

COVID-19 and Unemployment Benefits Associate FAQ

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I. General Unemployment Definitions and Eligibility

Q. What is Unemployment Insurance?

A: Unemployment Insurance (UI) is temporary income for Employees who are unemployed through no fault of their own and who are either looking for new jobs, in approved training, or awaiting recall to employment. The funding for unemployment insurance benefits comes from taxes paid by employers. Employees do not pay any of the costs.

Q. Will I be eligible for unemployment insurance benefits?

A. In general, Employees must have earned sufficient wages during a specified time called the “Base Period” in order to qualify for monetary benefits. Base period wage amounts are determined by your state unemployment agency. To collect UI benefits, you must also meet certain legal eligibility requirements determined by the state where you work.

Contact your state unemployment agency to determine if you qualify and for determination of monetary UI benefits.

Q. How do I file for unemployment insurance benefits?

A. Each state operates its own unemployment insurance program. Many require you to file for UI benefits online, and some provide toll-free numbers or other ways to obtain assistance in filing. Contact your state unemployment agency for instruction and/or assistance on how to file a UI claim.

Please refer to the link below to access your state unemployment website. Select your state to file and to learn more, including details about UI benefits associate with COVID-19 claims.

<https://www.careeronestop.org/WorkerReEmployment/Toolkit/find-unemployment-benefits.aspx>

Please note many states are in the process of updating their websites to reflect these new laws. In the meantime, we recommend that you file for benefits as directed on your state's website and look for information about how to receive future updates.

Q. How do I collect unemployment benefits from another state?

A. If you live in one state and work in another, you file unemployment in the state where you work. Most states allow you to file online or by phone. If you lost your job, then moved to another state, the same rule applies. The exact process varies from state to state.

Q. I am Part Time Associate. Do I qualify for UI Benefits?

A. Please contact your state unemployment agency to determine if you qualify for UI benefits. In order to determine eligibility, you must first apply for unemployment and follow the state's filing procedures for reporting of past wages. If you're temporarily out of work or working reduced hours due to COVID-19, you may qualify for partial UI benefits.

II. COVID-19 and the CARES ACT

Q. I am still working but my work hours or wages were reduced due to a COVID-19 situation. Should I apply for UI benefits?

A: If you are working but your work hours and/or wages were reduced due to a COVID-19 situation, you may be eligible for partial unemployment benefits. The state may require that you report the amount of wages you are being paid each week, while your work hours and/or salary is reduced. Report the payments you received accurately. The state will determine your eligibility for UI benefits based on their weekly benefits regulations. Contact your state unemployment agency for more details about your eligibility for partial UI benefits.

Q. What if I am temporarily laid off from work because business has slowed down due to COVID- 19?

A. If you are laid off from work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a direct result of COVID-19, you may be able to receive UI benefits. In order to determine eligibility, you must contact your state unemployment office and apply for unemployment.

Q. What if I am directed by a medical professional or public health official to quarantine as a result of COVID-19, but I am not sick?

A. You may qualify for UI benefits if a medical professional or public official requires you to quarantine as a direct result of COVID-19. Contact your state unemployment agency to determine if you qualify for UI benefits if your unit or work location is still operating and had not closed temporarily.

Contact your Manager for updates about the operation status of your work location as a result of COVID-19 if changes occur. If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand because of COVID-19, you may be able to receive unemployment benefits.

Q: How much will I receive in UI benefits?

A: The amount you can collect is generally set by the state where you work and your earnings history. In general, UI benefits pay about 50% of what your average weekly wage was over the last 12-18 months and up to the state's weekly benefits amount.

However, under the new federal legislation and as part of the **Coronavirus Aid, Relief, and Economic Security (CARES) Act**, additional unemployment related benefits have been made available and eligible individuals will receive an additional \$600/week in addition to the state's weekly benefits allowance through July 2020.

