Claimant

Guide for Requesting Reemployment Assistance Benefit Payments and Completing Work Search Requirements
Guide for Requesting Benefit Payments and Completing Work Search Requirements:

I. Overview

Claimants are required to report work search records or visit a CareerSource Florida center for each week of requested Reemployment Assistance benefits. If you do not meet this work search requirement, it will result in a delay or disqualification of your requested benefit payments.

To meet the work search requirement, you must contact five prospective employers and keep a record of your efforts on a weekly basis. There are exceptions for claimants who live in counties with a population of 75,000 or less. For these claimants, the minimum number of work searches for each week of benefits requested is at least three. For more detailed information on the required number of work searches, click here.

Please remember that requesting benefit payments is a biweekly process. You will need to enter a total of at least 10 or 6 work search records over the two-week period. This means, you should only enter at least 5 or 3 work searches per week, depending on your county’s population.

An accurate work search may include, but is not limited to, registering for work and reemployment services with a local CareerSource Center, completing a job application in person or online, mailing a job application or resume, making in-person visits with potential employers, interviewing with potential employers, or registering for work with employment or placement agencies to name a few.

If you have additional questions, please contact our Reemployment Assistance Customer Service Center at 1-833-FL-APPLY (1-833-352-7759). You can also communicate online with a live Reemployment Assistance Customer Service Representative at floridajobs.org. The Department also launched the Reemployment Assistance Help Center, an online portal where you can receive and provide additional information to the Department regarding Reemployment Assistance.
II. How to Complete your Work Search Requirements

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 required information to report your work searches. You will need to repeat this process for each week of requested benefits. 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 payments for each week available. You will be prompted to answer a series of questions for each applicable week.

View from any screen in CONNECT:

View from Claimant home page:

<table>
<thead>
<tr>
<th>Messages - Notice of events, status changes, and other available actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>- You have weeks that have not been requested. You may request benefit payments for the following weeks:</td>
</tr>
<tr>
<td>- 04/19/2020 - 04/25/2020 These available benefits expire after 05/14/2020</td>
</tr>
<tr>
<td>- 04/26/2020 - 05/02/2020 These available benefits expire after 05/14/2020</td>
</tr>
<tr>
<td>- Click Here to request benefits.</td>
</tr>
<tr>
<td>- A payment in the amount of $250 was issued to you on 4/29/2020.</td>
</tr>
</tbody>
</table>
2- You will need to complete the fraud acknowledgment, then click “Next.”

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
e 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
3- The Request Payment home page shows your current payment method, if correct then select “Next.” Otherwise follow the instructions on the page to change payment method before continuing.

4- The Address Verification page will list your address on file, if correct select “Confirm.” Otherwise select “Update” to make corrections.

5- You will be prompted to answer the initial questions and once complete, you will select “Next.” 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.
6- If you select “yes” and indicated you did search 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, select “Next.”
7- After acknowledging the work search requirements, the work search details screen will appear for you to enter your work search information. You will be asked to provide information regarding the first work search you completed for that week. Complete the required fields. Once the information is completely entered, you will select “Next.”

NOTE: For all work searches, you must enter the date of contact, the type of contact, the name of the employer, and the method of contact. These will change based on the method of contact chosen.

EXAMPLES:

- If you select “In person” as your method of contact, you will be required to enter the employer address, telephone number, type of work sought, position applied for, and result of the prospective employer contact.
  - “In response to the COVID-19 pandemic, many CareerSource centers are offering virtual services in lieu or in addition to in-person services. For work search reporting purposes, attending a virtual appointment with a CareerSource center representative is equivalent to reporting in-person to a CareerSource center.”

- If you select “Online” as your method of contact, you will be required to enter the website address, type of work sought, position applied for, and result of the prospective employer contact;
• If you select “CareerSource Florida Center” as your method of contact, you will be required to enter the date of contact, name of the CareerSource Florida Center, the address, and the type of reemployment service or services you received in the comments section. If you visit a CareerSource office or attend a virtual service appointment and participate in reemployment services, that would take the place of all your work search records required for that week.

• **“In response to the COVID-19 pandemic, many CareerSource centers are offering virtual services in lieu or in addition to in-person services. For work search reporting purposes, attending a virtual appointment with a CareerSource center representative is equivalent to reporting in-person to a CareerSource center.”**

**8-** After entering your work search information, the work search record you just entered will appear on the job contacts log screen, where you can edit or remove the work search information you just added.

This process must be completed for all 5 or 3 required work searches, unless you visit a CareerSource Florida Center. If you are ready to move onto the next work search record, select the “Add” button and continue this same process until all 5 or 3 of your work search records have been added for the week you are claiming.

**NOTE:** Do not click submit until all information regarding your work searches are entered.
9- If you select “No” to “Did you look for work?,” or you submitted less than your required work search records, you will be sent to the Failure to Meet Work Search Requirements screen for additional fact-finding questions. Answer the questions and then select “Submit.”
10-Next, you will complete the final acknowledgment by checking the acknowledgement box and select “Submit.”

11- You will then be sent to the Payment Request Confirmation page. If there are additional weeks available to request benefits for, then you will need to repeat the work search records process by selecting the “Request Benefits” button.

Reminder, in order to receive Reemployment Assistance benefits, you must log-in to CONNECT every two weeks on to confirm that you are still unemployed or partially unemployed but able and available for work should it be offered. For additional questions, please utilize the Reemployment Assistance Help Center, [here](#), or call the Reemployment Assistance customer service center at 1-833-FL-APPLY (1-833-352-7759).