

HANDBOOK FOR CLAIMANTS

The UI Handbook for Claimants (UCB-10-P) is available for viewing and printing online at:

<https://dwd.wisconsin.gov/uiben/handbook>

READ THIS HANDBOOK: It contains important information and instructions about your eligibility for benefits and how to protect your rights to those benefits under the Wisconsin Unemployment Insurance law.

YOU ARE RESPONSIBLE FOR KNOWING ALL OF THE INFORMATION PROVIDED IN THIS HANDBOOK. YOU ARE ALSO RESPONSIBLE FOR ANY INACCURATE OR INCOMPLETE INFORMATION THAT YOU PROVIDE.

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For additional information about the UI program, go online at <https://unemployment.wisconsin.gov> or contact a claims specialist (see Appendix).

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Unemployment Insurance Division at 414-435-7069 to request information in an alternate format, including translated to another language.

Why We Need Your Social Security Number and How We Use It: The federal Social Security Act requires that you give us your social security number. It will be used to verify your identity, locate your employer(s) and wages, determine other income, determine eligibility, keep a record of your benefit payments and to gather statistics. We use a matching program to verify your social security number with the Social Security Administration. If you do not provide your social security number, we cannot take your claim.

The authority to require your social security number is found under Internal Revenue Code of 1954, 26 U.S.C. 85, Sections 6011(a), 6050(b), 6109(a), P.L. 98-369, Section 1137(a)(1) and under Wisconsin Statute Section 108.04(2)(e).

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04(1)(m), Wis. Stats.]. In addition to reporting your income from unemployment to the Internal Revenue Service (IRS) and Wisconsin Department of Revenue, we also share information about your claim with other federal and state agencies to help them determine your eligibility or amounts of benefits payable under their programs. Some of those programs include General Assistance, Food Stamps, Wisconsin Works (W-2), Temporary Assistance for Needy Families, and Medicaid.

Part 1: Security Credentials, Social Security Number (SSN) and Your Address

File online at
<https://my.unemployment.wisconsin.gov>

You must create a username and password before you can access online benefit services. Your username and password and your social security number (SSN) will be used to identify you and must be used when accessing your account. **If you forget your username and/or password, change them immediately following instructions online.**

For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

Your username and password are hereafter referred to as security credentials. Create security credentials that you will remember but are hard for others to guess. **Do not give your security credentials to ANYONE.**

You are responsible for all claims filed and all information given to this department using your security credentials and SSN.

If you give your security credentials and/or SSN to another person, or fail to take adequate measures to protect them from use by another person, you are strictly liable to the department for any erroneously paid benefits as a result of such actions and you will be required to repay the benefits.

If you believe someone else knows your security credentials, you must change them immediately, or you will be strictly liable to the department for any erroneously paid benefits.

Your Correct Address: It is very important that we have your correct mailing address. We will send you important documents and instructions after you file your claim. If your mail is not delivered to you,

your eligibility may be affected or your benefit payments may be delayed.

Part 2: To Apply for Benefits

When to Apply: You must file an initial claim application in the first week you want to receive an unemployment payment or within 7 days of the end of that calendar week. If you wait to file your claim, you could lose benefits. Your claim does not start until you apply and benefits will not be paid for earlier weeks. The initial claim application is filed in the following situation:

- **You want to start receiving unemployment benefits again.** You must reapply each time you stopped filing weekly claim certifications and want to begin again. You also must reapply when the system does not let you file a weekly claim because the last week you claimed ended more than 14 days earlier. **Remember, your claim does not start again until you reapply. Answer all questions completely and correctly. You could be penalized if you give false information to get benefits. Information you provide may be verified through data matching programs.**

For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

Important

Do not attempt to certify for benefits while you are outside of the United States, a U.S. Territory, or Canada for any reason. Your certification will be blocked and your benefits will be held. Certifying that you are ready, willing, and able to work while you are out of the country or giving your security credentials and/or SSN to another person to certify on your behalf may lead to severe penalties. These penalties can include overpayment, loss of benefits, monetary penalties, criminal prosecution and prison.

If Your Application Raises an Eligibility

Question: If any of your answers on your application raise a question about whether you can be paid benefits, you may be scheduled for a fact-finding interview or be contacted by telephone or mail.

You must contact or provide information to the department if told to do so, even though your application is considered complete and accepted. **If you do not take part in a fact-finding investigation, you could lose benefits.**

Trade Readjustment Allowances (TRA): The Federal Trade Act was established for workers who lose their jobs due to elements of foreign trade, such as imports or off shoring and includes paying for training, finding new jobs, and paying weekly benefits.

Federal law mandates strict deadlines for receiving benefits and services available from the Trade Program. To be eligible for weekly TRA benefits, you must be enrolled in or waived from TAA training within 26 weeks of the certification date of the Department of Labor petition or within 26 weeks of your last day of work at the Trade certified employer, whichever is later. Failure to meet the deadlines may result in the loss of TRA payments. For further information, visit <https://dwd.wisconsin.gov/trade>.

Part 3: Filing a Weekly Claim Certification

What is a Weekly Claim Certification? A weekly claim certification is the claim you file for a certain calendar week when you want to receive an unemployment benefit payment for that week. A calendar week for UI purposes always starts on Sunday and ends on Saturday.

When to File: You must file a weekly claim certification **within 14 days** of the end of the calendar week you are claiming, but you cannot file

your claim for a week until after the week has ended.

Important

The system will not let you file a weekly claim certification for a benefit payment if the last week you claimed ended more than 14 days earlier. When this happens you must reapply for benefits.

