



STATE OF NEW JERSEY

DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

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LIBRARIES AND WORKFORCE DEVELOPMENT

HOW TO HELP YOUR PATRONS WITH UNEMPLOYMENT
ISSUES



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Why Are We Here Today?

- **The New Jersey Department of Labor and Workforce Development is providing training for library staff to better assist patrons who find themselves recently unemployed due to the economic downturn.**
 - ✓ **Provide a general overview of New Jersey Unemployment**
 - ✓ **Review the process of filing a New Jersey Unemployment Claim and claiming benefits.**
 - ✓ **Discuss important resources for your patrons**



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Purpose:

The purpose of Unemployment Insurance is:

- To provide temporary partial wage replacement to support workers who lose their jobs through no fault of their own.
- Enable employers to maintain attachment to a trained workforce.
- Stabilize the economy during cyclical downturns.



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What Are Your Patrons Most Likely Trying To Do?

– Find General Unemployment Information

- ✓ The most useful site will most likely be the NJ Department of Labor and Workforce Development homepage: <http://lwd.dol.state.nj.us/>. From here, they can find information on a wide variety of topics, including Unemployment Insurance, Temporary Disability Benefits, Employer Accounts, Workers Compensation, and Career Development.

– File an Unemployment Claim

- ✓ If they wish to file a claim online, they can visit www.njuifile.net. The first option will allow them to file an initial claim.

– Claim Weekly Unemployment Benefits

- ✓ Visiting www.njuifile.net will also allow them to claim their weekly benefits simply by selecting the second option.



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Key Questions

To Determine If You Can Help Someone Or If You Should Refer them To Their Local One-Stop Center, Ask The Following Questions:

- Have you filed an Unemployment claim before?
 - ✓ If so, when did you file it?
 - ✓ If not, and you'd like to file one, do you have the necessary information?
- Do you know if you're on an Unemployment Extension?
 - ✓ If yes, the person can **NOT** claim benefits online.
- Do you know where the One-Stop offices in your area are?



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General Unemployment Information

- To Qualify for Unemployment Benefits, a person must work at least 20 *base weeks* in covered employment or earned \$7,200 during their *base year period*.
- ✓ What is a *base week*?
 - § It is any week during the *base year period* in which a person earns at least a certain amount of money. That amount may vary from year to year, but in 2007 - 2009, that amount is \$143 per week.



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§ What is a **base year period** ?

§ A regular base year period consists of 52 weeks that is determined by the date of your claim. The chart below shows what the regular base year period would be if someone filed a claim any day between January 1, 2009 and December 31, 2009.

<i>If the claim is dated in:</i>	<i>The claim is based on employment from:</i>
January 2009 February 2009 March 2009	October 1, 2007 To September 30, 2008
April 2009 May 2009 June 2009	January 1, 2008 To December 31, 2008
July 2009 August 2009 September 2009	April 1, 2008 To March 31, 2009
October 2009 November 2009 December 2009	July 1, 2008 To June 30, 2009



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General Unemployment Issues That May Affect Eligibility

Separation Issues:

- How did the claimant become separated from their last employer?
 - ✓ **Lack Of Work:** This answer should be selected if the claimant was let go or laid off simply because there was insufficient work for them to do.
 - ✓ **Misconduct:** Misconduct refers to a person being “fired” from their job. If the reason for their separation involves willful misconduct in connection with their work, their eligibility may be affected.
 - ✓ **Voluntary Quit:** This answer should be selected if the person has voluntarily left their job.



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Claiming Weekly Unemployment Benefits

- Once an Unemployment claim has been filed, a claimant needs to claim their weekly benefits.
 - ✓ They will have received a claim form in the mail that provides all the information they need to claim their benefits correctly. For further online information on claiming their weekly benefits, they can visit <http://lwd.dol.state.nj.us/labor/ui/claim/clmwkben.html> .
 - ✓ They can claim their weekly benefits online or by phone. Claiming them online is currently the fastest way to process them.



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Claiming Weekly Unemployment Benefits (con't.)

- **Sometimes a non-negotiable check (a check that cannot be cashed) will be attached to their “Claim for Benefits” form.**
 - ✓ This may be because it is the first “Claim for Benefits” form issued to them for claiming their first two weeks of benefits. It may also be because there is a problem on their claim that must be resolved before benefits can be paid, or their claim is under appeal, or they have been denied benefits.
 - ✓ If a claimant receives this, they need to contact Unemployment either by phone or by visiting their local One-Stop office in person as soon as possible.



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Claiming Weekly Unemployment Benefits (con't.)

- When they claim their benefits, they will be asked a series of seven questions that pertain to the weeks they are claiming:
 - ✓ Were you able and available for work? (**Note:** If they were **physically unable** to work during the time period they are claiming, they may be eligible for NJ Temporary Disability Benefits. They can find more information about this on the NJLWD homepage: <http://lwd.dol.state.nj.us/>)
 - ✓ Were you actively seeking work?
 - ✓ Did you refuse any work?



