



RULE-MAKING ORDER

CR-103P (May 2009)
(Implements RCW 34.05.360)

Agency: Employment Security Department

Permanent Rule Only

Effective date of rule:

Permanent Rules

31 days after filing.

Other (specify) _____ (If less than 31 days after filing, a specific finding under RCW 34.05.380(3) is required and should be stated below)

Any other findings required by other provisions of law as precondition to adoption or effectiveness of rule?

Yes No If Yes, explain:

Purpose: The department is changing the hours during which the unemployment claims centers will accept incoming telephone calls into the live agent phone queue from 8:00 a.m. until 5:00 p.m. to 8:00 a.m. until 4:00 p.m. The deadline for filing weekly unemployment claims is changed to 4:00 p.m. Friday. There is no change in the hours during which individuals may file internet initial applications for benefits. WAC 192-140-005 is further amended to require claimants filing via paper to provide all requested information before the claim is accepted. In addition, the amended rule allows the agency to assist a claimant with filing a weekly claim without requiring the claimant to disclose his or her personal identification number. The goal of these changes is to improve customer service and reduce agency costs.

Citation of existing rules affected by this order:

Repealed:
Amended: WAC 192-110-005, WAC 192-140-005
Suspended:

Statutory authority for adoption: RCW 50.12.010 and RCW 50.12.040

Other authority : None

PERMANENT RULE (Including Expedited Rule Making)

Adopted under notice filed as WSR 14-21-181 on October 22, 2014 (date).
Describe any changes other than editing from proposed to adopted version: None.

If a preliminary cost-benefit analysis was prepared under RCW 34.05.328, a final cost-benefit analysis is available by contacting:

Name: _____ phone () _____
Address: _____ fax () _____
e-mail _____

Date adopted:

December 31, 2014

NAME (TYPE OR PRINT)

Dale Peinecke

SIGNATURE

TITLE

Commissioner

CODE REVISER USE ONLY

OFFICE OF THE CODE REVISER
STATE OF WASHINGTON
FILED

DATE: January 05, 2015

TIME: 10:50 AM

WSR 15-02-051

**Note: If any category is left blank, it will be calculated as zero.
No descriptive text.**

**Count by whole WAC sections only, from the WAC number through the history note.
A section may be counted in more than one category.**

The number of sections adopted in order to comply with:

Federal statute:	New	_____	Amended	_____	Repealed	_____
Federal rules or standards:	New	_____	Amended	_____	Repealed	_____
Recently enacted state statutes:	New	_____	Amended	_____	Repealed	_____

The number of sections adopted at the request of a nongovernmental entity:

New	_____	Amended	_____	Repealed	_____
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The number of sections adopted in the agency's own initiative:

New	_____	Amended	<u>2</u>	Repealed	_____
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The number of sections adopted in order to clarify, streamline, or reform agency procedures:

New	_____	Amended	<u>2</u>	Repealed	_____
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The number of sections adopted using:

Negotiated rule making:	New	_____	Amended	_____	Repealed	_____
Pilot rule making:	New	_____	Amended	_____	Repealed	_____
Other alternative rule making:	New	_____	Amended	_____	Repealed	_____