Filing a Weekly Claim Certification:

You will need to answer several questions about the week(s) you are claiming, such as:

- the reason you are no longer working
- if you are currently unemployed or working reduced hours
- whether you are able to work and available for work
- whether you have refused any job offers or referrals to a job
- whether you are actively looking for work (unless waived)
- any pay or pension payment

Take time to answer all questions completely and correctly. It is your responsibility to follow the instructions to answer each question. **You could be penalized if you give false information to get benefits.**

Each question asked contains step-by-step instructions for answering the question. If you do not understand the question, ask a claims specialist for assistance.

Important Points to Remember When Filing a Weekly Claim:

All questions apply to the specific calendar week for which you are claiming. For example, when asked if you quit a job, you are being asked if you quit during the week you are claiming. If you did not quit during that week, answer "NO."

For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

When filing a weekly claim, you will be asked about pay. You will be asked separate questions regarding the following:

- wages earned
- sick pay
- vacation pay
- bonus pay
- holiday pay
- dismissal/severance/termination pay
- other income types

You are responsible for any inaccurate or incomplete information that you provide. If you receive more income than you reported, you are responsible to immediately contact the department to correct previously reported earnings. Failure to correctly report all work and earnings could result in overpayments and penalties. (See Part 7: Fraud).

When to Report You Worked and Earned

Wages: If you start a shift on Saturday that ends on Sunday, the hours worked and wages earned during that entire shift must be reported on your weekly claim that includes the Saturday.

Hours: Report hours and minutes worked.

Wages: Wages include any type of pay for full-time (32 hours or more per week) or part-time work you do in the week. Wages must be reported in the week they are earned, even if they will not be paid until a later week.

If you worked at a company through a **temporary help agency** you are considered an employee of that agency, not of the client company where you did the work.

- **Worker's Compensation** payments must be reported on the claim for the week to which the payment applies.
- **Bonuses and profit sharing** income must be reported on your weekly claim the week you are paid the bonus.
- **Commission Sales:** There is a special way to report work and wages from commission sales. If you worked, you must report the hours and minutes that you worked even if you earned no commissions. If a commission is earned, it must be reported on your weekly claim, usually for the week in which the sale is made.

You must report all work, hours, and wages regardless of the amount. Failure to do this may result in overpayment of benefits and penalties, including prosecution.

Do not report the following activities as "work" on your weekly claim certifications, and do not report the income from these activities as wages:

- Self-employment
- Volunteer Fire Fighter or Volunteer Emergency Medical Technician (EMT). (If you are unsure if your services as a fire fighter or EMT are "volunteer," call a claims specialist.)
- Jury Duty (Payments made by the court are not reportable; however, if you receive a wage from your employer for time spent serving on Jury Duty, these wages are reportable.)
- Inactive Duty for WI National Guard and Military Reserves (i.e., weekend duty.)

Retirement Pay: You must tell us if you have applied for or are receiving a retirement payment, but you do not report the retirement payment as wages on your weekly claim certifications. Your weekly unemployment benefit payments may be reduced if you are receiving a retirement payment.

(See Part 6 for more information about Retirement Pay Reductions.)

Instructions for reporting other types of income not mentioned in the claimant handbook are available online at https://dwd.wisconsin.gov/uiben/other_income.htm.

If you are truly unable to use online services and have questions on reporting other types of income, contact a claims specialist for assistance.

When to Report that You Received Holiday, Vacation or Dismissal Pay: Holiday, vacation and dismissal pay must be reported for the week to which it is assigned, even if you receive the pay in a later week.

Call your employer if you are uncertain whether these types of pay have been assigned.

If You Make a Mistake When Filing Your Weekly Claim Certification (before Claim Acceptance):

Your weekly claim certification is considered incomplete and is erased if you stop the weekly claim certification before the system or a claims specialist tells you that your claim has been accepted. The system does not save a record of an incomplete weekly claim certification.

If you are using online benefit services and think you have given a wrong answer to any question, you can navigate back to the question and correct it.

How You Know Your Weekly Claim Certification Filed Is Complete (Claim Acceptance):

You will be instructed that your claim for the week ending (the week you claimed) has been accepted and have the opportunity to obtain a summary of your claim.

If you think you have given a wrong answer to any question and your claim has already been accepted, you must call a claims specialist.

If Your Weekly Claim Certification Raises an Eligibility Question:

If an eligibility issue is raised, you will be told to call a claims specialist within 5 days if you have not already given information about the issue to the department. You will be given a special telephone number to use for this call.

The claims specialist may take a short statement from you immediately or you may be asked to provide information at a later date. You may be scheduled for a fact-finding interview or be contacted by telephone or mail. **Even though you are told that your claim has been accepted, you MUST call a claims specialist if told to do so. If you do not call a claims specialist as you are told, you could lose benefits.**

When to Expect Your Payments: Wisconsin has a waiting week for unemployment benefits. For every new benefit year, no benefits are payable for the first week you would otherwise be eligible for benefits. After the waiting week has been claimed, benefit payments for subsequent weeks are usually made within 7 days after a completed weekly claim certification has been received (accepted), but payment could be delayed for a number of reasons. For example, an incomplete claim or an eligibility issue will delay payment.

Do not expect to receive your benefit payments on the same day or within the same amount of time each week.

If you do not receive a payment (or an explanation for not receiving a payment) within 7 days of filing a weekly claim certification, you should first view the status online; For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

- If a payment **was not** issued for the week in question, and it has been at least 7 days since you filed your claim for that week, call a claims specialist immediately.

Direct Deposit: You may enroll online by going to <https://my.unemployment.wisconsin.gov> and selecting **Payment Method Option** after logging in. For more information about online benefit services, please visit https://dwd.wisconsin.gov/uiben/faq_online_services.htm.

If you are truly unable to use online services, another option to enroll is to print and mail a completed Direct Deposit Authorization form (https://dwd.wisconsin.gov/dwd/forms/ui/ucb_9400.htm). You must also provide a voided personal check or a document from your financial institution which clearly identifies the bank routing number and your savings account number to ensure the account number and financial institution's routing number you provide are correct.

