

Applying for Unemployment Benefits

The second webinar in the “Unemployment in the Time of COVID-19” program series, a partnership between The Job Connector at MIT and the City of Cambridge Department of Human Service Programs (DHSP).

Presented by DHSP's Community Learning Center (CLC)
& Office of Workforce Development (OWD)

Presenters:

Felipe Vaquerano (CLC)

Yan Zheng (CLC)

Abra Berkowitz (CLC)

Lori Segall (CLC)

Michael Merullo (OWD)



Department of
Human Service Programs



Community Learning Center



Our Mission:

The CLC empowers a diverse community of adult learners to transform their lives and realize their potential through education, skills development, and community participation.



CLC Programs and Offerings

- Learn English
- Preparation for HiSET and GED tests
- Preparation for College
- Certified Nursing Assistant (CNA) course
- Information Technology Career Training
- U.S. Citizenship Classes
- Education and Career Advising
- Volunteer Opportunities



Office of Workforce Development

Our Mission:

OWD expands employment and training opportunities for Cambridge residents by developing partnerships with employers, community-based organizations, Cambridge schools, and post-secondary institutions. OWD offers a variety of programs, including:

Cambridge Employment Program (CEP) provides Cambridge residents with career counseling including job search, resume/cover letter help and interviewing skills and preparation.

Cambridge Works is a transitional jobs program providing Cambridge residents ages 18-35 with a paid internship, professional development training and case management.



Agenda

- **Part 1 – How to File for Unemployment Benefits & Request Weekly Benefits**
- **Part 2 – How to File for Pandemic Unemployment Assistance (PUA)**
- **Part 3 – Common Pitfalls**
- **Part 4 – Q & A**



Part 1 – How to Apply for Unemployment Benefits

Step-by-Step Instructions from the Department of Unemployment Assistance (DUA)

<https://www.mass.gov/doc/filing-a-new-unemployment-claim-covid-19/download>



Who is Eligible for Standard Unemployment Benefits?

To be eligible, you must:

- Have earned at least:
 - \$5,100 during the last 4 completed calendar quarters, and
 - 30 times the weekly benefit amount you would be eligible to collect
- Be legally authorized to work in the U.S.
- Be unemployed, or working significantly reduced hours, through no fault of your own
- Be able and willing to begin suitable work without delay when offered



Unemployment Insurance Online Information Guide

A Step-By-Step Guide to Filing an Unemployment Claim Online



Updated for COVID-19

Before you begin

Collect the documents and information you will need while you file your claim:

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date

Before you begin

- Your employment history for the last 15 months, which includes:
 - The names of all your employers
 - Employer addresses
 - Employer phone numbers
 - Reasons for separation from your employers
 - Employment start and end dates
 - Recall dates

Optional:

- If you want to use direct deposit, your bank account number & routing number
- Your email address

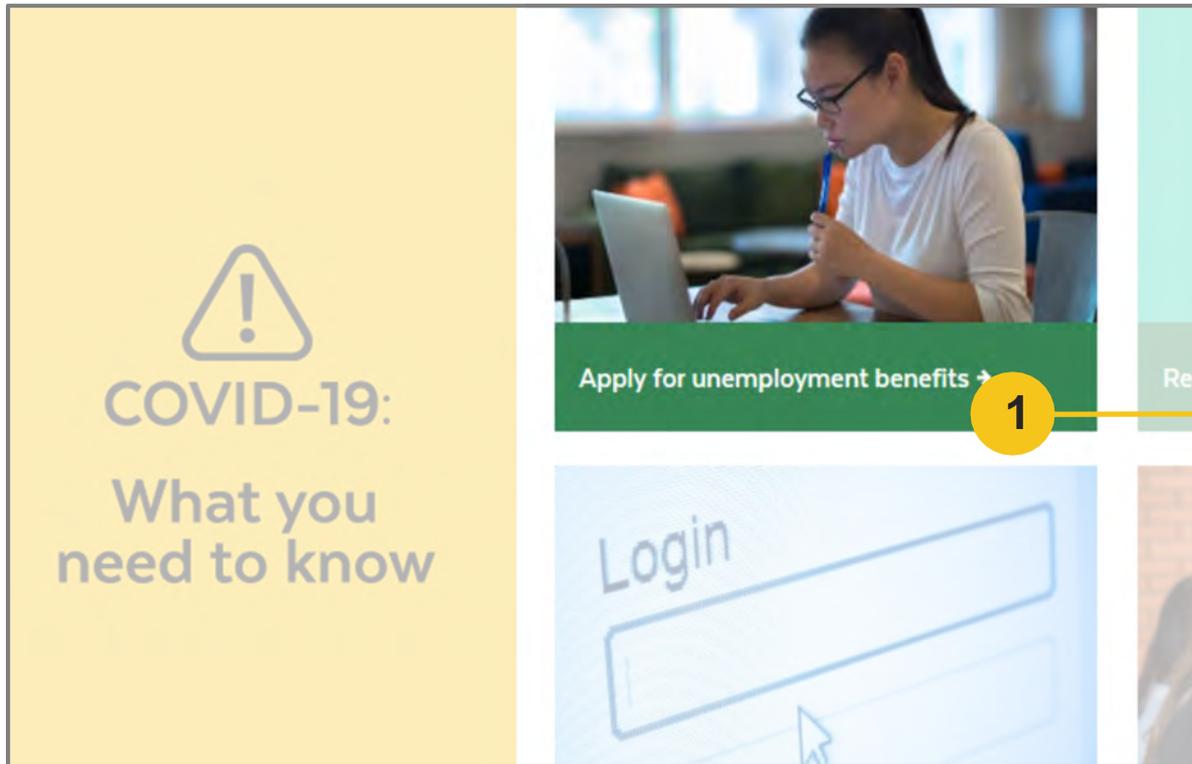
If these apply to you:

- The social security numbers and dates of birth for your dependents
- Your union name and local number (if you are a member of a union)
- If you were in the Military, information from your DD-214 Member 4 (not mandatory to apply)
- If you were a Federal Employee, you will need information from your SF8 (not mandatory to apply)

How to file a new unemployment claim

1. Turn on your computer and access the Internet
2. On the address bar, type www.mass.gov/dua
3. Recommended web browsers:
 - Microsoft® Internet Explorer
 - Mozilla Firefox
 - Google® Chrome

Click on Apply for unemployment benefits



Scroll down and Click Apply for unemployment benefits

Click on Apply for unemployment benefits

Have you lost your job? You may qualify for temporary income to support you while you look for a new one.

 You should apply for unemployment benefits during your first week of total or partial unemployment. Most claims are processed within 21-28 days after filing. It may take longer if there is an issue with your claim.

Apply for unemployment benefits online → **1**

Check eligibility → **2**

Click Apply for unemployment benefits online

Check Eligibility

Read the Warning Statement

violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and equipment are subject to monitoring to ensure proper performance of applicable security features may result in the acquisition, recording, and analysis of all data being communicated, transmitted system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

I have read and understand the information above. I understand that DUA will verify the information

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

Social Security Number: *

Confirm your Social Security Number: *

Next

1

Read and Click to Authorize

2

Enter Social Security Number in both fields

3

Click Next

Start the Unemployment Benefits Application

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Getting Started with the Massachusetts Unemployment Benefits Online Application

[Do I meet the eligibility requirements?](#)

[When should I file for unemployment benefits?](#)

[What information will I need to apply for benefits?](#)

[What if I worked in another state?](#)

[How will my unemployment benefits be determined?](#)

[How are benefits paid?](#)

[Can I file if I was in the Military or worked for the Federal Government?](#)

[Web page viewing tips](#)

[System Security](#)

1 → **Click to Start the Application**

Start the Unemployment Benefits Application



Helpful tip: This page has several helpful links for further reading

Click to Start the Application

Review application checklist

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date
- Your employment history (most recent 15 months) which includes:
 - The names of all your employers
 - Employer addresses
 - Employer phone numbers
 - Reasons for separation from your employers
 - Employment start and end dates
 - Recall dates
- The social security numbers and dates of birth for your dependents
- Your union name and local number (if you are a member of a union)
- If you were in the **Military** you will need information from your DD-214 Member 4 (not mandatory to apply)
- If you were a **Federal Employee**, you will need information from your SF8 (not mandatory to apply)
- Your e-mail address (optional)
- If you want to use direct deposit you will need your **bank account number and bank routing number**

Select [Print](#) if you would like to see this list in a printer-friendly window.

