



Claimant

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

Guide for Requesting Benefit Payments and Completing Work Search Requirements:

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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.

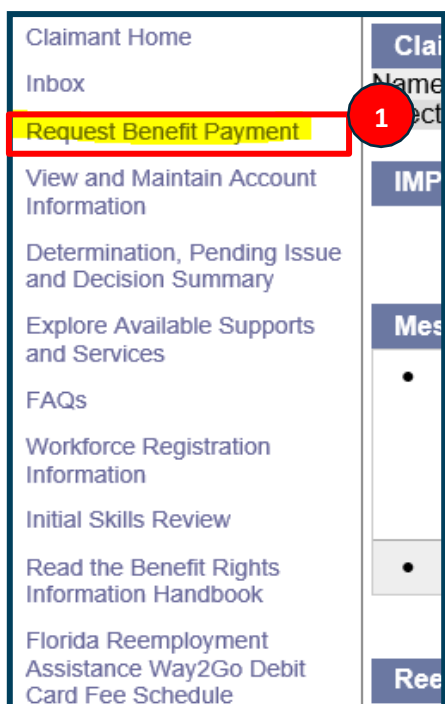
If you have additional questions, please contact our Reemployment Assistance Customer Service Center at **1-833-FL-APPLY** (1-833-352-7759). You can also communicate online with a live Reemployment Assistance Customer Service Representative at floridajobs.org. The Department also launched the Reemployment 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

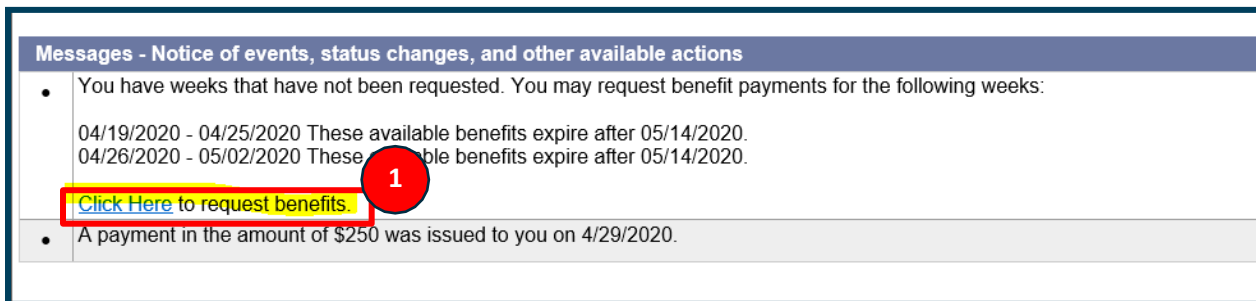
- 1- On left side of CONNECT, you can click the **“Request Benefit Payment”** link or visit the claimant home page and select **“Click Here to Request Benefits.”** You will then be prompted to confirm your address, answer questions, and complete the required information to report your work searches. 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:



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 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

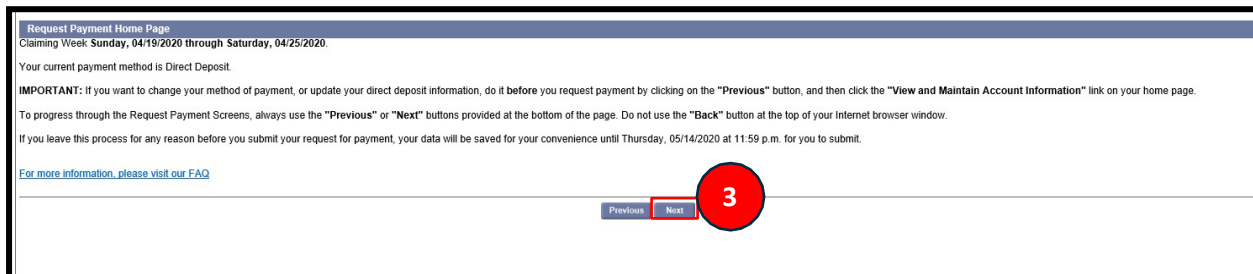
How do I report my earnings correctly?