Your Direct Deposit Information only needs to be submitted once, unless your bank information changes. You DO NOT need to resubmit a Direct Deposit Authorization each time you file for unemployment benefits.

For more information, please see the direct deposit FAQ page (https://dwd.wisconsin.gov/uiben/faq_direct_deposit.htm).

Visa® Pre-Paid Debit Card: If you do not have a bank account or prefer not to use direct deposit, your benefit payments will be deposited onto a Visa pre-paid debit card. The funds are then immediately available, and the card can be used anywhere that Visa debit cards are accepted. You can view payment status and current balance, and even pay bills online. For more information about the Visa pre-paid debit card, please see the Visa pre-paid debit card FAQ page (https://dwd.wisconsin.gov/uiben/faq_debit_card.htm).

Changing Your Address: The weekly claim system will ask if your address has changed since your last claim. If it has, follow directions the system provides to change your address. If you are not filing for benefits at the present time but wish to change your address on our records, go online at

<https://my.unemployment.wisconsin.gov>. For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

Part 4: Work Search; Registration for Work; Re-employment Services

Work Search - You are required to perform at least four work search actions for each week you want to be paid unemployment benefits, unless the department clearly tells you that your work search is "waived" and you do not have to look for work.

Examples of Valid and Invalid Work Search Actions (list is not all-inclusive):

Valid Work Search Actions

- Mandatory JCW Registration
- Submitting résumé or application to employer that has openings/is taking applications
- Taking civil service exam(s)
- Non-mandatory re-employment services
- Registering with placement facility or head hunter
- Posting résumé on employment website
- Meeting with career counselor
- Participating in job interview
- Participating in weekly professional networking group
- Taking WorkKeys exam

Invalid Work Search Actions

- Viewing job leads (but not applying)
- Contacting employer to learn that no openings exist/applications are not being taken
- Submitting application to same employer within 4 week period (unless a new job becomes available/posted)
- Subsequent/duplicate posting of résumés on job search websites (unless part of application for specific job)
- Submitting application for work that is not reasonable considering your training, experience, duration of unemployment, and availability of jobs in your labor market

You must keep a work search log documenting your work search actions for each week you claim benefits. The work search actions documented should contain enough detail to allow for verification by the department. If the action was a business or employer contact, details should include the date of contact, position applied for, business/employer name, name and title of person contacted, method of contact, and result of contact. If an application was submitted online, document the information above as well as the website/URL, the job number, and/or save the confirmation received after submission. The department may request evidence of your work search actions at any time. Keep copies of your work search logs for 52 weeks.

If you file your weekly claims online, you will submit your work search actions directly into the system when completing your weekly claim. The department will keep copies of the work search actions submitted when you file online.

To file online, go to
<https://my.unemployment.wisconsin.gov>.

If you **are truly unable to use online services** and file your weekly claim by telephone, have your work search actions ready to supply to the claims specialist taking your claim.

No payment will be released until your work search log has been received and validated by the department. If you need work search instructions or a sample of the work search log, go to <https://my.unemployment.wisconsin.gov>, logon using your username and password, and click on the "get work search log" link. If you do not have a username and password, you will have the chance to create one.

Falsely reporting any information on your work search record may be an act of concealment. (See Part 7: Fraud and Quality Control.)

Registration for Work - If you are required to perform a weekly work search **or** if you work less

than full-time (32 hours or more per week) you must register for work (which includes completing a résumé) with Wisconsin Job Service online at <https://JobCenterofWisconsin.com/ui> within 14 days of the date you completed your application for unemployment benefits.

If you fail to register by the deadline provided, you will not be eligible for benefits for any week prior to the date you registered. If you have questions or feel you should be waived from the requirement, contact a claims specialist.

If you have previously registered, you must logon to <https://JobCenterofWisconsin.com/ui> to verify that your registration and résumé have not expired.

If you are applying for Wisconsin unemployment benefits from another state and Wisconsin tells you to register for work or report in person, you should go to the public employment office nearest your home.

Re-employment Services - Help in Finding Employment: For re-employment services logon to <https://JobCenterofWisconsin.com> or contact your nearest Job Center. To locate the nearest Job Center call 1-888-258-9966 toll free or search online at <https://JobCenterofWisconsin.com/directory>. If you reside in another state contact the nearest public employment office.

Re-employment Programs: If you are registered with Wisconsin Job Service, are required to seek work, and reside in Wisconsin or a border ZIP code, you are required to complete an online orientation and assessment. When you complete the orientation and assessment, you will be notified whether you have additional requirements to participate in re-employment services. Participation in re-employment services is intended to help you return to work faster.

If you fail to participate in the re-employment services, you may lose benefits. If you cannot

participate within the deadline given, contact the Job Center immediately to reschedule.

Participation in any of these mandatory re-employment services will satisfy your work search for the week in which you participate. However, attending other employment workshops on your own can only be considered one work search contact, even if the workshop is conducted by a Job Center.

Part 5: Computing Benefit Entitlement

The following definitions and formulas will help you to understand how the department determines if you have enough wages to qualify for unemployment benefits and will also explain how we compute the amount of total benefits you can be paid and the amount of your weekly payment if you do qualify.