Previous

Next

1

Read the information checklist

2

Click Next

Read the Data Privacy Authorization statement

Data Privacy Authorization

The information you provide is required by the Department of Unemployment Assistance (DUA) to determine your unemployment insurance benefits. This information is confidential and will not be disclosed except as allowed by law.

Your social security number is needed to file a claim, to identify you, to obtain wage information, to determine your benefits and for reporting your receipt of unemployment compensation to the IRS and other government agencies for the administration of their programs. Your application cannot be processed without all personal and employment information requested herein. 26 U.S.C. 6109(a) requires DUA to obtain your social security number from you when you file for unemployment benefits.

Employers are authorized by law to provide DUA with information needed to determine your eligibility for benefits. This information includes your dates of employment, wages paid and the reason for your employment separation. Information you provide about why you left specific employment may be disclosed to that employer so that DUA may determine your eligibility for unemployment benefits.

I certify that all information provided is accurate and that the answers to all questions are true and correct. I know that Massachusetts Law provides penalties and/or imprisonment for false statements to obtain benefits and that DUA will verify my information to assure its accuracy. If I check 'Yes', I acknowledge that, under penalty of perjury, all information provided is complete and accurate to the best of my knowledge.

I have read and agree with the above: Yes No*

Note: If you check 'No' you cannot continue through this application. Tell me more about [data privacy](#).



Helpful tip: If you do not approve, you cannot proceed

Read the Data Privacy Authorization

If you agree, **Click** Yes

Click Next

Determine unemployment claim begin date

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

When will my claim begin?

Your claim begin date will be:

Sunday, March 12, 2017

You may be eligible for an earlier begin date if you worked part-time last week. Did you work part-time?

Yes No*

1

Click Yes only if you worked fewer than your regular scheduled hours
Click No if you worked your regular scheduled hours

2

Click Next

Enter your hours worked this week

Unemployment Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

...t benefits if:

...employment.

...ced and you will work less than your regular schedule of working hours.

...arch 12, 2017 through Saturday, March 18, 2017 how many hours did you or will you work? *

...please enter zero.

...ally work during the week? *

Previous Next **3**



Helpful tip: Select the Sunday of the week you are filing the claim

1

Enter the number of hours you worked or will work this week

2

Enter the number of hours you work in a regular workweek

3

Click Next

Answer initial questions

📌 Coronavirus Disease 2019 (COVID-19) Emergency Guidance

Being impacted by COVID-19 may include but is not limited to the following:

- ↳ Employer closed
- ↳ Hours reduced
- ↳ You or someone in your household is quarantined
- ↳ You or someone you are caring for is "high risk" (older adults and/or persons with serious chronic medical conditions)
- ↳ Lack of childcare

Are you out of work because you have been impacted by the COVID-19? Yes No*

Initial Questions

Tell us about your employment.

1. Indicate **all** type(s) of employment you had since (1/1/2019) *

I have not worked since last year (1/1/2019)

Employed in **Massachusetts** (excluding military and federal civilian employment)

Employed in **Non-Massachusetts** (excluding military and federal civilian employment)

Employed by the **Military in Active Duty**

Employed as a **Federal Civilian**

2. Since 3/17/2019 have you applied for unemployment benefits from a state other than Massachusetts? Yes No*

3. Enter your residential address:

Address Line 1:

Address Line 2:

City:

State: MA - Massachusetts ▼

ZIP Code:

Country: US - United States Of Americ. ▼

4. Are you presently in Massachusetts? Yes No*



Helpful tip: Most applicants will have worked in MA and will select this box. Select the box below only if you have worked outside of MA.

Select all types of employment since 1/1/2016. Check as many boxes as needed.

Enter residential address

Confirm if you are currently in MA

Confirm your address

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Address Validation - Residential

The address you entered is verified to ensure that the U.S. Post Office can deliver mail to that address. For faster mail delivery, please add the zip+4 code. Please select the most accurate mailing address below.

Possible Matches

- 19 Staniford St
Boston, MA 02114-2502

Provided Address

- 19 Staniford Street
Boston, MA 02114

Previous Next

1

Confirm your address

2

Click Next

Enter personal information

* Indicates

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Claimant Authentication

1

1. Enter your Social Security Number(No Dashes): *
2. Confirm your Social Security Number: *
3. Birth Date: *
4. Gender: Female Male *
5. First Name (as it appears on your Social Security card): *
6. Middle Initial: *
7. Last Name (as it appears on your Social Security card): *
8. Driver's License Number:
9. Issued by State: ▼

2



Helpful tip: This page will only appear for first-time applicants

Confirm your address



Helpful tip: Only enter your middle initial and driver's license info if this applies to you

Click Submit

Create your password and security questions

* Indicates Required

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Set Password

Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the password guidelines.

New Password: *
 Confirm Password: *
 Security Question: *
 Security Answer: *
 Confirm Security Answer: *

Remember this information. You will need it to access your claim online.

Save



Helpful tip: This page will only appear for first-time applicants



Complete all fields with asterisks



Helpful tip: Write down this info in a safe place. You will need it to access your claim and portal online.



Click Save

Confirm mailing address

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Contact Information

First Name: **Charles**
 Middle Initial:
 Last Name: **Smith**
 Suffix:

Residential Address

Address Line 1: **19 Staniford St**
 Address Line 2:
 City: **Boston**
 State: **MA**
 Zip: **021142502**
 Country: **US**

Mailing Address

Check this box if Mailing Address is same as Residential Address: **1**

In care of (c/o):
 Address Line 1:
 Address Line 2:
 City:
 State: MA - Massachusetts
 ZIP Code:
 Country: US - United States Of America

If the place you live is the same as your mailing address, **Check** the box. If you live in a different place than where you receive your mail, **fill it in**. **Scroll down**

Enter telephone number, contact method, and language

Address Line 2:	
City:	
State:	MA - Massachusetts
ZIP Code:	
Country:	US - United States Of Americ:
Telephone Number	
Home:	
Cell:	
Other:	
International:	
Enter email address:	
Re-enter email address:	
Correspondence Preference	
Choosing electronic correspondence will ensure that benefits are processed and paid faster.	
How would you like to receive your correspondence?	<input type="radio"/> Electronic <input type="radio"/> US Mail*
Note: If you select electronic correspondence you must provide an email address.	
Primary Language	
DUA will make best efforts to provide you with services in your primary language.	
Is English your primary language?	<input type="radio"/> Yes <input type="radio"/> No*



Helpful tip: "other" and "international" are optional fields

1

Enter your home and cell telephone numbers. If you do not have a home telephone, enter your cell in both.

2

Enter your email address, then confirm it below

3

Select if you prefer to be contacted by email or US Mail



Helpful tip: Select Electronic for faster claim processing

4

Select if English is your primary language

Enter additional personal information

Friday, March 17, 2017 [Print Preview](#)

* Indicates Required Field

Unemployment Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Personal Information

1. Are you a Military Veteran ? Yes No*

2. Race : *

3. Are you of Hispanic heritage? : Yes No I choose not to answer*

4. Select your highest level of education completed:

5. Do you have a Disability? Yes No I choose not to answer*

6. Are you a U.S. citizen? Yes No*

7. Are you required by a court order or other government agency to pay child support?

A. In Massachusetts? Yes No*

B. In a state other than Massachusetts? Yes No*

8. If you have qualified dependent children, you may be eligible to collect additional benefits. Click here to review the definition of qualified dependents. Do you wish to apply for dependency allowances? Yes No*

2



Helpful tip: If you are adding dependent children, you will need to provide additional information

1

Complete all fields with asterisks

2

Click Next

Enter work information

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Work Information

1. Are you a union member who is currently seeking work exclusively through a union hiring hall or business agent? Yes No*

2. Have you been notified by an employer of a definite return to work date? Yes No*

If Yes, enter your return to work date, and select means of notification: In Writing N
(mm/dd/yyyy)

3. Are you customarily laid off and do you later return to work with the same or different employer in your industry and/or your occupation? Yes No*



Helpful tip: In most cases, applicants do not have a definitive return-to-work date

1

Complete all fields with asterisks

2

Click Next

Identify your job title

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the most accurate description and select **Next**.
- For additional information related to a Job Title, select the **Additional Information** link associated with the job title.