Q. How long can I collect UI benefits?

A. Eligible individuals may collect unemployment for the length of time allowed by their state where they work, plus an additional 13 weeks under the CARES Act. Please contact your state unemployment office for more information about updates related to COVID-19 benefits and their filing rules.

Q. I have heard that many states are waiving traditional filing requirements for individuals applying for UI benefits who were temporarily laid off (furloughed) or whose hours were reduced due to a COVID-19 situation. Is that true?

A. Yes, many states are applying certain filing flexibilities such as waiving the traditional "first week" and other job search requirements due to COVID-19 situations. Under the CARES Act individuals filing for UI benefits as a direct result of COVID-19 will automatically have their waiting week for benefits waived.

- Q. I have been temporarily laid off from work due to COVID-19 and being offered to work a reduced work shift at another company's location and/or on a temporary basis. Would I still qualify for UI benefits?**
- A.** Individuals may qualify for partial UI benefits even when they are called to work, if their work hours and/or salary has been reduced COVID-19. Please ensure to report all the wages paid by your employer to the state unemployment agency when you file for benefits. The state will determine your benefits and make the appropriate monetary adjustments.
- Q. I have received UI benefits in the last 12 months before COVID-19 and may have used all my states UI allotment. Should I apply for additional benefits under the CARES Act if I was temporarily laid off or if my work hours were reduced as a result of COVID-19?**
- A.** Yes, under the CARES Act, you may qualify for additional 13 weeks of UI benefits. Please contact your state's unemployment agency to determine if you qualify for additional benefits.

III. Accessing Information for My Claim

- Q. I attempted to apply for UI benefits and the state is requesting additional information about my work status or about my employer that I am unable to provide. Who should I contact for assistance getting that information?**
- A.** Please contact your Manager if you have questions about your work status. You may also contact the Compass Unemployment Support team via email at unemployment-inquires@compass-usa.com for assistance obtaining the information requested by the state.
- Q. While I was applying for UI benefits, the state asked me to provide the company's Federal ID number. Where I can find that information?**
- A.** Associates can find their company's Federal ID number on their W2 or 1099 tax forms.
- Q. I need a copy of my W2 to access important information about my wages and employer's information to file for UI Benefits. Where can I find it?**
- A.** Associates may call the Payroll department at 877-311-4747 – Option# 6 and follow the required prompt for W2 information or send an email W2Reprints@compass-usa.com to get a copy of their W2. Your Manager can also provide you copies of W2 reprints for tax years 2017, 2018 and 2019 from MyCPM. For years prior to 2017, please send an email to W2Reprints@compass-usa.com.

IV. Special Guidelines for Georgia Associates

Q. How do I file for unemployment insurance (UI) benefits?

- A.** It is important for you to know that an emergency [GDOL Employment Security Law Rule 300-2-4-0.5 Partial Claims](#) was re-adopted on March 19, 2020 mandating employers to file partial claims online on behalf of their full and part-time employees who work less than full-time due to a temporary partial or total company shutdown caused by the COVID-19 emergency.

You don't have to file an UI claim or request your weekly unemployment benefit payments. Your employer will file a partial UI claim on your behalf for any week your work hours are reduced due to COVID-19 or if you are furloughed as direct result of COVID-19.

Q. Should I register for Employment Services [EmployGeorgia.com](#), or search for work in order to qualify for UI partial benefits?

- A.** No, you are not required to register for Employment Services, or search for work in order to qualify for UI benefits, when your employer files a partial UI benefits on your behalf due to a COVID-19 situation.

Q. What if the states notifies me that I am ineligible for partial UI benefits?

- A.** If you receive notification from GDOL that your claim is not valid due to insufficient wages **and you know** that you have earned more wages in the quarters listed, please contact your state's local career center for assistance.

Q. Who should I contact if the GDOL requests additional information from my company about my past wages and/or information about my employment status?

- A.** Please contact the Compass Unemployment Inquiries Support team via email at Unemployment-inquiries@compass-usa.com.