

DETERMINING YOUR QUALIFICATION AND ELIGIBILITY FOR REEMPLOYMENT ASSISTANCE BENEFITS

To qualify for benefits, you must have lost your job through no fault of your own. We will gather facts and determine whether you qualify. When the department receives information regarding your claim the following will happen:

- Your claim will be referred to a worker to determine eligibility.
- You may be contacted for additional information by telephone, email or mail.
- A separate determination will be made for each issue and job separation that may affect your claim.

When we finish reviewing your claim, a written determination will be available electronically and/or by mail to explain your eligibility status.

- If you are eligible on all issues, you will receive payment for any weeks that you requested during the bi-weekly process.
- If you are not eligible, the written determination will explain the reason we denied your claim and will explain your appeal rights.
- If you disagree with a determination that denies benefits, you may request an appeal hearing.

When reviewing your claim, we will look to answer several questions that will impact your eligibility. Here are some examples:

Ability and Availability Issues: In addition to reviewing why you lost your employment, we will look at whether you are able to work in another job. If you are not available to accept a job if one is offered, you will not qualify for benefits.

When reviewing your claim, we will look to answer several questions that will impact your qualification. Here are some examples:

Discharge: If you were fired from your job, we will look at the reasons why. Your employer must show that it had just cause to let you go, such as misconduct on the job or that you didn't try to do your duties successfully even though the employer tried to help you.

Voluntary Quit: If you voluntarily quit your job, you must show that there the circumstances at work were so bad that you had no choice but to leave, even though you did everything you could to get your employer to solve the problem, such as sexual harassment or being asked to engage in illegal conduct.

There are other factors that may impact your eligibility that we will ask you about. The most important thing for you to do is to answer all questions as accurately and quickly as possible. Always know that you can ask us questions at any time during the process by calling **1-800-204-2418**.