- 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

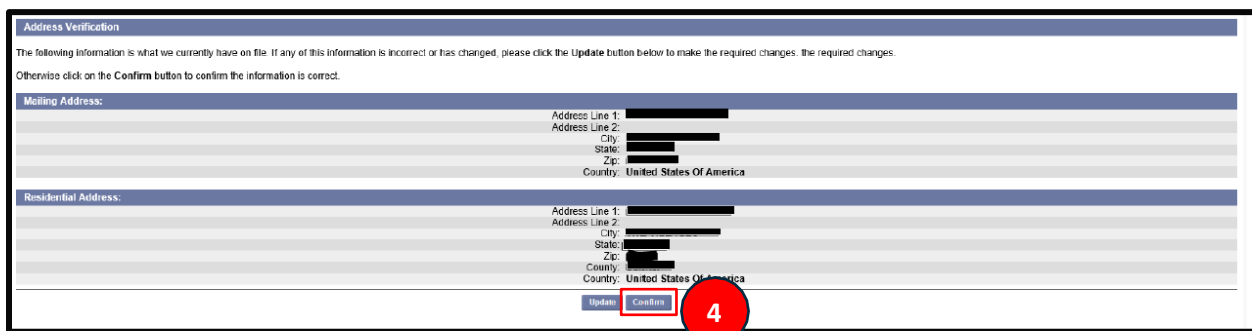
I acknowledge that I have read and understand the above statements regarding Reemployment Assistance Fraud and wish to continue filing my claim

[Previous](#) [Next](#) **2**

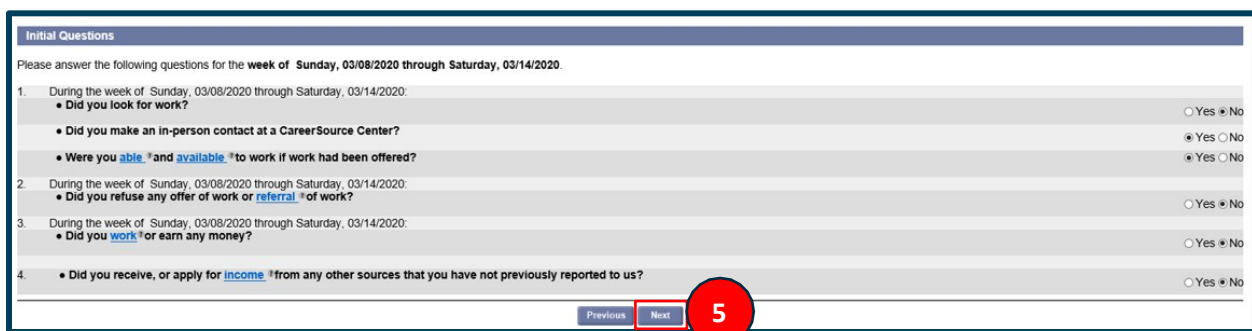
- 3- The Request Payment home page shows your current payment method, if correct then select **“Next.”** Otherwise follow the instructions on the page to change payment method before continuing.



- 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.”

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:
 - Location address
 - Website address (URL)
 - Email address
 - Telephone number/Fax number
 - Person Contacted
5. Type of work sought
6. Position Name or Reference Number related to position for which you applied
7. Result of Contact

OR

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:
 - 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 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

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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.**”

Work Search Details

You indicated that you looked for work or visited a CareerSource Center during the reporting period Sunday, 03/07/2021 through Saturday, 03/13/2021. 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: Select One*

Employer/Agency/Website/Contact Name*

Method of Contact* Select One*

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* Select One*

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** 7

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.

Job Contacts Log

Week Beginning: 03/28/2021 Certification date: 04/16/2021 Week ending: 04/03/2021

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"/>	03/29/2021	Employer	(Enter Employer Name)	Jane Doe	N/A	Employer@deo.com	Email	Awaiting Response	N

Rows 1 - 1 of 1 total items

Edit Remove 8

Add Submit

- 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.”

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 7/30/2020. 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
<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"/>
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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 or xlsx file, these types cannot be larger than 1 MB.

No attachments

No file chosen

10-Next, you will complete the final acknowledgment by checking the acknowledgement box and select **“Submit.”**

SUBMIT YOUR REQUEST FOR BENEFIT PAYMENT

YOUR APPLICATION IS NOT YET COMPLETE!

To complete your application you must do the following:

- Review your responses below and make any necessary changes.
- **Select the box to certify your application, and select the Submit button.**

I certify that the information I have provided is true and correct. I know that Florida Law provides penalties and/or imprisonment for false statements to obtain benefits and that DEO actively pursues fraudulently collected benefits. I hereby acknowledge that DEO will verify my information to assure its accuracy.*

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

Submit 10

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.

Payment Request Confirmation Page

Payment Request Receipt
Your request for benefits for the week of **Sunday, 3/28/2021 through Saturday, 4/3/2021** has been received on: **04/16/2021**

Payment Request Status
[Pending Issue\(s\)](#) have been identified on your Claim. Payment will be delayed until the pending issue(s) is resolved.
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:

- **4/4/2021 through 4/10/2021**

Request Benefits 11

Claim Status
If you are still unemployed during the weeks of **Sunday, 4/4/2021 through Saturday, 4/10/2021**. The earliest date you may request benefits for these weeks is **04/15/21**. Late requests for benefits may be denied.

[Home Page](#)

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).