response will not delay or prevent you from receiving your benefit payment.

- If you click “yes” and indicated you did look for work, a screen will appear and will explain the work search requirements. You will be asked if you have read and agree to the information provided on the screen. After you click the acknowledgment box, click the “Next” button.

**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:

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

OR

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

- Date of visit
- Name of CareerSource Center
- Address of CareerSource Center
- Method of contact
- Type of work sought
- 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:
  - participating in skills assessments for occupation matching;
  - participating in instructional workshops; or
  - obtaining and following up on job referrals from the CareerSource Center.
- Using online job matching systems, including Internet-based systems 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

Previous **Next**

- You will be asked to provide information regarding work search. Once the information is provided, you will click the “Next” button.

**Work Search Details**

You indicated that you looked for work or visited a CareerSource Center during the reporting period Sunday, 03/15/2020 through Saturday, 03/21/2020. 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 | Select One

Employer/Agency/Website/Contact Name\* | Select One

Method of Contact\* | Select One

Address Line 1: |

Address Line 2: |

City: |

State: | Select One

ZIP Code: |

Website Address: |

Email Address: |

Telephone Number / Fax Number: | | | ext: |

Person Contacted\* |

Type of Work Sought: |

Position Applied For\* |

Position/Reference Number\* | Select One

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.

Cancel Previous **Next**

- The work search log will appear on the next screen, and you will have the ability to edit or remove the work search information. You will either click the “add” or “submit” button. If you click the “add” button, you will receive an additional work search screen where you can add additional work search information if you contacted an additional employer. You can add up to five work search entries. If you click the “submit” button after only providing one work search entry, you will be sent to a new screen that will prompt you to respond to additional questions.

**Job Contacts Log** | Week Beginning: 03/15/2020 | Certification date: 05/07/2020 | Week ending: 03/21/2020

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
1	03/15/2020	Employer					Email	Awaiting Response	N

Rows 1 - 1 of 1 total items

Buttons: Edit, Remove, Add, Submit (highlighted with a red circle and '8')

- When you click the “submit” button, you will be taken to a summary screen. You will have the ability to modify your answers to the previous questions. After you review the summary, click the “Submit” button.

**Summary**

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 answers, you may need to answer more questions, or modify existing answers.

You do not think the questions apply, reselect your answers in the **Initial Questions** section carefully.

Please review your responses carefully for the week of Sunday, 3/15/2020 through Saturday, 3/21/2020.

**Initial Questions**

- During the week of Sunday, 3/15/2020 through Saturday, 3/21/2020:
  - Did you look for work? No
  - Did you make an in-person contact at a CareerSource Center? No
  - Were you able to and available to work if work had been offered? Yes
- During the week of Sunday, 3/15/2020 through Saturday, 3/21/2020:
  - Did you refuse any other offer of work or submit an application? No
  - During the week of Sunday, 3/15/2020 through Saturday, 3/21/2020:
    - Did you sick, or earn any money? No
    - Did you receive, or apply for assistance from any other sources that you have not previously reported to us? No

**Correct Earnings**

Did employer's hours worked during the week: 0

Did you receive any other offer of work or submit an application? No value selected, no value entered...

**Detailed Earnings Information**

For the week ending and ending: Earnings information for each employer you earned money from. No Records Found.

**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
03/15/2020	Employer					Email	Awaiting Response	N

**Acknowledgement**

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

Buttons: Modify Answers, Submit (highlighted with a red circle and '9')

**10. If you select “No” to “Did you look for work?” or submitted less than five work search contacts, a screen will appear asking additional questions. You will add information in the required fields to proceed to the next screen. If you provided information for the weeks beginning March 15, 2020, through the week ending May 29, 2021, the information will not affect your search requirements.**

**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 5/15/2020. 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

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\*

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



**11. You will complete the final acknowledgment by checking the box and clicking the “submit” button.**

A screenshot of a web form titled "Acknowledgement". It contains a checkbox with the text "To the best of my knowledge, under penalty of perjury, the information I have provided is valid and accurate.\*". Below the checkbox is a "Submit" button. A red circle with the number "11" is overlaid on the "Submit" button.

**12. You will then receive a confirmation. After answering the questions for one week, if additional weeks are available, you will click the “Request Benefits” button to request benefits for additional weeks.**

A screenshot of a web page titled "Payment Request Confirmation Page". It contains several sections: "Payment Request Receipt" with a confirmation message; "Payment Request Status" with a note about pending issues; "Weekly Request Status" with a note about a waiting week and a list of weeks that can be requested; and "Claim Status" with a note about the earliest date for requesting benefits. A "Request Benefits" button is located in the Weekly Request Status section. A red circle with the number "12" is overlaid on the "Request Benefits" button.

### III. Addendum – Notifications about Work Search Requirements

When you are requesting your benefit payments, you may receive a notification similar to the ones below. These notifications may state that you have failed to meet work search requirements. In order to better to serve you, Governor DeSantis has waived the Work Search requirement until May 29, 2021. Please disregard the starred (\*) notifications. These notifications will not prevent you from collecting monetary determinations.



**REEMPLOYMENT ASSISTANCE PROGRAM**  
PO BOX 5250  
TALLAHASSEE, FL 32314-5250

**Ron DeSantis**  
Governor

**Ken Laws on**  
Executive Director

**EN-US**

Initial Questions	
You answered the following questions for the week of Sunday, 04/05/2020 through Saturday, 04/11/2020.	
During the week of Sunday, 04/05/2020 through Saturday, 04/11/2020: Did you look for work?	N
During the week of Sunday, 04/05/2020 through Saturday, 04/11/2020: Did you make an in-person contact at a CareerSource Center?	N
During the week of Sunday, 04/05/2020 through Saturday, 04/11/2020: Were you able and available to work if work had been offered?	Y
During the week of Sunday, 04/05/2020 through Saturday, 04/11/2020: Did you refuse any offer of work or referral to work?	N
During the week of Sunday, 04/05/2020 through Saturday, 04/11/2020: Did you work or earn any money?	N
Did you receive, or apply for income from any other sources that you have not previously reported to us?	N

**Issue Summary**

The following issues have been created during your continued claims process.

Actively Seeking - Failure to Meet Work Search Requirements

**Fact-Finding Questionnaires**

Completed fact-findings can be accessed through your inbox. To go to your inbox, login to your account after submitting the claim and select the Inbox link.

Actively Seeking - Failure to Meet Work Search Requirements

**National Emergency**

Are you filing as a result of COVID-19? Y

The county in which you worked, were scheduled to work, or the county you were prevented from traveling through in order to reach your place of employment: Orange

**DEO** FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY  
 REEMPLOYMENT ASSISTANCE PROGRAM  
 PO BOX 5250  
 TALLAHASSEE, FL 32314-5250

FLORIDA DEPARTMENT of  
 ECONOMIC OPPORTUNITY



The following information is needed to determine your eligibility to receive reemployment benefits. You must respond to this information by 4/15/2020. 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  /  /  /  /  /  /  to  /  /  /  /  / .

**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
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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,  Yes  No