Calendar Quarter: The four calendar quarters of the year are:

1st Qtr: January 1 - March 31

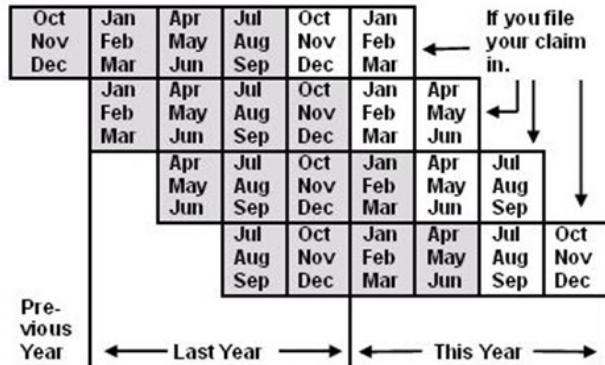
2nd Qtr: April 1 - June 30

3rd Qtr: July 1 - September 30

4th Qtr: October 1 - December 31

Base Period: The first four of the last five completed calendar quarters before the week you file an initial claim application for a new benefit year. The wages paid during this period of time are used to determine if you have enough wages to qualify for a claim and to calculate how much you can be paid. The following chart will help you to understand how we determine the calendar quarters in your base period. The four shaded quarters in each row are the base period quarters for a claim started in the far right quarter of the same row.

Example: A claim started in November of 2016 has a base period that starts on 7/1/15 and ends on 6/30/16.



If you do not have enough wages to qualify for a claim using the base period described above, an "alternate base period" will be used. The alternate base period will be the four most recently completed calendar quarters before the week you filed your initial claim application for a new benefit year.

Lag Period: The time between the end of your base period and the week you start your claim. We DO NOT use the wages paid during this time period to calculate your benefit entitlement. However, the wages paid during the lag period may be used in a future claim. In the prior example, the lag period would start on 7/1/16, and would end on the Saturday before the week your claim was started.

Covered and Excluded Employment: Covered employment is work you perform for an employer who is subject to the Unemployment Insurance law. However, some work is "excluded" (not covered) even when performed for a covered employer. Only wages paid from covered employment can be used to qualify for unemployment benefits and to calculate how much you can be paid. (Excluded employment is one of the eligibility issues listed in Part 6.)

High Quarter: The base period quarter during which you were paid the highest amount of wages from covered employment.

Weekly Benefit Rate (WBR): The weekly amount of unemployment benefits you are paid when you have no wages or other income during the week. It is 4% of the total high quarter wages from all covered employment. The maximum and minimum benefit rates are determined by UI law. The minimum WBR is \$54, requiring high quarter earnings of \$1,350; and the maximum WBR is \$370, requiring high quarter earnings of \$9,250.

The "Weekly Benefit Rate Chart" is a listing of all the weekly benefit rates and the amount of high quarter wages needed for each rate. This chart is available online at <https://dwd.wisconsin.gov/uiben/handbook/pdf/wbrchart.pdf>.

Qualifying Wages: To qualify for unemployment benefits you must have been paid wages from covered employment in at least two quarters of your base period. You need:

- Enough wages in your high quarter to qualify for the minimum WBR;
- Wages in your 3 lowest quarters that equal at least 4 times your WBR when added together;
- Total base period wages equal to at least 35 times your WBR; and
- If you were paid benefits in a prior benefit year which has ended, you must have worked since the beginning of that benefit year and earned at least 8 times the WBR of that claim.

Benefit Year: You start a benefit year when you file a new initial claim application. A benefit year lasts 52 weeks. When one benefit year ends, the week that you file your next initial claim application will start a new benefit year. During the 52 weeks of each benefit year, there is a maximum amount of unemployment benefits you can be paid. This is called your maximum benefit amount (MBA). Wages that you earn during a benefit year will not

increase your maximum benefit amount nor your weekly benefit rate for that benefit year.

You can start and stop claiming weekly benefits as many times as you want or need to during your benefit year, **but if you stop filing weekly claim certifications for any reason, you must always reactivate/reopen your benefit year by filing another initial claim application when you want to start filing for weekly benefits again.**

Example: If you file a new initial claim application in the week ending 11/19/16, your benefit year begins in that week and ends in the week ending 11/5/17. You would have that entire 52-week period to collect your maximum benefit amount, which would be computed based on wages paid in the base period beginning 7/1/15 and ending 6/30/16.

If you return to work in March of 2017 and stop filing for weekly benefits, the wages you are paid will not increase your maximum benefit amount for that benefit year. If you are again laid off before 11/16/17 and have not been paid all of your maximum benefit amount, you can file another initial claim application to reactivate that benefit year and start filing for weekly benefits again.

If you are still unemployed or partially unemployed after your benefit year ends on 11/5/17, you can start a new benefit year in the next week. To qualify for a new benefit year you must have "qualifying wages." A new maximum benefit amount and weekly benefit rate will be computed for your new benefit year from wages paid in the new base period which begins 7/1/16 and ends 6/30/17.

Maximum Benefit Amount (MBA): The total amount of unemployment benefits the department could pay you during your benefit year. It is the lesser of 26 times your WBR, or 40% of your total base period wages from all covered employment.

Use your MBA as you would a checking account balance. As you are paid weekly benefits, simply subtract the amount you are paid from your MBA balance to know how much you can still be paid for that benefit year.

Benefit Computation: A benefit computation is generally mailed to you the day after you file an initial claim application. The benefit computation will list the covered employment in your base period and the wages paid to you in each quarter by each of your employers. It lists only those employers whose base period wages can be used to calculate what you can be paid. There are two major benefit computation forms:

- **UCB-700** - This form is sent when **you have enough wages to qualify**. It states your potential weekly benefit rate (WBR), your maximum benefit amount, and any question about your eligibility which has not yet been investigated and could suspend or disqualify your claim.
- **UCB-736** - This form is sent when **you do not have enough wages to qualify**. It states the reason you do not qualify.

You should review the benefit computation form you receive to make sure the information is correct. If there is an error in the amount of wages or if employers are missing, follow the instructions on the back of your computation to file an objection.