Job Title:

1

2

Search Reset

Previous Next

Enter your job title (for example, 'bus driver')

Click Search

Select job description

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title and select **Next**.
- For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title:

1 Search Results

Select	Job Title	Description
<input type="radio"/>	Bus Drivers, School or Special Client	Transport students or special clients, such as the elderly or persons with disabilities. Ensure adherence to safety rules. May assist passengers in boarding or exiting.
<input type="radio"/>	Bus Drivers, Transit and Intercity	Drive bus or motor coach, including regular route operations, charters, and private carriage. May assist passengers with baggage. May collect fares or tickets.
<input type="radio"/>	Taxi Drivers and Chauffeurs	Drive automobiles, vans, or limousines to transport passengers. May occasionally carry cargo. Includes hearse drivers. Excludes "Ambulance Drivers and Attendants, Except Emergency Medical Technicians" (53-3011) and "Bus Drivers" (53-3020).

2



Helpful tip: Click on a different page for additional job title descriptions

When you find the job and description that most closely matches yours, **Select** that job

Click Next

Enter number of years you worked this job

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Additional Occupation Information

Job Title: **Bus Drivers, School or Special Client**

To search for job title select search

How many years have you done this type of work?:

Note: If you have worked for less than one year, enter 1.



Helpful tip: If you have had this job for less than one year, enter 1

1

Enter the number of years you've had this job

2

Click Next

Choose tax withholding option

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Tax Withholding Options

Unemployment benefits are taxable income under both federal and Massachusetts law. You may be required to make estimated payments to federal and state income tax. I authorize the Department of Unemployment Assistance to make estimated payments regarding income taxes withholding:

- Withhold Federal income tax at the rate of 10%; or
- Withhold State income tax at the rate of 5.15%; or
- Withhold Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate of 5.15% rate of 15.15%
- I choose not to have any income tax withheld from my benefits

Note: You may change your income tax withholding choice at any time.



Helpful tip: You can change your income tax withholding choice at any time

1

Select your preferred tax withholding option

2

Click Submit

Select how you prefer to receive your benefit

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Payment Options

All unemployment insurance payments are electronic with the exception of your first payment which will be made by paper check. When an unemployment benefit payment is made payment is made by either a:

- Deposit made to an unemployment debit card; or
- Direct deposit to a personal checking or savings account. Deposits can only be made to banks in the U.S

Your payments will be made to an unemployment debit card unless you select direct deposit and complete the information below if there is a problem with your direct deposit information.

I would like my benefits paid via a **unemployment debit card**
 I would like my benefits paid by **direct deposit** to a personal bank account



Helpful tip: Direct deposit claims will be processed faster

1

Select whether you prefer to receive your payment via mail or direct deposit

2

Click Submit

Enter employment history

Unemployment Initial Claim Submit Process



Additional and Complete Employment

A complete list of employment from 1/1/2016 to 3/17/2017 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.
- If you worked for the same employer in multiple states, please list your employment in each state as a separate employer.

Employer Business Name	Employer Legal Name	Status	
Massachusetts Employment			
	{UnKnown}	INCOMPLETE	* Update Delete

Provide Additional Employers

A complete list of employment from 1/1/2016 to 3/17/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:



Helpful tip: Your full employment history from 1/1/2016 to the current date is required to determine your eligibility and benefit amount

In most cases the "Employer" will auto populate once hitting Update

Click Update

If your Employer does not auto populate, or to add additional employment, **Click** the Employment Type dropdown menu

Search for employer name

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Massachusetts Employer Search

You previously said you worked for a Massachusetts employer. Is this correct? Yes No*

- If **Yes**, complete the following information:
- If **No**, select the **Next** button. This will remove this Massachusetts employment from your employment list.

You indicated you had Massachusetts employment since 1/1/2016

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the **Employer Name** field.
- To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox.
- Select the **Search** button to begin your employer search.

View Search Tips

Employer Name: Contains

Employer City:

Federal Employer Identification Number (FEIN):

Search **Reset**

Previous **Next**

1

Select if you have worked for a Massachusetts employer



Helpful tip: It is very important that you enter the employer name exactly as it appears on your paystub or W-2, or your claim may be delayed

2

Type your employer's name exactly as it appears on your W-2 as well as the employer's city

3

Click Search

Confirm your employer

Massachusetts Employer Search

You previously said you worked for a Massachusetts employer. Is this correct? Yes No*

- If **Yes**, complete the following information.
- If **No**, select the **Next** button. This will remove this Massachusetts employment from your employment list.

You indicated you had Massachusetts employment since 1/1/2016

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the **Employer Name** field. To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox.
- Select the **Search** button to begin your employer search.

View Search Tips

Employer Name:	First Student	<input type="checkbox"/> Contains
Employer City:	Hanson	
Federal Employer Identification Number (FEIN):		

Search **Reset**

Review the following list of employers. After choosing your employer, select the **Next** button.

Select	Employer Doing Business As (DBA) Name	Legal Name	Employer Address
<input checked="" type="radio"/>	FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	68 Industrial Blvd Ste 6, Hanson, MA, 02341-1547

What if I cannot find my employer in the search results?

Previous **Next**

1

Click and select your employer
*Example for illustrative purposes only.

2

Click **Next**

Provide employment details

You selected you worked for:

Massachusetts Employer Legal Name: **FIRST STUDENT MANAGEMENT LLC**
 Massachusetts Employer Doing Business As (DBA) Name: **FIRST STUDENT MANAGEMENT LLC**

Employer Legal Address: 600 Vine St
 Suite 1400
 Cincinnati
 Ohio
 45202-2400

Employer Physical Location Address: 68 Industrial Blvd Ste 6
 Hanson
 Massachusetts
 02341-1547

Most Recent Work Address

Enter the physical location where you performed work for this employer, if different than the address listed above.

Address Line 1:

Address Line 2:

City:

State: **Massachusetts**

ZIP Code:

Phone: ext.

*Did you work full time for this employer? Yes No

Enter your total period of employment with this employer:

Employment Start Date: (mm/dd/yyyy)

Employment End Date: (mm/dd/yyyy)

* Have you been separated from this employer more than once since 1/1/2016? Yes No

*Are you considered working on-call for this employer? Yes No

*Are you a member of a corporation or a shareholder of this company? Yes No

*Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company? Yes No

*Are you a school Employee? Yes No

*1. Are you paid by the city or town? Yes No

*2. Are you paid by a private employer? Yes No

1

Fill out physical work address if different than the MA address listed above

2

Complete all fields with asterisks

Select the job description that applies to you

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information **Employment Information** Review, Edit and Submit Claim Submitted

Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select **Next**.
- For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title:

1

Search Results		
Select	Job Title	Description
<input type="radio"/>	Bus Drivers, School or Special Client	Transport students or special clients, such as the elderly or persons with disabilities. Ensure adherence to safety rules. May assist passengers in boarding or exiting.
<input type="radio"/>	Bus Drivers, Transit and Intercity	Drive bus or motor coach, including regular route operations, charters, and private carriage. May assist passengers with baggage. May collect fares or tickets.
<input type="radio"/>	Taxi Drivers and Chauffeurs	Drive automobiles, vans, or limousines to transport passengers. May occasionally carry cargo. Includes hearse drivers. Excludes "Ambulance Drivers and Attendants, Except Emergency Medical Technicians" (53-3011) and "Bus Drivers" (53-3020).

2

Select and click job description

Click Next

Select reason for no longer working that job

Occupational Information

Enter your job title while working for the employer listed above:

*Job Title: Bus Drivers, School or Special Client

To enter your job title for this employer select search

Reason For Separation from this employer

* **Still Working:** You are working "part-time" or "on-call".

