

Partners Guide to Unemployment Insurance

The Oregon Employment Department invites community-based organizations, nonprofits, institutes of higher education, tribal governments, and other groups to become our community partners.

This guide provides more information on how you can help people navigate the Unemployment Insurance Program. Your assistance could greatly increase the chances of people getting benefits in a timely manner and sustain the economic health of your communities. Thank you for your support and partnership!

Ways to get involved as a community-based partner

The Oregon Employment Department hopes to improve equitable outcomes in the Unemployment Insurance Program by raising awareness, assisting people in understanding requirements, and helping them get the unemployment benefits they are eligible to receive.

When a person applies for Unemployment Insurance benefits, we refer to them as a “claimant.” You are not allowed to help claimants complete their applications or advise them that they are eligible or ineligible for benefits. However, you can support them by:

- Informing claimants only the Oregon Employment Department can decide whether an individual meets the requirements for unemployment insurance benefits.
 - Employers do not decide if former workers are eligible or ineligible.
- Sharing ways to apply for unemployment insurance benefits.
- Assisting claimants to navigate the unemployment insurance website at unemployment.oregon.gov.
- Assisting claimants to access [free translation and interpretation services](#). Call the unemployment insurance program at 877-345-3484. TTY users call 711 or TMobileIPRelay.com.
- Informing claimants there are never costs or fees to get unemployment insurance benefits.
- Helping claimants understand eligibility requirements.
- Informing claimants that unemployment insurance is not a type of public assistance. It is a social safety net like other insurance.
 - Applying for or receiving benefits does not affect immigration status.
- Informing claimants that they may qualify for unemployment insurance benefits even if their employers consider them to be gig workers or independent contractors.

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- Informing claimants they can use the U.S. Postal Service (USPS) General Delivery mail service option if they do not have a safe, reliable mailing address when filing their claim.
 - To use General Delivery:
 - Select a USPS Post Office that accepts General Delivery. Call 1-800-ASK-USPS or your local USPS Post Office for more information.
 - Have mail addressed to your name, General Delivery, and the city, state, and ZIP code of the USPS Post Office where you will receive your mail.
 - Check in regularly to pick up your mail.
 - When asked for a mailing address on your initial claim application, enter General Delivery for the street address. Use the city, state, and ZIP code of the USPS Post Office where you will receive your mail.

Assist claimants with interpretation and translation

- Interpretation and translation services are free upon request. Call the Unemployment Insurance Program at 877-345-3484. TTY users call 711 or TMobileIPRelay.com.
- Claimants can request the Oregon Employment Department to translate any official document into their preferred language.
- Let claimants know [the Unemployment Insurance website](#) is in 12 languages. They can find their language at the top of any page on the Unemployment Insurance website.
 - English, Spanish, Russian, Vietnamese, Korean, Simplified Chinese, Traditional Chinese, Lao, Somali, Amharic, Arabic, and Farsi
- Claimants can use their own interpreters.
 - The interpreter must be over the age of 18.
 - The claimant can sign a form waiving free interpretation services provided by the Oregon Employment Department or can have the waiver read to them in their preferred language and give verbal consent.
 - Claimants must sign the form or give verbal consent each time they speak with an agent of the Oregon Employment Department.
 - The Oregon Employment Department may require the use of professional interpretation services when discussing complicated or technical legal issues.

Share outreach materials with your community members and other organizations

- Print and share handouts from the [Outreach Toolkit](#).
 - For example, distribute flyers at your organization's office.

Share posts and videos from our social media accounts

- Begin outreach with the [Social Media Toolkit](#).
 - For example, share content from Oregon Employment Department social media accounts on your social media feeds.

Encourage claimants to file as soon as they become unemployed or have their hours reduced

- Filing promptly helps claimants receive all eligible benefits while unemployed. Many claimants delay filing when they meet requirements for benefits.
- Many claimants don't apply because they think they don't meet the requirements. Most claimants don't know the requirements to receive unemployment benefits.
 - ➔ File a new claim at frances.oregon.gov/claimant

Help claimants understand unemployment insurance eligibility requirements

- Each initial claim application is reviewed by the Unemployment Insurance Program to decide if the claimant meets the requirements to receive benefits.
 - If claimants do not meet the program's requirements, the Unemployment Insurance Program will reduce or deny their benefits.
 - Failing to meet requirements can deny benefits for a single week or multiple weeks. More information: [Common reasons for denial](#).
- Each claimant's circumstances are different and their eligibility for benefits can vary from week to week.
- Each state has its own requirements.
- Encourage claimants to file so they can find out if they are eligible.