Computing Partial Unemployment Benefits for a Weekly Claims When Income was Reported:

Partial Unemployment Benefits Calculator
(<https://dwd.wisconsin.gov/uiben/calculators.htm>)

Whenever income is reported on a weekly claim certification, all wages earned in that week are added to other types of income (such as holiday pay, vacation pay, and dismissal/severance pay) to determine the gross income for the week

The department uses the "partial wage formula" to compute whether partial unemployment benefits are payable and if so, what amount should be paid.

It is possible to receive a partial unemployment benefit payment for a week even when your gross income is greater than your weekly benefit rate (WBR). However, you will not receive benefits if you work a total of 32 or more hours for all employers in a week you are claiming or if your total gross pay is more than \$500.00.

The "partial wage formula" used to compute partial weekly unemployment benefits is shown below:

1. Subtract \$30.00 from the gross income
2. Multiply the remainder by .67 (67%)
3. Subtract this new amount (including the cents) from your WBR
4. Round the remainder down to the nearest whole dollar. This is the amount of partial unemployment benefits payable for the week.

NOTE: The smallest unemployment benefit payment that we will issue is \$5.00, so if your calculation results in an amount which is less than \$5.00, no payment will be made.

In addition, if your total gross pay is more than \$500.00 you will not be eligible for a partial unemployment payment regardless of your weekly benefit rate.

Example: WBR=\$200 Gross Income=\$250

1. \$250.00 (Gross Income) minus \$30 = \$220.00
2. \$220.00 multiplied by .67 = \$147.40
3. \$200.00 (WBR) minus \$147.40 = \$52.60
4. Round \$52.60 down to \$52.00.

\$52.00 is the amount of benefits payable for the week.

Maximum Weekly Earnings: The highest gross income you can earn in a week and still qualify for

the minimum unemployment benefit payment is called the "maximum weekly earnings" amount. This amount is not the same for every claimant. The weekly benefit rate (WBR) determines what the maximum weekly earnings amount will be. You can calculate your maximum weekly earnings amount by using the following formula:

1. Subtract \$5.00 from your WBR
2. Divide the remainder by .67 (67%)
3. Add \$30.00

Example: WBR= \$200.00

1. \$200.00 (WBR) minus \$5.00 = \$195.00
2. \$195.00 divided by .67 = \$291.04
3. \$291.04 + \$30.00 = \$321.04

The maximum weekly earning amount for WBR of \$200.00 is \$321.04. This means that if gross earnings are greater than \$321.04, benefits would not be payable for the week.

If you are not sure if you have too much income for a particular week to be eligible for a partial unemployment benefit payment, you should file a claim for the week and report all of your gross income. The department will determine if any benefits are due.

The "Maximum Weekly Earnings Chart" is a listing of the maximum weekly earnings amount for each weekly benefit rate. This chart is available online at <https://dwd.wisconsin.gov/uiben/handbook/pdf/mwechart.pdf>.

Verifying Your Earnings: The income you report on a weekly claim certification is verified with your employer(s) but your benefit payment is not held while we are waiting for the employer(s) to answer. We will issue your unemployment payment for the week based on the amount(s) you have reported. If an employer gives us a different amount than you reported on your weekly claim certification, we will use the amount reported by your employer to

recalculate the benefits due. We send you notice of each adjustment.

When your employer reports a lower amount of income we send you an additional benefit payment and an informational message (Form UCB-17-i) that explains the benefit payment.

When your employer reports higher income amounts and you have been overpaid benefits, we will send you a Notice of Benefit Overpayment (Form UCB-37). If you disagree with the amount the employer has reported or disagree with the requirement to repay, follow the instructions on the form to file an objection.

Retirement Pay Reduction: If you have received a determination stating that a reduction will be made from your unemployment benefit payments because of the retirement pay you are receiving, the reduction will be made automatically from each weekly unemployment benefit payment that you receive. (See Part 6 for more information about how and when retirement pay affects your unemployment benefits.)

Child Support Deductions: If the department receives a child support order from a child support enforcement agency, we must withhold money from your benefit payment to satisfy the obligation. The withheld funds are sent to the child support enforcement agency for distribution. You are advised, in writing, when we receive an order to make this deduction. If you disagree with the amount or feel the order is incorrect in any way, contact the child support agency. **Only the child support agency can change or stop the deduction.**

Part 6: Eligibility Issues

What is an Eligibility Issue? An eligibility issue is any information or set of circumstances which raises a legal question about whether you should be paid unemployment benefits, and which can

deny, suspend or reduce your benefits under Unemployment Insurance law. The department must investigate all relevant eligibility issues which apply to your claim before paying unemployment benefits.

We must hold your payments while we are investigating eligibility issues on your claim. However, while we are conducting the investigation, it is important that you continue to file your weekly claim certifications.

If you are told to call a claims specialist about a potential eligibility issue, call immediately. If you do not call, you may lose benefits.

You and your employer will be given the opportunity to present facts before a determination is made. If you fail to contact or provide information to the department when directed, or miss a scheduled interview, a determination will be made using the facts available and **you could lose benefits.**

After the investigation of an eligibility issue is completed, you are notified of the determination in writing.

If either you or your employer appeal a determination, CONTINUE TO FILE your weekly claim certifications each week you are unemployed or are earning less than your maximum earnings amount. Any future decision in your favor will only qualify you for benefits for weeks which have been claimed.

Common Disqualifications: Even if you have been paid enough wages from covered employment to qualify for unemployment benefits, you will not receive benefits if you:

- quit a job without good cause. UI law suspends your benefits until you earn 6 times your WBR.
- are fired for misconduct. UI law removes that employer's base period wages from the

calculation of your MBA and also suspends your benefits for 7 weeks and until you earn 14 times your WBR.