Layoff: Your employment ended due to: lack of work; temporary layoff; your position being eliminated; employer closed.

Quit: You decided to leave your employment for reasons including: another job; moved; to avoid being fired; personal, or medical reasons.

Discharged: Your employer ended your employment for a reason other than a layoff.

Leave of Absence: You and your employer have an agreement that you will take some time off work and you will return to work with this employer in the future.

Suspension: Your employer will not allow you to work pending an investigation or as a disciplinary action.

School Employee: You are on a semester/term break from school-related employment.

Strike: You are not working due to a strike.

Lockout: You are not working as a result of a lockout.

Conviction: You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor.

Select your reason for separating from this employer



Helpful tip: If your unemployment is a result of the COVID-19 emergency, the Reason for Separation is "Layoff"

Click Next

Confirm all details and status for employment history

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information **Employment Information** Review, Edit and Submit Claim Submitted

Additional and Complete Employment

A complete list of employment from 1/1/2016 to 3/31/2017 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.
- If you worked for the same employer in multiple states, please list your employment in each state as a separate employer.

Employer Business Name	Employer Legal Name	Status		
<i>Massachusetts Employment</i>				
FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	COMPLETE	* Update	Delete

Provide Additional Employers

A complete list of employment from 1/1/2016 to 3/31/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:

1

Review all employer details and confirm status for each is marked Complete

2

Click Next

Answer eligibility questions

1 → 2 → 3 → 4 → 5 → COMPLETE
Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Eligibility Information

1

Since Friday, January 1, 2016, have you applied for or are you receiving any of the following:

1. Payments from a Union Pension Fund contributed to by one or more employers? (including lump sum and periodic payments) Yes No*

2. Payments from a pension fund, annuity fund, or retirement account contributed to by an employer? (Including 401K and lump sum or periodic payments.) Yes No*

Since Friday, January 1, 2016, have you received, applied for, or are you receiving any of the following:

3. Workers' compensation payments for the loss of wages? Yes No*

Since Friday, January 1, 2016, have you received, are you receiving, or do you expect to receive any of the following:

4. Vacation or Personal Time Off (PTO) pay because of or upon your severance of employment (includes temporary layoffs) Yes No*

5. Severance Pay or any other payments due to separation from employment?

- Severance or other pay may include any types of payment such as severance pay, pay in lieu of dismissal notice, continuation pay (not performing services but still being paid), a retention or "stay" bonus or any other payment based on years or length of service. Yes No*
- Does NOT include regular earnings for work performed.

Since Friday, January 1, 2016:

6. Were you paid to participate in or train for professional sporting events at any level as a coach, athlete, or referee? Yes No*

7. Are you currently enrolled in a Full Time School or a training program?

- Full Time School is described as a course or training program providing a minimum of at least 20 hours of supervised classroom training per week or 12 credits each semester or the equivalent. Yes No*

Previous
Next

2

Complete all fields with asterisks



Helpful tip: The answer to most of these questions will be No

Click Next

Acknowledge unemployment information

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Important Information about Your Unemployment Benefits

Please read and certify:

- You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must keep a record of your **Work Search Activity Log** in case you are asked by DUA to send it to us for review and verification of those attempts.
- You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may affect your right to collect unemployment benefits.
- If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.
- You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: <http://www.mass.gov/careercenters/>.

Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law.

I have read and understand the information above. I understand that DUA will verify the information that I provide.*

Previous Next **2**



Helpful tip: If your claim filing is a result of the COVID-19 emergency the only requirement is that you notify us if your address or telephone number changes

1

Review all information and **click to certify**

Click Next

Complete final review of all information

Unemployment Initial Claim Submit Process

Application Not Yet Complete

Your application is not yet submitted. To complete your application you must do the following:

- Review your entries before submitting this claim by selecting the links below or scrolling down the screen.
- If you need to change your entries select the **Modify** button to go back to the appropriate section of the claim.
- Re-enter your social security number to verify your identity.
- Select Submit the Unemployment Benefits Claim, and wait for a confirmation page.

Review and Edit Contents

To review each section of your claim click on the section header links below or scroll down the screen:

- [Initial Questions](#)
- [General Information](#)
- [Employment Information](#)
- [Eligibility Questions](#)

The following is a summary of your entries during this Unemployment Benefit Application process:

Initial Questions

Benefit Claim Effective Date:	Sunday, March 26, 2017
What are your gross earnings for the week ending Saturday, March 25, 2017:	
How many hours do you typically work during a week:	40

1

Scroll down to review and confirm all information

Review initial questions

Review and Edit Contents

To review each section of your claim click on the section header links below or scroll down the screen:

- [Initial Questions](#)
- [General Information](#)
- [Employment Information](#)
- [Eligibility Questions](#)

The following is a summary of your entries during this Unemployment Benefit Application process:

Initial Questions	
Benefit Claim Effective Date:	Sunday, March 26, 2017
What are your gross earnings for the week ending Saturday, March 25, 2017:	
How many hours do you typically work during a week:	40
How many hours did you work during the week of Sunday, March 26, 2017 through Saturday, April 1, 2017:	0
Are you unemployed as a direct result of a disaster:	No
Employed in Massachusetts (excluding military and federal civilian employment):	Yes
Employed in state other than Massachusetts (excluding military and federal civilian employment):	No
Employed by the Military in Active Duty:	No
Employed as a Civilian Federal Employee:	No
Since 3/27/2016 have you applied for unemployment benefits from a state other than Massachusetts:	No
Enter the ZIP code of your home address:	021142502

[Modify](#)

1

Review all Initial Questions and only make changes if the info is incorrect

Review general information

General Information	
First Name:	Charles
MI:	
Last Name:	Smith
Residential Address	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	Massachusetts
Zip:	021142502
Country:	United States Of America
Mailing Address	
In care of (c/o):	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	Massachusetts
Zip:	021142502
Country:	United States Of America
Telephone Numbers	
Home:	6176543210
Cell:	6177654321
Other:	
International:	
Correspondence Preference	
How would you like to receive your correspondence:	Electronic
If Electronically, enter your email address:	csmith@detma.org
Re-enter email address:	csmith@detma.org
In order to properly staff our customer service center, indicate your preferred language, using this dropdown menu:	English
If your preferred language is not in the list above, select one from this dropdown menu:	



Review all information and only make changes if it is incorrect

Review general information (cont.)

Personal Information	
Are you a military veteran:	No
Ethnic Heritage:	Not Hispanic or Latino
Race:	White
Select your highest level of education completed:	Master's Degree
Do you have a disability:	No
Are you a U.S. citizen?	Yes
Are you required by a court or other enforcement agency to pay child support in Massachusetts:	No
In a state other than Massachusetts:	No
Do you have qualified dependents:	No
Work Information	
Are you a union member who is currently seeking work exclusively through a union hiring hall or business agent:	No
Is your employment seasonal:	No
Do you have a definite recall date:	No
If yes, what is your recall date:	-None-
Select your primary occupation:	Bus Drivers, School or Special
Years of Work:	10
Are you customarily laid off and do you later return to work with the same or different employer in your industry and/or your occupation?	No
Payment Options	
Tax withholding preference:	Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate of 5.1%
I would like my benefits paid by:	Debit Card
Modify	

1

Review all information and only make changes if it is incorrect

Review employment information

Massachusetts Employment Information	
MA Employer Legal Name:	FIRST STUDENT MANAGEMENT LLC
MA Employer Doing Business As (DBA) Name:	FIRST STUDENT MANAGEMENT LLC
Employer Legal Address:	600 Vine St Suite 1400 Cincinnati Ohio 45202-2400 8002076926 115 68 Industrial Blvd Ste 6 Hanson Massachusetts 023411547 7814474445
Employer Physical Address:	Massachusetts 023411547 7814474445
Physical location Where Work Was Performed:	
Employment Start Date:	Saturday, January 2, 2010
Employment End Date:	Friday, March 24, 2017
Have you had multiple periods of Employment with this Employer since Friday, January 1, 2016:	Yes
Are you considered working on call for this Employer:	No
Did you work full time for this Employer:	Yes
Are you a member of a corporation or a shareholder of this company:	No
Are you a sole-proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole-proprietorship and/or partnership at this company:	No
Are you a school employee:	No
1. Are you paid by the city or town:	
2. Are you paid by a private employer:	
Reason for separation from this Employer:	Layoff: Your employment ended due to: lack of work, temporary layoff, your position being eliminated, employer's business closed.
Most Recent Employment Begin Date:	Monday, February 27, 2017
Most Recent Employment End Date:	Friday, March 24, 2017
Occupation with this employer:	Bus Drivers, School or Special

