

A photograph showing the silhouettes of several people sitting around a table in a meeting room, with a bright light source creating a lens flare effect. The image is overlaid on a dark blue background.

Unemployment Insurance ADVISORY COMMITTEE



Employment Security Department
WASHINGTON STATE

September 30, 2020

Customer Experience – In brief

- UI 101 – common pain points
- CARES Act
- Language access
- Operations during a pandemic

What is Customer Experience?

- Part of the Product Management in Product, Planning and Performance.
- Launched during the pandemic.
- We examine our products and services from a customer's perspective, identify pain points, and work with stakeholders to identify, prioritize, and resolve the cause.

The background features a dark blue diagonal shape pointing towards the top right, a light blue shape at the top left, and a horizontal orange bar at the bottom right.

UI 101 – Pain points

Able and available to work

Pain point: Customer is not able or available but may qualify for PUA.



Able and available questions for Sunday, Sep 13 2020 to Saturday, Sep 19 2020

Were you physically able and available for work each day of the week?

Yes

No

- **Able to work** – You are physically and mentally capable, and have legal authority to work in the United States.
- **Available for work** – Each day you claim benefits, you must be immediately ready and willing to accept suitable work in your labor market during hours normal for your occupation. To meet the department's reporting requirements, you must be physically located in the United States (or Canada, if you are a Canadian citizen or have legal authority to work in the United States or Canada) including the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, for each day of the week.

You must be able and available for work. If you are not, you may be denied benefits

Once you submit your claim, we will send a request for more information. Respond promptly to avoid delays with your claim.

Save

Cancel



Next >



i We are processing an unprecedented number of unemployment claims and our highest priority is getting benefit payments out to customers as quickly as we can. As a result, we are unable to respond to all questions submitted online in a timely manner and we apologize. Many questions can be answered on our website at esd.wa.gov/unemployment. You may also want to subscribe to email updates about our response to COVID-19. Thank you for your patience.



Account alerts

⚠ We need more information from you



I want to

- Apply for training benefits
- Request standby
- Upload a document

Weeks summary	Decisions status	Pending Issues	Benefits	Online activity	Notices/letters	Report change
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Weeks summary

You have enough benefits left for 26 payments as long as you remain eligible, however your claim ends 6/26/2021. NOTE: Other factors, such as deductions from your benefits, may impact the amount and number of payments you will receive. Based on your available benefits, your final payment may be less than your weekly benefit amount.

Week ending	Status	Weekly benefit amount	Deductions	Intercepts	Benefits paid	Payment date
Jul 4 2020	Processing - Web	0.00	0.00	0.00	0.00	



Advice of Rights

You must respond by Sep 29 2020.

We need you to answer the questions on the following pages. Then we will decide whether we can pay or continue to pay you unemployment benefits. If you don't respond by the deadline, we'll use the information we have to make our decision. This means we might not pay you unemployment benefits, and you might have to pay back benefits you already received.

Your rights

You may request an interview before we make a decision about whether you are eligible for unemployment benefits. We conduct interviews by phone unless you request an in-person interview. You may:

- Have anyone help, including an attorney.
- Present evidence, documents, or witnesses.
- Cross-examine witnesses or parties at the interview.
- Ask for copies of all records or documents related to the issue.

Tell the Truth

If you make a false statement or withhold information about your claim, we consider that fraud. If you commit fraud, you may be denied benefits for future weeks, have to pay back benefits you already received, and pay a penalty.

I have read and understand the
above statements.

Cancel



Next >





Customary start time for occupation:

Sunday Start

12:00 AM

Monday Start

12:00 AM

Tuesday Start

12:00 AM

Wednesday Start

12:00 AM

Thursday Start

12:00 AM

Friday Start

12:00 AM

Saturday Start

12:00 AM

Customary end time for occupation:

Sunday End

11:59 PM

Monday End

11:59 PM

Tuesday End

11:59 PM





Able and available



Questions

We received information that caused us to question your availability for or ability to work starting with the week of 9/13/2020. According to our information, you listed your occupation as Cashiers. Were you able to and available for work during all days and hours normal for that occupation?

 Yes No

Cancel



Next >





Reasons unable or unavailable

Why were you unable or unavailable for work? Check all that apply.

- Medical reasons
- Out of town
- On Social Security and I can only work part time
- Employed
- Can't work certain days due to religious reasons
- Moving
- Retired
- Providing care for others
- No transportation
- In jail
- Other

Select other reason:

Cancel



Next >





Reasons unable or unavailable

Why were you unable or unavailable for work? Check all that apply.

- Medical reasons
- Out of town
- On Social Security and I can only work part time
- Employed
- Can't work certain days due to religious reasons
- Moving
- Retired
- Providing care for others
- No transportation
- In jail
- Other

Select other reason:

My reason is not listed. ▾

- I am a volunteer with AmeriCorps/Peace Corps.
- I am not authorized to work in the United States.
- I am or I was dealing with domestic violence or stalking issues.
- I had jury duty.
- I was not available due to a natural disaster.
- I'm not looking for full-time work.
- My reason is not listed.**

< Next >



Other

What was your reason for not being able and available for work?

What date did you become unavailable for work?

Are you still unavailable for work because of this reason?

Yes	No
-----	----

Cancel



Next >



Providing documentation

Please attach any relevant documentation in eServices or fax the information to 800-301-1796. Your documentation must be received by the close of business on 9/29/2020. If you fail to respond, a decision will be made about your eligibility for benefits based on available information.