Help claimants to understand reporting requirements

- A claimant needs to provide specific personal and employment information when filing their initial claim application. A checklist of required information:
 - [English](#), [Spanish](#), [Russian](#), [Vietnamese](#), [Korean](#), [Simplified Chinese](#), [Traditional Chinese](#), [Lao](#), [Somali](#), [Amharic](#), [Arabic](#), and [Farsi](#).
- Inform claimants to report all employment on their initial claim for the last eighteen (18) months.
 - This includes employment in other states, for the federal government, or while on active duty in the armed services.
 - Other states include the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.
- Remind claimants to save important documents that employers provide to them, like paycheck stubs and W-2 forms.
- Inform claimants that employers can have a public name that they do business as and a different, official name that is registered with the Oregon Employment Department.
 - Employers provide all workers with forms like the W-2, paystubs, and pay statements that have the official business name on them.
- Knowing the employer's Federal Employer Identification Number (FEIN or EIN) or the Oregon Business Identification Number (BIN) ensures accuracy when completing the "Employment History" section of the initial claim application.

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- The Employer Identification Number (EIN) and Business Identification Number (BIN) can be found on W-2 and 1099 forms, and on some paycheck stubs and pay statements.

W-2

22222 VOID <input type="checkbox"/> Employer's social security number		For Official Use Only OMB No. 1545-0046	
FEIN b Employer identification number (EIN)	1 Wages, tips, other compensation		2 Federal income tax withheld
Name c Employer's name, address, and ZIP code	3 Social security wages	4 Social security tax withheld	
	5 Medicare wages and tips	6 Medicare tax withheld	
	7 Social security tips	8 Allocated tips	
d Control number	9	10 Dependent care benefits	
e Employer's first name and initial	Last name	Suff.	11 Nonqualified plans
			12a See instructions for box 12
			12b
			12c
			12d
f Employer's address and ZIP code	13	14	
BIN 14 State Employer's state ID number	15	16	17
	18	19	20

- Inform claimants about the weekly work search requirements
 - Claimants need to show they are actively looking for work by completing at least five work-search activities per week. They must make direct contact with employers for at least two of the five work-seeking activities.
 - More information: [Weekly work search requirements](#)

Understanding wages and hours

- Not all wages and hours can be used for unemployment insurance benefits.
- The Wage and Potential Benefit Report determines eligible wages and hours for benefits.
 - It is the first letter that the claimant receives after filing their initial claim application.
 - Only Oregon wages are reported on the Wage and Potential Benefit Report.
 - After review of wages and hours, a second Wage and Potential Benefit Report will be sent if wages or hours are modified.
 - More information: [Lack of Reported Wages](#)
 - Wage Review
 - If wage and hour information is missing or incorrect, a claimant must request a wage review to have the information corrected.
 - To request a wage review:
 - Call the Unemployment Insurance Program at 877-345-3484.
 - TTY users call 711 or [TMobileIPRelay.com](#).
 - Send a message through the [Contact Us form](#). Use “Wage Review” in the subject line.
 - Use Frances Online to send a message. Use “Wage Review” in the subject line.
 - Acceptable Documents for a Wage Review
 - Claimants may not need to provide documents for a wage review.
 - Acceptable documents are called “proof of earnings.” These include:
 - W-2 forms
 - Paychecks, payroll statements, and reports
 - Bank statements, including Venmo, PayPal, Zelle, Cash App
 - Screenshots of payment and service activities from an employer’s app

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- A claimant who has received a 1099 form may be eligible for benefits after a wage review. A claimant whose employer says they are an independent contractor must first ask the Unemployment Insurance Program to review if they're an employee. If they are found to be an employee, then those wages could be used for the claim.
- Personal income tax returns cannot be used to prove employment, wages, or hours.
- Send documents after requesting a Wage Review
 - Send wage documents in a message through the [Contact Us form](#). Use “Wage Review” in the subject line.
 - Use Frances Online to send wage documents in a message. Use “Wage Review” in the subject line.
 - Go to a WorkSource Oregon location with wage documents from an employer.