1

Review all employment information and only make changes if it is incorrect

Review eligibility

Eligibility Information	
Have you applied for or are you receiving payments from a union pension fund contributed to by one or more employers:	No
Have you applied for or are you receiving payments from a pension fund, annuity fund, or retirement account contributed to by an employer:	No
Have you applied for or are you receiving workers' compensation payments for the loss of wages:	No
Have you applied for or are you receiving vacation or Personal Time Off (PTO) pay because of or upon your separation from employment:	No
Have you applied for or are you receiving severance or other payments due to separation from employment:	No
Were you paid to participate in, or train for professional sporting events at any level as coach, athlete, or referee:	No
Are you currently enrolled in school or a training program:	No

[Modify](#)

Identity Verification	
<input type="checkbox"/> *	I have answered all questions fully and truthfully. I know there are penalties for giving wrong information. I know that to receive benefits I must meet the eligibility requirements.
By clicking Submit, I acknowledge that, under penalty of perjury, all information provided is as complete and accurate to the best of my ability.	
Enter Your Social Security Number:	<input type="text"/> *

[Submit the Unemployment Benefit Application](#)

Note : Upon completion of your application, you must select the "Submit your Unemployment Benefit Application" button to

1

Review all eligibility information and only make changes if it is incorrect

Verify identity and submit application

or retirement account contributed to by an employer.

Have you applied for or are you receiving workers' compensation payments for the loss of wages: No

Have you applied for or are you receiving vacation or Personal Time Off (PTO) pay because of or upon your separation from employment: No

Have you applied for or are you receiving severance or other payments due to separation from employment: No

Were you paid to participate in, or train for professional sporting events at any level as coach, athlete, or referee: No

Are you currently enrolled in school or a training program: No

Modify

1

Identity Verification

* **I have answered all questions fully and truthfully.** I know there are penalties for giving wrong information. I know that to receive benefits I must meet the eligibility requirements.

By clicking Submit, I acknowledge that, under penalty of perjury, all information provided is as complete and accurate to the best of my ability.

Enter Your Social Security Number: *

2

3 Submit the Unemployment Benefit Application

Note : Upon completion of your application, you must select the "Submit your Unemployment Benefit Application" button to process the application. **Your application will NOT be processed if you exit before you submit your unemployment benefit application.**



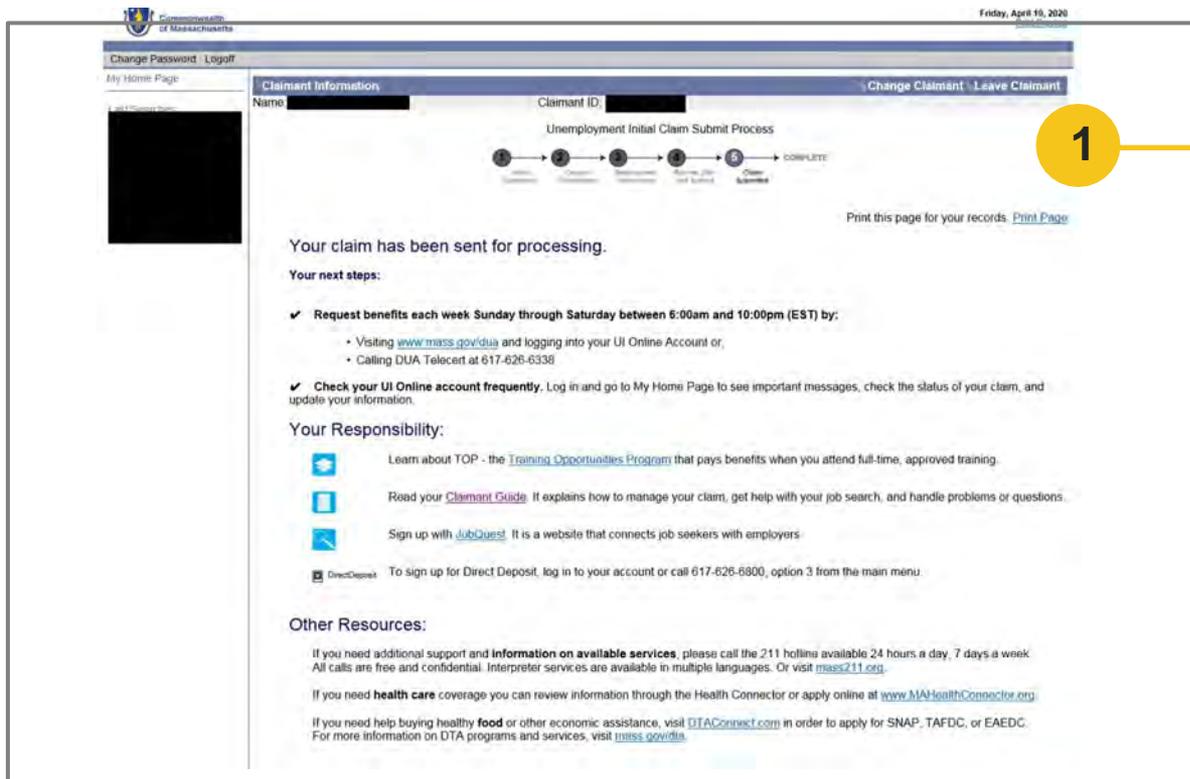
Helpful tip: You must click "Submit" for your application to be received and processed. Do not exit this page while next screen is loading

Check box to verify that you truthfully filled out all information and understand penalties for false submissions

Enter your Social Security Number

Select Submit Unemployment Benefit Application

Receive claim submission confirmation



1

Review information and resources on page

Return to homepage for benefits overview

Commonwealth of Massachusetts

Friday, March 31, 2017 [Print Preview](#)

[Change Password](#) | [Logoff](#)

My Home Page

Welcome, **Smith, Charles** [Show Profile Details](#) Need Help? ▾

Benefits Overview [?](#) Claimant ID: 10572984

1 Your application for unemployment benefits has been received and your employer(s) are being contacted for wage and separation information. You will receive a determination in the mail or a notification by email when your application is processed. It is your responsibility to come back each week and request benefits.

If your claim is approved you will only be paid for weeks that you have requested and for which you are found eligible.
Learn more about the [UI Claims Process](#) and review [important information about requesting weekly unemployment benefits](#).

1 You may submit your next benefit request beginning Sunday 04/02/2017 through Saturday 04/08/2017.

Claim Information Benefit Year: 3/26/2017 - 3/24/2018

[When do I request payment for Benefits?](#) Last Requested Week: None

[View Weeks Claimed](#)

Payments Overview [?](#) You have no recent payments

Recent Payments There were no payments made in the last 90 days.

[View Payment History](#)

Payment Preferences Federal Tax Withholding: 10.00%

[Manage Payment and Tax Options](#) State Tax Withholding: 5.10%

Payment Method: Debit card

When finished, **Click Logoff** to exit the UI Online System



Helpful tip: This page will show the status of your claim, as well as your benefits history and payment preferences

Questions?

Requesting Weekly Benefits

- Must log back on to UI website to request benefits every week:
- The following screenshots were taken with the claimant's permission and walk us through the step by step process of requesting weekly benefits.



Requesting Weekly Benefits: Log-on to MA UI Online Application



Logon

* Indicates Required Field

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

I have read and understand the information above. I understand that DUA will verify the information that I provide.*

Please provide your Social Security Number

Social Security Number: *

Confirm your Social Security Number: *

Next

IF YOU ARE NOT USING YOUR PERSONAL COMPUTER, PLEASE FOLLOW THESE SAFETY TIPS:

- Log out before you walk away from the computer
- Do not save your login information
- Do not save any files or forms to a Public Computer
- When prompted, always opt to Open a File
- For more details, please click [here](#).