- are fired for substantial fault. UI law suspends your benefits for 7 weeks and until you earn 14 times your WBR.
- refuse work without good cause. UI law suspends your benefits until you earn 6 times your WBR.
- fail to make an acceptable work search for any week that one is required.
- are working and claiming benefits and do not do all the work available during a week. UI law adds the income you could have earned to what you did earn to calculate your benefits due. If you miss more than 16 hours in a week no benefits are payable for that week.
- worked or could have worked a total of 32 or more hours and/or receive/will receive holiday, vacation, dismissal/termination or sick pay for 32 or more hours for all employers in a week you are claiming.
- are not able to work or available for work in a week. The department must investigate any circumstance that restricts your ability or availability for work. Examples include, but are not limited to, the hours you can work, the type of work you can perform and the distance you can travel. Even if you are working you may be disqualified if you are not available for full-time (32 hours or more per week) work.
- are located in a country other than the United States or Canada for more than 48 hours.

Important

Do not attempt to certify for benefits while you are outside of the United States, a U.S. Territory, or Canada for any reason. Your certification will be blocked and your benefits will be held.

Certifying that you are ready, willing, and able to work while you are out of the country or giving your security credentials and/or SSN to another person to certify on your behalf may lead to severe penalties. These penalties can include overpayment, loss of benefits, monetary penalties, criminal prosecution and prison.

- are unemployed because of a strike or other labor dispute, other than a lockout. Employees who are not participating in the labor dispute, but become unemployed because of it, may also be ineligible. If you work in covered employment after the start of the strike and you have qualifying wages for a claim based on that employment alone, you may be eligible for benefits while the strike is in progress.
- work for a school only during the normal school year. You are ineligible for benefits based on school year employment during school vacation periods and between academic terms or years if you have reasonable assurance of returning to similar work after the vacation or at the start of the next term or year. We can pay benefits during these periods from other employers only if you have qualifying wages for a claim based on employment from the other employers alone.
- are receiving Social Security Disability (SSDI) payments. You cannot receive SSDI payments and unemployment benefits concurrently. If you are receiving SSDI you must report this information on your initial claim and weekly claim certifications.
- are paid by a family corporation, owned or controlled by you or your immediate family in your base period. Your MBA may be reduced. When we calculate your MBA, the wages used

from the family corporation employer cannot exceed 10 times the WBR from that employer. This may also apply to a partnership, depending on your relationship to the partners.

- work in excluded employment. Excluded employment is work which is not covered under Wisconsin's UI law. You cannot be paid unemployment benefits based on that work. Some examples of excluded employment include:
 - Work for an educational institution while a student there.
 - Work as a real estate or insurance salesperson if paid only by commission.

Filing for Unemployment Benefits While a Student:

You must tell us if you are a student while you file claims for unemployment benefits. An investigation will be conducted to decide whether you are available for work. You may not have to be available for work while attending school if you are enrolled in a course of study that is considered "approved training."

Pre-Employment Drug Screen: An employing unit may submit to the department information that an individual has either tested positive or refused to submit to a test for the presence of controlled substances as a conditional offer of employment.

If it is determined that you declined to take a drug test or tested positive for a drug screen and the offer was rescinded, the department will presume that you refused suitable work without good cause and benefits will be denied. You may rebut the presumption that you refused suitable work without good cause by, among other things, proving that the work was substantially less favorable to you.

If you do not rebut the presumption, you are ineligible as of the week the job was to begin and until you earn wages in covered employment after the week of the refusal equal to at least 6 times the

WBR that would have been paid had you not been disqualified. Once you requalify, you are again eligible to receive benefits.

Pre-Employment Positive Drug Test: If you fail a pre-employment drug test you may remain eligible for benefits if you enroll in and comply with a drug treatment program. You will be mailed a letter and a list of treatment providers. You must enroll within 7 days of the date the letter is mailed. You will be required to comply on a weekly basis to maintain eligibility. If no space is available at the time you attempt to enroll, you must certify weekly of an intent to attend treatment when it becomes available and must attend once space does become available. The department will pay the reasonable cost of treatment while you maintain eligibility for unemployment benefits.

Retirement Pay Reduction: You must tell us if you have applied for or are receiving any type of retirement payment. Retirement payments include periodic (such as monthly) and lump sum payments from retirement plans, pensions, annuities, 401(k)'s, 403(b)'s, 457(b)'s, as well as Railroad Retirement Benefits. Social Security Benefits are not treated as a retirement payment.

If all or part of your retirement payment was funded by one of your base period employers, your weekly unemployment benefit payments must be reduced.

If you receive periodic retirement payments (such as monthly) from a base period employer, a weekly reduction amount is computed based only on the part of the payment that was funded by the employer. The weekly reduction amount for persons receiving Railroad Retirement Benefits is based on 50% of the payment.

If you receive a lump sum retirement payment from a base period employer, your unemployment benefit payment will be reduced in the week the pension payment is received based only on the part of the payment that was funded by the employer.

If you roll the payment into another retirement system within 60 days of receiving it, your unemployment payments will not be reduced unless you receive payments after the rollover. You must tell us if you have applied for or are receiving payments from the other retirement account after the rollover.

A voluntary retirement may be considered a quit and you may be disqualified even if you're not receiving a retirement payment.

Verifying Employment Eligibility: The Immigration Reform and Control Act of 1986 (P.L. 99-603) requires all employers to verify employment eligibility of new employees. When an employer hires you, the employer will require that you show certain documents to prove your identity and your employment eligibility.

If you are unable to present the documents to your employer within the time frame set by law, your employer must end your employment. Your failure to present the documents to your employer or to this department may affect your eligibility for unemployment benefits.