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Claiming Weekly Unemployment Benefits (con't.)

– Weekly Benefit Questions (con't.)

- ✓ **Were you attending any school or job training?**
 - ✓ **If yes, were your attendance and progress satisfactory?**

- ✓ **Did you perform any commission or self-employment work, or were you entitled to holiday pay or vacation pay?**

- ✓ **Are you receiving, or have you applied for a pension or retirement pay?**

- ✓ **Did you work during the weeks claimed?**



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File A New Jersey Unemployment Claim

- **By Phone:** There are three Reemployment Call Centers in New Jersey for filing new unemployment claims and reopening existing claims by telephone. The Reemployment Call Centers are now open 7:00 a.m. to 6:00 p.m., Monday through Friday, and 8:00 a.m. to 12:00 p.m. (noon), Saturday and Sunday, excluding holidays.
- Claims will be dated the Sunday of the week in which the claimant calls. Call volume is heaviest on Mondays, so for faster service, call later in the week.
- In order to reduce your call waiting time, it may sometimes be necessary to limit calls by Social Security Number. When this happens, you will be asked to call back at another time.
- For additional information on filing a claim by phone, claimants can visit the website: <http://lwd.dol.state.nj.us/labor/ui/fileui/appphone.html>



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Filing An Unemployment Claim By Phone (con't.)

Where to Call

If the claimants 'residence is serviced by one of the following One-Stop Career Centers, they will file their unemployment claim by calling the Freehold Reemployment Call Center at (732) 761-2020.

Teletypewriter (TTY) users may file their unemployment claim by calling (732) 761-2035.

Dover	New Brunswick	Plainfield
Elizabeth	Newton	Somerville
Flemington	Perth Amboy	Toms River
Morristown	Phillipsburg	Trenton
Neptune		



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Filing An Unemployment Claim By Phone (con't.)

Where to Call (con't.)

If the claimants' residence is serviced by one of the following One-Stop Career Centers, they will file their unemployment claim by calling the Union City Reemployment Call Center at (201) 601-4159.

Teletypewriter (TTY) users may file their unemployment claim by calling (201) 601-4159.

East Orange	Jersey City	Passaic
Hackensack	Newark	Paterson



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Filing An Unemployment Claim By Phone (con't.)

Where to Call (con't.)

If your residence is serviced by one of the following One-Stop Career Centers, you will file your unemployment claim by calling the **Cumberland Reemployment Call Center at (856) 507-2340.**

Teletypewriter (TTY) users may file their unemployment claim by calling (856) 507-2399.

Atlantic City	Pleasantville	Vineland
Bridgeton	Salem	Westampton
Camden	Thorofare	Wildwood
Hammonton		



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File A New Jersey Unemployment Claim (con't.)

Online: A person may file their new unemployment claim, or reopen an existing claim via the Internet if they meet **ALL** of the following requirements:

- ✓ All of their work was in New Jersey in the past 18 months;
- ✓ They did not work for the federal government in the past 18 months;
- ✓ They did not serve in the military in the past 18 months;
- ✓ They did not work as a maritime employee in the past 18 months;
- ✓ They do not reside outside the United States;
- ✓ They do not want to reopen or file a claim for extended benefits.



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File A New Jersey Unemployment Claim (con't.)

Online (con't):

- If a claimant meets these requirements, they are strongly encouraged to file their unemployment claim via the Internet at our website: www.njuifile.net. This is currently the best way to expedite the claims process.
- ****Please Note**** There are never any charges to file an Unemployment Insurance claim in any state or territory. Please be aware that there are private websites that charge fees to provide information on New Jersey's Unemployment Insurance Benefits Program or try to offer assistance with filing an Unemployment Insurance claim. Anyone who visits a website that charges a fee for processing an application for unemployment insurance benefits should immediately exit that site before providing confidential information such as a credit card number or social security number. These other sites are not affiliated with or authorized by the New Jersey Department of Labor and Workforce Development.



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File A New Jersey Unemployment Claim (con't.)

Some Tips For Online Filing

The Claimant Must Have The Following Items Available:

- ✓ Pencil/pen and paper.
- ✓ Their Social Security Number.
- ✓ If they are not a U.S. citizen, they will need their Alien Registration Documentation issued by the U.S. Citizenship and Immigration Services (USCIS). This includes their alien registration type and number, country of origin, name, and their Employment Authorization Card or Permanent Resident Card if authorized to work in the United States.
- ✓ If they wish to have their benefits directly deposited in to their bank account, their bank information.



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File A New Jersey Unemployment Claim (con't.)

Online Filing Tips (con't.)

The Claimant Must Have The Following Items Available:

- ✓ Employer information on all employer(s) in the last 18 months including: name, address, telephone number, beginning and end dates of employment, and reason for separation.
- ✓ A New Jersey driver's license or Non-Driver Photo Identification Card. **Note:** This is not a requirement for filing a claim, but can help to expedite processing.
- **Note:** If their computer is idle for 30 minutes or more, their session will "time out" and all of their claim information will be lost. If they exit for any reason before completing the application, all of their information will be lost.