Select Week to Request Benefits



[Change Password](#) | [Logoff](#)

My Home Page

My Inbox

- View and Maintain Account Information
- Estimate Future Benefits
- Request Benefit Payment
- View And Request 1099G
- View UI Records
- Request TOP Application

Welcome, [Redacted] [Show Profile Details](#)

Need Help? ▾

Coronavirus Disease 2019 (COVID-19) Emergency Information

To expedite the issuing of payments there will be no "waiting week."

If you are unable to work due to the COVID-19 emergency:

- As long as you stay in contact with your employer, and are available to return to work when asked, you satisfy the work search, availability and capability requirements.

Benefits Overview

Claimant ID: [Redacted]

Claim Information

[Request benefits for week of 5/10/2020 - 5/16/2020](#)

[View Weeks Claimed](#)

Weekly Benefit Amount: \$ [Redacted]

Dependency Allowance: \$0

Potential Remaining Balance: [Redacted]

Potential Weeks Left: 18

Benefit Year: 3/8/2020 - 3/6/2021

Last Requested Week: 5/3/2020 - 5/9/2020

Click here

Payments Overview

Last payment: [Redacted] on 05/15/2020

Recent Payments

[View Payment History](#)

Payment Date	Amount	Method
05/15/2020	[Redacted]	Direct Deposit
05/06/2020	[Redacted]	Direct Deposit
04/30/2020	[Redacted]	Direct Deposit

Payment Preferences

[Manage Payment and Tax Options](#)

Federal Tax Withholding: 10.00%

State Tax Withholding: 5.05%

Payment Method: Direct deposit



Select Request Benefits



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Request Payment Home Page

Claiming Week **Sunday, 05/10/2020 through Saturday, 05/16/2020.**

Your current payment method is **Direct deposit.**

To progress through the Request Payment Screens, always use the "**Previous**" or "**Next**" buttons provided at the bottom of the page. Do not use the "**Back**" button at the top of your Internet browser window.

Once you begin the process, you may return any time prior to Saturday, 05/23/2020 at 9:59 P.M. in order to submit your certification. Your data will be saved until that time.

For more information click on the links below:

[When do I request payment for Benefits?](#)

[What do I need to request payment for benefits?](#)

[What earnings need to be reported?](#)

[How do I report earnings?](#)

[What if I am working on commission?](#)

[How do I report Holiday Pay?](#)

[What is Waiting Week?](#)

[How do I close my Claim?](#)

[How do I change my payment method \(Direct Deposit, Debit Card\)?](#)

[How do I change my Tax Withholding?](#)

[What is a Compensable Week?](#)

Claiming Week **Sunday, 05/10/2020 through Saturday, 05/16/2020.**

[Why would I want to decline benefits for this week?](#)

[Decline Benefits](#)

[Request Benefits](#)

[Click here to start](#)

Verify Contact Info & Click "Update"



[Change Password](#) | [Logoff](#)

Indicates Required Field

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[View and Maintain Account Information](#)

- [Estimate Future Benefits](#)
- [Request Benefit Payment](#)
- [View And Request 1099G](#)
- [View UI Records](#)
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Contact Information Verification

The following information is what we currently have on file. If any of this information is incorrect or has changed, please click the **Update** button below to make the required changes.

Otherwise click on the **Confirm** button to confirm the information is correct.

Mailing Address

Address Line 1: [REDACTED]
Address Line 2: [REDACTED]
City: [REDACTED]
State: **Massachusetts**
Zip: [REDACTED]
Country: **United States Of America**

Residential Address

Address Line 1: [REDACTED]
Address Line 2: [REDACTED]
City: [REDACTED]
State: **Massachusetts**
Zip: [REDACTED]
Country: **United States Of America**

Telephone Numbers

Mobile Phone: [REDACTED]
Home Phone: [REDACTED]

Email Address

Email Address: [REDACTED] ✓

[Click here if you need to update your information](#)

Update

Confirm



Answer Initial Questions



[Change Password](#) | [Logoff](#)

* Indicates Required Field

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Coronavirus Disease 2019 (COVID-19) Emergency Guidance

During the Coronavirus Disease 2019 (COVID-19) Emergency, you will still need to conduct a weekly work search. Acceptable work search activities include reviewing job postings online and working on your resume.

If you are in Approved (Section 30) Training or in a Trade Readjustment Act (TRA) Training and unable to attend, you will need to conduct a weekly work search. Acceptable work search activities include reviewing job postings online and working on your resume.

If you are unable to work due to the COVID-19 emergency:
As long you stay in contact with your employer, and are available to return to work when asked, you satisfy the work search, availability and capability requirements.

Initial Questions

To progress through the Request Payment Screens always use the **Previous** or **Next** buttons provided at the bottom of the page. Do not use the "Back" button at the top of your web browser window.

Please answer the following questions carefully for the **week of Sunday, 05/10/2020 through Saturday, 05/16/2020**.

1. Did you work or collect earnings during the week listed above?

This includes [Full-Time](#), [Part-Time](#), [Temporary Work](#), [Self Employment](#), [Military Employment](#) or [Holiday Pay](#)

2. During the week listed above:

Were you offered employment?
Did you quit or were you discharged from a job?

3. During the week listed above, did you receive or apply for income from any other sources that you have not previously reported to us?

Please click [Here](#) for examples of other income sources.

4. During the week listed above:

Were you able to work?
Were you available to work? (Select "No" if you were in training/school.)
Did you look for work?

Yes No*

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[Next](#)



Work Search Requirements: Check Off Statement



Monday, May 18, 2020
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* Indicates Required Field

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Work Search Requirements

Please read and certify:

a. If you are unable to work due to the *Coronavirus – COVID-19* emergency:

- As long as you stay in contact with your employer, and are available to return to work when asked, you satisfy the work search, availability and capability requirements.

b. If your current unemployment claim is not due to *Coronavirus – COVID-19* emergency:

- You still need to conduct a weekly work search.
- Acceptable work search activities include reviewing job postings online and working on your resume.
- You do not need to accept work offered to you if you are under quarantine or have been instructed to stay at home.

c. If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.

I have read and understand the above information*

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Work Search Verification Questionnaire



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* Indicates Required Field

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Work Search Verification Questionnaire

In order to successfully process your Request for Payment for the period of **Sunday, 5/10/2020** through **Saturday, 5/16/2020**, please answer the following questions regarding your work search activities.

1. What activities did you perform while looking for a job?

* None

Other job search activities

Stay in contact with my employer.

2. How many days did you perform work search activities this week? * 3

You are required to have a record of sufficient work search activities for each week that you request benefits and may be asked to submit proof of your work search activities at any time during your claim.

For a printable form to help you track your work search activities, [Click here](#)

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Work Search Log



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[Estimate Future Benefits](#)

[Request Benefit Payment](#)

[View And Request 1099G](#)

[View UI Records](#)

[Request TOP Application](#)

Important Information

You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must complete a work search log for every week that you claim benefits. Failure to submit the work search log for any week may result in a denial of benefits for that week.

Work Search Log

Week Beginning: **5/10/2020**

Week ending: **5/16/2020**

No records found...

- Click the ADD button to create a new work search log.
- To edit, select the work search log entry and click EDIT button.
- To delete, select the work search log entry and click REMOVE button.

Add

Remove

Edit

Previous

Next



Work Search Details



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[View and Maintain Account Information](#)

[Estimate Future Benefits](#)

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[View And Request 1099G](#)

[View UI Records](#)

[Request TOP Application](#)

Work Search Details

Enter work search log details:

Date: 5/11/2020

Type: Employer

Name Employer/Agency: Hot Eastern

Person Contacted: Manager

Contact Method: Phone Number

Contact Information (e.g. Phone number, Website, Name, Email or Street address): 6179880660

Type of Work: Chef

Results: Follow-up Requested.

[Previous](#)

[Submit](#)

Work Search Log Continued...



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Important Information

You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must complete a work search log for every week that you claim benefits. Failure to submit the work search log for any week may result in a denial of benefits for that week.