Part 7: Fraud and Quality Control

Concealment (Fraud): Failure to report information that affects your eligibility for unemployment benefits may be an act of fraud. Falsely reporting any information on your initial claim application or weekly claim certifications may also be an act of fraud. The penalties for fraud and concealment are severe. They include:

- **Benefit Reduction** - loss of future unemployment benefits from 2, 4 or 8 times your weekly benefit rate for each act of fraud. In addition, you will be assessed a penalty of 40% of your overpayment amount resulting from concealment, which you are required to pay out of pocket. You will be told the amount

of the benefit reduction penalty on a determination (Form UCB-20) and the benefit reduction amount will remain in effect for weeks that become payable within 6 years after the date of the determination.

- **Court Fines** - not less than \$100 or more than \$500 for each act of fraud (and a criminal record).
- **Jail** - up to 90 days for each act of fraud (and a criminal record).

In addition to penalties, you must also repay any overpaid benefits.

Multiple detection systems are used to detect people who fail to report working and earning wages while claiming unemployment benefits. To avoid an overpayment and possible penalties, report your wages in the week the work is performed and the wages are earned.

Overpayment Recovery: If you are paid more unemployment benefits than you are eligible to receive for any week(s), you will be notified in writing that you have been overpaid. The amount of the overpayment will be automatically deducted from any later unemployment benefit payment(s) that are payable to you. If there are no later benefits payable or there is still an outstanding overpayment amount after later benefit payment(s) are withheld, you will be responsible to repay the balance of the overpayment.

Quality Control Program: The purpose of the Quality Control Program is to detect and reduce error and fraud in the UI program. The records of a sample group of claimants, selected each week at random, are audited by Quality Control staff. We use the information from the audit to test the accuracy of and improve the UI program.

If selected, failure to meet with the investigator and provide complete and accurate information on the questionnaire will result in the suspension of benefits until you do so.

Part 8: Your Unemployment Records

Many claim records are available to view online, including all payments made.

Visit <https://dwd.wisconsin.gov/uiben/online> for more information about using our online services.

If the information you are looking for is not available online, for help using online services, or if you are truly unable to go online call 414-435-7069 during business hours.

Privacy: Individual claim computer records are available online. For help using online services or if you are truly unable to go online call 414-435-7069 during business hours. The department will only give information about your claim to you or to the employer that is charged for benefits. The Privacy Act does not allow us to give information to a family member.

Income Taxes: Unemployment benefit payments are considered income for federal and state tax purposes. Each year all of your benefit payments are reported to the Internal Revenue Service (IRS) and the Wisconsin Department of Revenue. You can ask to have state and federal taxes withheld from your unemployment payments or make estimated tax payments.

If you decide to have taxes withheld, we will deduct 10% for federal taxes and/or 5% for state taxes from your weekly benefit payment. To have federal and/or state unemployment taxes withheld, go to <https://my.unemployment.wisconsin.gov>.

To discontinue or change your withholding election log on to <https://my.unemployment.wisconsin.gov>.

For help using online services or if you are truly unable to go online call 414-435-7069 during business hours.

Your 1099-G tax form will be available online by mid-January. We will store your tax form securely in our system for you to access and print on demand for your records. You can sign up to receive an email alert when your 1099-G tax form is accessible online by visiting <https://dwd.wisconsin.gov/uiben/1099.htm>.

Your 1099-G tax form will include the withholdings from your unemployment benefit payments for that tax year if you elected to have federal and/or state taxes withheld. If you have any questions about how your unemployment benefit payments will affect your taxes, contact the IRS or the local office of the Wisconsin Department of Revenue.

WISCONSIN UNEMPLOYMENT BENEFITS

HOURS OF OPERATION

Online Services and Contact Information

ONLINE FILING IS REQUIRED

For more information about online services go to: dwd.wi.gov/ClaimsOnline

Apply Online

For a New Claim or to Reopen an Existing Claim

Steps To Apply Online:

1. Type into the internet browser: my.unemployment.wisconsin.gov
2. Read and accept Terms and Conditions
3. Create a username and password
4. Logon to access online benefit services
5. Complete your application

Apply Online During These Times:

Sunday	9:00 AM – 5:00 PM
Monday – Friday	6:00 AM – 7:00 PM
Saturday	9:00 AM – 2:30 PM

File Weekly Claim

For Benefit Payment

Steps To File Weekly Claim Online:

1. Type into the internet browser: my.unemployment.wisconsin.gov
2. Logon to access online benefit services
3. File your weekly claim

File Weekly Claim Online During These Times:

Sunday	9:00 AM – Midnight
Monday – Friday	1:00 AM – Midnight
Saturday	1:00 AM – 3:00 PM

Get Information

About your Benefit Account

Go Online Today:

1. Type into the internet browser: my.unemployment.wisconsin.gov
2. Logon to receive quick access to:
 - your claim information
 - expanded online features and tools

Online Systems for Information are Available:

Sunday	9:00 AM – Midnight
Monday – Friday	1:00 AM – Midnight
Saturday	1:00 AM – 3:00 PM

For help using online services or if you are truly unable to go online call 414-435-7069 during business hours:

Monday – Friday 7:45 AM – 4:30 PM

Callers may be asked to call back on a specific day of the week.

Report Unemployment Fraud

Go Online Today: dwd.wisconsin.gov/ui/fraud

Or contact a fraud specialist on the UI Fraud Hotline: 1-800-909-9472 during business hours:

Monday – Friday 8:00 AM – 4:00 PM

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Unemployment Insurance Division at 414-435-7069 to request information in an alternate format, including translated to another language.