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File A New Jersey Unemployment Claim (con't.)

Online Filing Tips (con't.)

- When someone files an Unemployment claim for the first time, they will be required to create a unique and distinct User ID and password. *This ID and password is different than any they may have used for other services, including Workforce NJ.* It is NOT the PIN number they may have used to claim benefits on a previous claim. This is used to protect their privacy and identity.



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One-Stop Career Centers

One Stop Center	Address	Contact Numbers
Atlantic City	1333 Atlantic Avenue Atlantic City, NJ 08410-4417	Phone: 609-441-7345 Fax: 609-347-1193
Bayonne	690 Broadway, 3rd Floor Bayonne, NJ 07002-4725	Phone: 201-436-7803 Fax: 201-858-3488
Camden	2600 Mt. Ephraim PO Box 1100 Camden, NJ 08101-1100	Phone: 856-614-3843 Fax: 856-614-3845
Dover	109 Bassett Highway Dover, NJ 07801-3818	Phone: 973-361-9056 Fax: 973-361-9096
East Orange	50 S. Clinton Street 2nd Floor East Orange, NJ 07018-3121	Phone: 973-266-2820 Fax: 973-266-2830
Elizabeth	208 Commerce Drive Elizabeth, NJ 07201-2306	Phone: 908-820-7877 Fax: 908-820-7880



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One-Stop Career Centers (con't.)

One Stop Center	Address	Contact Numbers
Hackensack	60 State Street, 1st Floor Hackensack, NJ 07601-5451	Phone: 201-329-9600 Fax: 201-996-8023
Hammonton	44 N. White Horse Pike Ste. C Hammonton, NJ 08037-1856	Phone: 609-561-7004 Fax: 609-561-3242
Jersey City	438 Summit Avenue, 1st Floor Jersey City, NJ 07306-3126	Phone: 201-795-8708 Fax: 201-795-8720
Morristown	30 Schuyler Place, 2nd Floor Morristown, NJ 07960-5128	Phone: 973-631-6340 Fax: 973-631-632
Neptune	60 Taylor Avenue Neptune, NJ 07753-4844	Phone: 732-775-6016 Fax: 732-775-6066
New Brunswick	506 Jersey Avenue PO Box 2628 New Brunswick, NJ 08903-2628	Phone: 732-729-6589 Fax: 732-937-6274



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One-Stop Career Centers (con't.)

One Stop Center	Address	Contact Numbers
Newark	990 Broad Street PO Box 226 Newark, NJ 07102-0226	Phone: 973-648-2509 Fax: 973-648-3868
Newton	Sussex County Mall Rt. 206 Newton, NJ 07860-1408	Phone: 973-383-7669 Fax: 973-383-9969
Passaic	25 Howe Avenue Passaic, NJ 07055	Phone: 973-916-2631 Fax: 973-916-2640
Paterson	70 Broadway 2nd Floor Paterson, NJ 07501-2192	Phone: 973-977-6039 Fax: 973-225-5293
Perth Amboy	161 New Brunswick Avenue 3rd Floor, Suite 300 New Brunswick, NJ 08861-4109	Phone: 732-293-5014 Fax: 732-293-5007
Phillipsburg	75 S. Main Street Phillipsburg, NJ 08865-2339	Phone: 908-859-3321 Fax: 908-859-2261



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One-Stop Career Centers (con't.)

One Stop Center	Address	Contact Numbers
Plainfield	200 West Second Street, 2nd Fl. Plainfield, NJ 07060-2337	Phone: 908-412-7963 Fax: 908-412-7955
Pleasantville	2 South Main Street Plainfield, NJ 08232-2728	Phone: 609-813-3923 Fax: 609-813-3992
Somerville	75 Veterans Memorial Dr. E . Suite 100 Somerville, NJ 08876-2949	Phone: 908-704-3009 Fax: 908-704-3008
Thorofare	215 Crown Point Road PO Box 159 Thorofare, NJ 08086-0159	Phone: 856-853-3991 Fax: 856-384-3761
Toms River	1027 Hooper Avenue, Bldg. 6 Toms River, NJ 08753	Phone: 732-505-4194 Fax: 732-240-5105



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One-Stop Career Centers (con't.)

One-Stop Center	Address	Contact Numbers
Trenton	26 Yard Avenue PO Box 954 Trenton, NJ 08625-0954	Phone: 609-292-0633 Fax: 609-292-7123
Vineland	275 North Delsea Drive Vineland, NJ 08360-8105	Phone: 856-696-6675 Fax: 856-696-6575
Westampton	795 Woodland Road, 2nd Floor Westampton, NJ 08060-3817	Phone: 609-518-3958 Fax: 609-518-3962
Wildwood	3810 New Jersey Avenue Wildwood, NJ 08260-1915	Phone: 609-729-0664 Fax: 609-729-0852



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Questions