Work Search Log

Week Beginning: 5/10/2020

Week ending: 5/16/2020

Select	Date	Type	Name	Person Contacted	Contact Type
<input type="checkbox"/>	5/11/2020	Employer	Hot Eastern	Manager	Phone Number
<input type="checkbox"/>	5/12/2020	Employment Agency	Boston Chinatown Neighborhood	Grace Su	Phone Number
<input type="checkbox"/>	5/13/2020	Employer	Winsor Dimsum	Manager	Phone Number

- Click the ADD button to create a new work search log.
- To edit, select the work search log entry and click EDIT button.
- To delete, select the work search log entry and click REMOVE button.

[Add](#) [Remove](#) [Edit](#)

[Previous](#) [Next](#)

Acknowledgement

Date	Type	Name	Person Contacted	Contact Type
5/11/2020	Employer	Hot Eastern	Manager	Phone Number
5/12/2020	Employment Agency	Boston Chinatown Neighborhood	Grace Su	Phone Number
5/13/2020	Employer	Winsor Dimsum	Manager	Phone Number

[Modify Answers](#)

Important Information about Your Unemployment Benefits

- 1) Claiming unemployment benefits for someone else is against the law.
- 2) Unauthorized use of someone else's debit card is against the law.
- 3) Accessing someone else's unemployment insurance claim is against the law.
- 4) Collecting unemployment benefits while you are working full-time, even if the job is only temporary, is against the law. If you have returned to work full-time stop claiming your unemployment insurance benefits the first full week of employment.
- 5) Failing to report all income to DUA is against the law. If you obtain a part-time job, you must report your gross earnings (before taxes) during the week that the work is performed. You may have to estimate what your earnings will be if you have not been paid yet.
- 6) If you are separated from a job while collecting unemployment benefits, you must report this separation to the Department of Unemployment Assistance (DUA), even if you only worked there for one day or if the job is temporary.

There are serious penalties for fraudulent collection of unemployment benefits. If you have any questions, please contact the DUA Fraud Hotline at 1-800-354-9927.

Acknowledgement

I certify that the information I have provided is true and correct. I know that Massachusetts Law provides penalties and/or imprisonment for false statements to obtain benefits and that DUA actively pursues fraudulently collected benefits. I hereby acknowledge that DUA will verify my information to assure its accuracy.*

[Submit](#)

Confirmation Page



Monday, May 18, 2020
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[View UI Records](#)

[Request TOP Application](#)

Confirmation Page

Request Receipt

Your request for benefits for the week of **Sunday, 5/10/2020 through Saturday, 5/16/2020** has been received on: **May 18, 2020 00:00 AM**.

Payment Request Status

Your potential payment is [REDACTED] (provided there is no additional activity on your claim). You can expect to receive your payment within 5 business days.

You have submitted a Continued Claims Benefit Request. To view this and other requests as well as payment history, select **View and Maintain My Account**, the **Payment Information**.

[Print/Save](#) this confirmation for your records.

Weekly Benefit Request Status

The last eligible week for which you may claim benefits is the week ending **3/6/2021**.

You have requested all eligible weeks. Return Sunday of Next week to next week to continue requesting benefits.

Claim Status

You can **Request Weekly Benefits** or select **View and Maintain My Account Information** from 5:00 A.M. to 10:00 P.M. (Eastern Time) daily.

[Home Page](#)

Visit mass.gov/dua for the most recent information, including:

- Applying for weekly benefits
- Attending virtual town halls for more help
- Contacting the Department of Unemployment Assistance

**No internet?
You can call DUA to file and
claim weekly benefits**

Call: (877) 626-6800

Monday - Friday | 8:30am – 4:30pm

Saturdays | 8:00am – 12:00pm

Multilingual call agents are available.

Part 2 - Pandemic Unemployment Assistance (PUA)

- The following screenshots are from the state website:
- <https://www.mass.gov/how-to/apply-for-pandemic-unemployment-assistance>





CARES Act: Are you covered?



Pandemic Unemployment Assistance (PUA) provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) who are unable to work as a direct result of the coronavirus public health emergency.

COVID-19 Scenarios	Covered	Not Covered
Diagnosed with COVID-19 or with COVID-19 symptoms and seeking diagnosis	✓	
Member of household has been diagnosed with COVID-19	✓	
Providing care for family or household member diagnosed with COVID-19	✓	
Primary caregiver for child unable to attend school or another facility closed due to COVID-19	✓	
Unable to reach place of employment due to an imposed quarantine or because advised by medical provider to self-quarantine due to COVID-19	✓	
Scheduled to commence new employment and cannot reach workplace as direct result of COVID-19	✓	
Became major breadwinner because head of household died from COVID-19	✓	
Quit job as a direct result of COVID-19	✓	
Place of employment closed as a direct result of COVID-19	✓	
Self-employed / Independent Contractors / 1099 filers / Farmers - and affected by COVID-19	✓	
Seeking part-time employment but affected by COVID-19	✓	
With insufficient work history and affected by COVID-19	✓	
Otherwise not qualified for regular or extended UI benefits and affected by COVID-19	✓	
Individuals that can telework with pay		✗
Individual receiving paid sick leave or other paid leave benefits (regardless of meeting a category listed above)		✗

Pandemic Unemployment Assistance (PUA)



PANDEMIC
 UNEMPLOYMENT
 ASSISTANCE



Can I help?

View My Account

Email Address

Password

Log in

Forgot password?



Get Started

First time filers, get started today by submitting your pandemic unemployment assistance program application.

> [Apply for Pandemic Unemployment Assistance](#)



Check Application

Check the status of your pandemic unemployment assistance program application.

> [Check Application Status](#)



COVID-19 Updates

Take a look at everything you need to know about COVID-19 in Massachusetts.

> [Get COVID-19](#)



Pandemic Unemployment Assistance (PUA)

Massachusetts Application For Pandemic Unemployment Assistance

Commonwealth of Massachusetts



Here's what you'll need to apply for Pandemic Unemployment Assistance Benefits. Please have all your materials ready before you begin your application.

-  Social security number, date of birth, driver license or state ID, and, if you're not a US citizen, your USCIS Issued Identification number.
-  Home address and your mailing address, if different than your home address.
-  Cell phone to receive SMS updates and phone calls or home phone number.
-  Email address for electronic communication and account access.
-  2019 wage records which may include your W2s, 1099s, K-1s related to partnerships, Pay Stubs, or Bank Statements.
-  Bank account and routing numbers if you want to use direct deposits for benefit payments.

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COVID-19 Qualifications

In order to file a Pandemic Unemployment Assistance claim, you need to be impacted by one of the COVID-19 related reasons identified in Section 2102(a)(3)(A)(i)

Select the ways that COVID-19 has impacted your employment. You may select more than one reason.

- I was diagnosed with Coronavirus Disease 2019 (COVID-19) or was experiencing symptoms of COVID-19.
- A member of my household has been diagnosed with COVID-19.
- I was providing care for a family or household member who was diagnosed with COVID-19.
- A child or other person I care for is unable to attend school or another facility as a result of COVID-19.
- I have become the breadwinner or major support for a household because the head of the household has died as a direct result of COVID-19.
- I am unable to reach my place of employment because of a quarantine imposed as a result of the COVID-19 public health emergency.
- I am unable to reach my place of employment because I have been advised by a health care provider to self-quarantine.
- I am self employed, an independent contractor, or a gig worker and COVID-19 has severely limited my ability to perform my normal work.
- I don't have a recent history of full-time work and I was scheduled to start a job with a new employer. I cannot start that job or the offer was withdrawn
- My place of employment closed because of COVID-19.
- I had to quit my job, was laid off, or had my hours reduced as a result of COVID-19.
- I had an unemployment claim with DUA UI Online that ended after July 5, 2019 and there are no benefits left.