3,700	148	5180	592	6,325	253	8855	1012	8950	358	12530	1432
3,725	149	5215	596	6,350	254	8890	1016	8975	359	12565	1436
3,750	150	5250	600	6,375	255	8925	1020	9000	360	12600	1440
3,775	151	5285	604	6,400	256	8960	1024	9025	361	12635	1444
3,800	152	5320	608	6,425	257	8995	1028	9050	362	12670	1448
3,825	153	5355	612	6,450	258	9030	1032	9075	363**	12705	1452
3,850	154	5390	616	6,475	259	9065	1036	9100	364	12740	1456
3,875	155	5425	620	6,500	260	9100	1040	9125	365	12775	1460
3,900	156	5460	624	6,525	261	9135	1044	9150	366	12810	1464
3,925	157	5495	628	6,550	262	9170	1048	9175	367	12845	1468
								9200	368	12880	1472
								9225	369	12915	1476
								9250	370***	12950	1480

* Minimum and Maximum weekly benefit rate effective 02/2007

** Minimum and Maximum weekly benefit rate effective 02/2009

*** Maximum weekly benefit rate effective 02/2014

MAXIMUM WEEKLY EARNINGS CHART

The following chart shows the highest amount (gross earnings) you can earn and still qualify for a minimum unemployment benefit payment. The highest amount for each weekly benefit rate is shown.

To use the chart, find your weekly benefit rate in the appropriate column. The gross weekly amount you can earn and still qualify is shown in the column next to your benefit rate. If your gross earnings do not exceed the maximum earnings amount, you are potentially eligible for a payment. **No benefits are payable for any week in which you have earnings and/or holiday, vacation, dismissal/termination or sick pay that exceeds \$500 or if you worked 32 hours or more in the week.**

<u>WEEKLY BENEFIT RATE</u>	<u>MAXIMUM EARNINGS</u>	<u>WEEKLY BENEFIT RATE</u>	<u>MAXIMUM EARNINGS</u>	<u>WEEKLY BENEFIT RATE</u>	<u>MAXIMUM EARNINGS</u>	<u>WEEKLY BENEFIT RATE</u>	<u>MAXIMUM EARNINGS</u>
54	103.14	131	218.06	208	332.99	285	447.91
55	104.63	132	219.55	209	334.48	286	449.41
56	106.12	133	221.05	210	335.97	287	450.90
57	107.61	134	222.54	211	337.47	288	452.39
58	109.11	135	224.03	212	338.96	289	453.88
59	110.60	136	225.52	213	340.45	290	455.38
60	112.09	137	227.02	214	341.94	291	456.87
61	113.58	138	228.51	215	343.44	292	458.36
62	115.08	139	230.00	216	344.93	293	459.85
63	116.57	140	231.49	217	346.42	294	461.35
64	118.06	141	232.99	218	347.91	295	462.84
65	119.55	142	234.48	219	349.41	296	464.33
66	121.05	143	235.97	220	350.90	297	465.82
67	122.54	144	237.47	221	352.39	298	467.32
68	124.03	145	238.96	222	353.88	299	468.81
69	125.52	146	240.45	223	355.38	300	470.30
70	127.02	147	241.94	224	356.87	301	471.79
71	128.51	148	243.44	225	358.36	302	473.29
72	130.00	149	244.93	226	359.85	303	474.78
73	131.49	150	246.42	227	361.35	304	476.27
74	132.99	151	247.91	228	362.84	305	477.76
75	134.48	152	249.41	229	364.33	306	479.26
76	135.97	153	250.90	230	365.82	307	480.75
77	137.47	154	252.39	231	367.32	308	482.24
78	138.96	155	253.88	232	368.81	309	483.73
79	140.45	156	255.38	233	370.30	310	485.23
80	141.94	157	256.87	234	371.79	311	486.72
81	143.44	158	258.36	235	373.29	312	488.21
82	144.93	159	259.85	236	374.78	313	489.70
83	146.42	160	261.35	237	376.27	314	491.20
84	147.91	161	262.84	238	377.76	315	492.69
85	149.41	162	264.33	239	379.26	316	494.18
86	150.90	163	265.82	240	380.75	317	495.67
87	152.39	164	267.32	241	382.24	318	497.17
88	153.88	165	268.81	242	383.73	319	498.66
89	155.38	166	270.30	243	385.23		
90	156.87	167	271.79	244	386.72		
91	158.36	168	273.29	245	388.21		
92	159.85	169	274.78	246	389.70		
93	161.35	170	276.27	247	391.20		
94	162.84	171	277.76	248	392.69		
95	164.33	172	279.26	249	394.18		
96	165.82	173	280.75	250	395.67		
97	167.32	174	282.24	251	397.17		
98	168.81	175	283.73	252	398.66		
99	170.30	176	285.23	253	400.15		
100	171.79	177	286.72	254	401.64		
101	173.29	178	288.21	255	403.14		
102	174.78	179	289.70	256	404.63		
103	176.27	180	291.20	257	406.12		
104	177.76	181	292.69	258	407.61		
105	179.26	182	294.18	259	409.11		
106	180.75	183	295.67	260	410.60		
107	182.24	184	297.17	261	412.09		
108	183.73	185	298.66	262	413.58		
109	185.23	186	300.15	263	415.08		
110	186.72	187	301.64	264	416.57		
111	188.21	188	303.14	265	418.06		
112	189.70	189	304.63	266	419.55		
113	191.20	190	306.12	267	421.05		
114	192.69	191	307.61	268	422.54		
115	194.18	192	309.11	269	424.03		
116	195.67	193	310.60	270	425.52		
117	197.17	194	312.09	271	427.02		
118	198.66	195	313.58	272	428.51		
119	200.15	196	315.08	273	430.00		
120	201.64	197	316.57	274	431.49		
121	203.14	198	318.06	275	432.99		
122	204.63	199	319.55	276	434.48		
123	206.12	200	321.05	277	435.97		
124	207.61	201	322.54	278	437.47		
125	209.11	202	324.03	279	438.96		
126	210.60	203	325.52	280	440.45		
127	212.09	204	327.02	281	441.94		
128	213.58	205	328.51	282	443.44		
129	215.08	206	330.00	283	444.93		
130	216.57	207	331.49	284	446.42		