Help claimants set up reemployment meetings with WorkSource Oregon

- A requirement to receive unemployment benefits is to meet with an agent from [WorkSource Oregon](#).
 - The meeting can be in person or online in a video call.
- Another requirement is to provide identification documents to the meeting.
 - This will need to be done in person or in a video call.
- The meeting will provide help and advice on looking for work.
 - More information: [Job Seeking and WorkSource Oregon](#)
 - Watch this video to learn more about the welcome meeting. [You just applied for unemployment insurance in Oregon. Now what?](#)
- For more information about language access services, see above: [Assist claimants with interpretation and translation](#).

Support claimants in searching for work

- Assist claimants with registering with [iMatchSkills](#).
- Allow claimants to use computers at your organization to file claims and look for jobs online.
- Help claimants find computers to use for filing claims and performing work-search activities.
 - [WorkSource Oregon locations](#)
 - Some libraries: [Oregon Library Directory Map](#)
 - Some community centers
- Help claimants find transportation to perform job-seeking activities.
 - [Ride Connection](#) in Multnomah and Washington Counties

Learn more about the Unemployment Insurance Program to help claimants who need additional support

- **How to create an account in Frances Online**
 - [Create an Account in Frances Online Video](#) (Video)
 - [Create an Account in Frances Online Guide](#) (PDF)
- **How to apply for benefits**
 - [How to File an Initial Claim using Frances Online Video](#) (Video)
 - [How to File an Initial Claim using Frances Online Guide](#) (PDF)
 - [How to Apply for Unemployment Insurance Benefits](#)
- **How to verify your identity**
 - [Verify Your Identity to Receive Unemployment Insurance Benefits \(Webpage\)](#)
 - [Verify Your Frances Online Account](#) (PDF)
- **How to file a weekly claim**
 - [How to File a Weekly Claim \(Webpage\)](#)
 - [How to File a Weekly Claim in Frances Online \(Video\)](#)
 - [How to File a Weekly Claim in Frances Online \(PDF\)](#)
 - [How to report weekly work search activities \(Webpage\)](#)
- **Work Authorization**
 - Claimants must be authorized to work in the U.S. to be eligible for unemployment insurance benefits.
 - Only wages earned while a claimant was authorized to work in the U.S. will be used to determine unemployment insurance eligibility and benefit amount.
 - If a claimant is not a U.S. citizen, the claimant will need to provide a work authorization number and name as it appears on any work authorization documents when filing the initial claim.
 - Claimants may need to provide work authorization documents upon request.
- **Welcome Process for Reemployment Services and Eligibility Assessment**
 - [Set up a virtual meeting appointment](#)
 - [Find the location and phone number of your nearest WorkSource Oregon office to schedule an in-person meeting](#) (PDF)
 - [Request a reasonable accommodation or other assistance](#) for an in-person appointment
- **[Frequently Asked Questions](#)**

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• Additional Programs

- There are a few special programs for unemployed claimants who meet certain requirements. These programs are only available for claimants with valid, active Unemployment Insurance claims. Learn more about the following programs to see if you meet the requirements.
- [Self-Employment Assistance \(SEA\) program](#): This program helps unemployed people become self-employed.
- [Training Unemployment Insurance \(TUI\) program](#): This program helps dislocated workers gain new skills in order to return to work.
- [Trade Act program](#): This federal program provides benefits and services to U.S. workers who have lost jobs due to foreign competition.
- [Work Share program](#): This program helps Oregon businesses avoid layoffs by reducing some employees' hours. Employers apply for the program and workers must apply and meet requirements for unemployment insurance benefits.