Do you certify that you were affected by COVID-19 for the reasons selected above? *

Yes	No
-----	----



Pandemic Unemployment Assistance (PUA)

Benefit Eligibility

Did you work in Massachusetts in 2019? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Did you work for a Military employer in 2019? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Did you earn more than \$5,100.00 of employment income from employer(s) who took taxes out of your paycheck in 2019? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Are you getting full-time pay from your employer or union while not working? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

If you are able to work from home, have you made a voluntary decision to not work from home? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Are you eligible for, or receiving, benefits from other unemployment insurance programs such as regular unemployment benefits, Trade Readjustment Allowances (TRA), Disaster Unemployment Assistance from a prior natural disaster, or WorkShare benefits? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Did you work in another state in addition to working in Massachusetts in 2019? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Did you file a claim for unemployment assistance in the past 52 weeks and return to work or stop collecting benefits before you claimed all the available benefits on that claim? *

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

[Cancel](#)



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Pandemic Unemployment Assistance (PUA)

Employment Income

For the calendar year 2019, please enter all employment income from employers, independent sources and self-employment as a lump sum amount.

Employment income only includes income from earnings for the performance of services. It does not include investment income, such as bank interest, lottery winnings, pension income or the like.

For self-employment income, use your income after deductions (net amount). For example, the amount found on Line 31 of Schedule C of IRS Form 1040: Net Profit or Loss – Expenses minus tentative profit.

For employment income that are wages from (W-2) employers, please use the gross amount.

Please retain all proof of employment income (e.g. W-2s, 1099s, tax returns, pay stubs, bank receipts, billing notices, etc.) used to calculate the amount entered.

Dependent Children

A qualified dependent is a child of whom you are the main support, and the child meets at least one of the following criteria:

- Is under the age of 18
- Is under the age of 24 and a full-time student at an educational institution
- Is over the age of 18 and incapacitated due to a mental or physical disability

A dependent can only be claimed on one unemployment claim at a time.

How many qualified dependent children do you have that are not already claimed on another unemployment claim?

0

Availability and Earnings

Other than as impacted by COVID-19, were you able to work and available to work between 29-Mar-2020 and 16-May-2020?

Yes

No

In order to be considered eligible for the Pandemic Unemployment Assistance program, you must be able and available to work. As long as you intend to resume work immediately when you are no longer impacted by COVID-19, you satisfy the availability and capability requirements and may answer Yes to the question above.

Did you have earnings in excess of \$89.00 in any work week between 29-Mar-2020 and 16-May-2020? *

Yes

No

Cancel

<https://ui-cares-aot.mass.gov/PUA/> /#

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Pandemic Unemployment Assistance (PUA)

Commonwealth of Massachusetts

Income & Dependents

Personal Information

Payment Preferences

Create Account

Review

Name

First Name *

Required

Middle Name

Last Name *

Required

Social Security

Social Security Number *

Required

Confirm Social Security Number *

Required

Date of Birth *

Required

Are you a United States citizen or American national? *

Yes

No

Driver's License or State ID

I do not have a driver's license or state-issued ID.

Issuing State

MASSACHUSETTS

Driver License Number or State ID *

Required

Cancel

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https://ui-cares-act.mass.gov/PUA/_/#



Pandemic Unemployment Assistance (PUA)

- Be careful, the wording in the application can be tricky
 - "If you are able to work from home, have you made a voluntary decision to not work from home?" **NO** (Maybe you *could* work from home, but your job won't allow it, so you have not *chosen* not to work from home)
 - "Did you earn more than \$5,100.00 of employment income from employer(s) who took taxes out of your paycheck in 2019?"
 - **NO** if you're an independent contractor: Uber/Lyft don't take taxes out. If yes, you will be directed to apply for regular unemployment



PUA - Continued

- Claiming a dependent on your claim *and* your partner's? **NO**. Each dependent can be claimed on one unemployment claim only.
- PUA texts or e-mails a code when people sign in. You need to enter the code before you can log in
- Think about this question: Did you earn more than \$5,100.00 of employment income from employer(s) **who took taxes out of your paycheck** in 2019? If you answer YES, you should apply through the regular UI system.



Part 3 - Common Pitfalls When Filing for Unemployment Benefits

1. Before you apply
2. While you're applying
3. After you've applied
4. Requesting weekly benefits



Before You Apply

- Make sure you have the information and documentation that you need to apply
- Have your W2 with you if possible
- Budget at least an hour for the application
- Find the alien registration number on your green card
- Identify someone who can help you with a computer if you don't have one. You can't use a phone to verify your account or change your password for traditional unemployment
- Know the difference between the bank routing number and your account number. Call your bank for their routing number, or find the left number on a check



Green Card Information

Help Content

Where do I find Alien/USCIS Number (A#) and Card Number?

There are a number of Permanent Resident Cards, Form I-551, currently in circulation.

The Alien/USCIS Number (A#) and Card Number are shown by arrows or circled in red on the samples below.

Form I-551 - click images to enlarge



What if my Resident Alien Card does not have a Card Number?

If your Resident Alien Card does not have a Card Number, enter ^{text}AAA and 10 zeros (AAA000000000) into the Card Number field. The Alien/USCIS Number is circled in red on the samples below. †

Note: Do not input the letter "A" when entering the Alien/USCIS Number.

Form I-551 without Card Number - click images to enlarge



NOTE: THESE ARE SAMPLE IMAGES. YOUR DOCUMENT MAY LOOK DIFFERENT.

While You Are Applying

- Read everything **very carefully**
- Make sure to click the box to the left of “I have read and understand the information above” on the first page
- **DO NOT use the "BACK" button** at the top of your web browser window. Only use the "PREVIOUS" or "NEXT" buttons provided at the bottom of the page.
- **Save your password and security question answer** somewhere safe where you can easily find it
 - People often forget their password
 - People often spell or capitalize their security question answer incorrectly. Take your time typing these.
 - Saves time

After You Have Applied

- Making mistakes delays your eligibility determination
- **You must claim benefits** for the past week, every week. You can do this beginning on Sunday.
 - Sunday starts a new week. When calculating your weekly earnings to claim benefits, count the **previous Sunday**, not the most recent one.
- If someone applies for you and they do not enter your information correctly or tell you what they put down exactly you could have trouble getting on or cause fraud
- **Correcting mistakes is very time consuming**



After You Have Applied - Continued

- Check mail, email, UI inbox and text messages for updates
- Answer all requests for documentation promptly
- If you mail in a copy of something make sure it is readable
 - You can't upload a picture from a phone to the system. It needs to be a scanned document (PDF) that is clear.
 - If you don't have a scanner, visit Staples or other stores that provide that service.
 - You can also use a PDF scanning app on your phone (Genius Scan, etc.)



Fraud and Scams

- Fraudsters are posing as job recruiters, the IRS, and DUA
- Callers ask for your SSN and other types of information
- Websites present like DUA's but end in .org, .com, or .it
 - They may ask you to upload birth certificates, social security card, etc.
- Fake stimulus checks are mailed. Recipients are called and told there's been a mistake and they must wire money back.
- Emails with links to fake webpages request you share information to apply for your DUA debit card
- Payment is requested online to apply for benefits
(applying for benefits is free)



Avoiding Scams

- **DUA will not call you about unemployment** unless you have requested a call back online
- Only share your resume with known job sites
- Do not enter your credit card number when apply for unemployment or stimulus money (this is a fake site)
- **Only apply for government benefits on .gov webpages**
 - Only use irs.gov/coronavirus to check your stimulus money
- The IRS won't call about your stimulus check
- There are no processing fees to obtain your stimulus check
- **Do not pay to apply for government benefits**



Need Help Applying?

- **Metro North Career Centers**
 - Fill out the contact form on website
<https://masshiremncareers.com/contact/>

- **Call one of the centers' phone lines:**
 - Cambridge Career Center: 617-661-7867
 - Woburn Career Center: 781-932-5500
 - Chelsea Career Center: 617-884-4333



Unemployment in the Time of COVID-19 Upcoming Webinar

Join us next Thursday for the final webinar in the "Unemployment in the Time of COVID-19" program series presented by The Job Connector by MIT and the City of Cambridge Department of Human Service Programs.

Staying Job Ready
Presented by The Job Connector by MIT
Thursday, May 28th
10:00 – 11:00 am
Free Zoom Webinar

Learn more and register: jobconnector.mit.edu/covid-19



Department of
Human Service Programs



Part 4 – Q & A