• Overpayments and Overpayment Waivers

- If someone is paid benefits and did not meet the requirements for the weeks paid, they may have to pay the money back. Oregon recognizes that repayment can add stress to an already difficult time in people's lives.
 - An overpayment waiver is available when repayment would be a financial hardship.
 - An overpayment waiver applies to any non-fraud overpayment.
- Requests are reviewed to determine if repayment will cause financial hardship.
- A request form is sent along with the Notice of Overpayment.
 - Frances Online: Click "I Want To...", then select "UI State Overpayment Waiver".
 - Download PDF form: unemployment.oregon.gov/forms
 - Overpayment Assistance: 503-947-1995 or (toll-free) 877-668-3204

• Appeals & Prepare for a Hearing

- If the Oregon Employment Department reduces or denies a claimant's benefits, a letter will be sent called an administrative decision. If the claimant doesn't agree with the decision, they have the right to request a hearing.
 - Employers can also request hearings. If an employer requests a hearing, the claimant will be notified with a letter called Notice of Hearing.
- [How to Prepare & Present Your Case](#) (PDF)
- [Representing Yourself at an Administrative Hearing Before the Office of Administrative Hearings](#) (Website)
- [Office of Administrative Hearings Contacts and Publications](#) (Website)
- Learn more about the [Appeals Process](#) (Website)

• Unemployment Insurance Program Claimant Handbook

- Helping claimants to understand the [UI Claimant Handbook](#) or [Audio UI Claimant Handbook](#), which provides important information about benefits from the Unemployment Insurance Program.
- The UI Claimant Handbook is available in these languages: [English](#), [Spanish](#), [Russian](#), [Vietnamese](#), [Korean](#), [Simplified Chinese](#), [Traditional Chinese](#), [Lao](#), [Somali](#), [Amharic](#), [Arabic](#), and [Farsi](#). (PDF)
- Audio versions of the claimant handbook are available in [English](#), [Spanish](#), [Vietnamese](#), [Russian](#), and [Arabic](#) on YouTube and unemployment.oregon.gov
 - youtube.com/@ORGovEmployment/podcasts

Directory of Oregon Employment Department Resources

Telephone Numbers

Unemployment Insurance

- Claims Line 877-345-3484
- Weekly Claim Line 800-982-8920
- Overpayments 503-947-1995 or 877-668-3204
- Special Programs 503-947-1800 or 800-436-6191
 - Self-Employment Assistance (SEA)
 - Training Unemployment Insurance (TUI)
 - Work Share
- Trade Act Program 877-639-7700
- Fraud Reporting Line 503-947-1995 or 877-668-3204

Office of Administrative Hearings

- UI Appeals Line 503-947-3149

Paid Leave Oregon

- Claims Line 833-854-0166

WorkSource Oregon

- Language Access Line 833-685-0845
- Find a local WorkSource Oregon location and phone number at worksourceoregon.org/contact

Websites

Unemployment Insurance

- Learn about UI unemployment.oregon.gov
- Frances Online frances.oregon.gov
- Benefit Estimator unemployment.oregon.gov/estimator
- Overpayments unemployment.oregon.gov/overpayments
- Additional Programs unemployment.oregon.gov/programs
 - Self-Employment Assistance (SEA)
 - Training Unemployment Insurance (TUI)
 - Work Share
 - Trade Act unemployment.oregon.gov/trade-act
- Fraud and Identity Theft unemployment.oregon.gov/fraud
- Reporting Fraud and Identity Theft unemployment.oregon.gov/report-fraud

Office of Administrative Hearings

oregon.gov/oah

Paid Leave Oregon

paidleave.oregon.gov

WorkSource Oregon

worksourceoregon.org

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Other Resources

2-1-1

Information on Community Services

- Phone
- Website

211
211info.org

Bureau of Labor & Industry (BOLI)

- Phone
- Website

971-245-3844
oregon.gov/boli

Oregon Health Care

- Phone
- Website

855-268-3767
healthcare.oregon.gov

Thank you for your support and partnership!

We are grateful to our community partners for helping us reach every Oregonian who may meet the requirements to receive unemployment benefits. Please let us know how your organization is doing and any constructive feedback from your community. If you have any questions or ideas about the partner toolkit or would like to be informed about future updates to Community Partner Toolkit resources, reach out to Navigator@employ.oregon.gov.