How would you prefer to provide documentation?

I do not have an attachment to provide

I do not have an attachment to provide.

I will attach my documentation now.

Cancel



Next





Able and available



Will we pay you while we're making our decision?

If we have not paid you in the last four weeks, we won't pay you while we make our decision. If we approve your claim for unemployment benefits, we'll pay you for all the weeks you claimed and qualify.

If we have paid you in the last four weeks, we typically will continue to pay you "conditionally" until we make a decision about your claim. If we deny your claim, state law says you must pay back all conditional benefits you received.

To complete your form, select "Submit."

Cancel



Submit





 **Confirmation**

Congratulations! You have successfully submitted your form!

Thank you for answering our questions. Because you responded online, you don't have to mail or fax in your response.

If we need additional information from you, you will see a link under *Account alerts* that says, "We need more information from you." Select the link to see a list of issues that require your response.

Keep submitting your weekly claims

Even while we are investigating, continue to submit your weekly claims on time. If we decide you are eligible for benefits, we will pay you only for weeks you claimed. We may deny benefits for weeks you claim late.

Go paperless: You have the option to receive correspondence from us electronically in eServices. To change your correspondence preferences, go to the *Home* screen. Next, select "Switch to electronic correspondence" under the Alerts menu.

[Tell us about your experience with eServices.](#)

Additional information required

Issues to be resolved

Filing period	Respond by	Issue
Sep 19 2020	Sep 29 2020	Separation

Please select an issue to answer our additional questions. You must complete this information by the date indicated. If you do not respond, we will use the limited information we have to make a decision about your eligibility for benefits.

We may need information from you in addition to the issues listed here.

[Go back](#)

Monetary determination

Pain point: Monetary determination letters don't change for ineligible claimants, and they receive \$0 determination letters.

Date: Jan 2 2020
Letter ID: L000123456789
Claimant ID: ABC123



Jane Doe
123 Main Street
Lacey, WA 98503

Weekly Benefit Amount (WBA) of the claim.

Unemployment Claim Determination

We have determined:

- You may receive up to **\$415** each week you are eligible for unemployment benefits.
- The total amount you can receive for your benefit year is **\$7,200**.
- Your benefit year is **Dec 29 2019 to Dec 26 2020**.
- We may need to adjust the amount based on a number of factors.

Maximum Benefits Payable (MBP) from claim

Effective Date of Claim (EDC) to Benefit Year Ending (BYE)

This notification is not an approval or denial of benefits. It is a statement of how much you may receive as long as you otherwise qualify.

The amount you may get each week (called your weekly benefit amount) and the total amount you can receive (called your maximum payable amount) are based on the hours you worked and wages you received between Oct 1 2018 to Sep 30 2019. This period is called your base year. Employers pay the entire cost of unemployment benefits.

How to request an adjustment

If any information looks wrong or is missing, refer to the "Benefit payments" section of the Handbook for Unemployed Workers or call the claims center between 8 a.m. and 4 p.m., Monday through Friday at 800-318-6022, if you need help.

If this information is correct and you aren't eligible for unemployment benefits, you can ask for an alternate base year (ABY) claim. This type of claim uses the last four completed calendar quarters. Call the claims center to request an ABY. For more information, refer to eServices or the "Benefits payments" section of the Handbook for Unemployed Workers.

Be sure to continue to file your weekly claims, even if you are waiting for an answer from us.

Anytime there is an adjustment to your determination, we will send you a *Redetermination of Unemployment*. File your weekly claim, view your unemployment benefit details, find a WorkSource center and more at esd.wa.gov. Search more than 60,000 Washington jobs on WorkSourceWA.com. Visit WorkSource for free employment workshops and expert job-hunting advice.





Date: Jun 12 2020

Letter ID: [REDACTED]

Claimant ID: [REDACTED]

Unemployment Claim Determination

We have determined:

- **You may receive up to \$0 each week you are eligible for unemployment benefits.**
- **The total amount you can receive for your benefit year is \$0.**
- **Your benefit year is Jun 7 2020 to Jun 5 2021.**
- **We may need to adjust the amount based on a number of factors.**

This notification is not an approval or denial of benefits. It is a statement of how much you may receive as long as you otherwise qualify.

The amount you may get each week (called your weekly benefit amount) and the total amount you can receive (called your maximum payable amount) are based on the hours you worked and wages you received between Apr 1 2019 to Mar 31 2020. This period is called your base year. Employers pay the entire cost of unemployment benefits.

How to request an adjustment

If any information looks wrong or is missing, refer to the "Benefit payments" section of the Handbook for Unemployed Workers or call the claims center between 8 a.m. and 4 p.m., Monday through Friday at 800-318-6022, if you need help.

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Be sure to continue to file your weekly claims, even if you are waiting for an answer from us.

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File your weekly claim, view your unemployment benefit details, find a WorkSource center and more at esd.wa.gov.

Search more than 60,000 Washington jobs on WorkSourceWA.com. Visit WorkSource for free employment workshops and expert job-hunting advice.





5499990-000722-00-00000000

Review your work history

We received wage and hour information from the employer(s) listed below.

Employer	Apr to Jun 2019		Jul to Sep 2019		Oct to Dec 2019		Jan to Mar 2020	
	Wages	Hours	Wages	Hours	Wages	Hours	Wages	Hours
No Employers	0.00	0	0.00	0	0.00	0	0.00	0
Quarterly Totals	0.00	0	0.00	0	0.00	0	0.00	0

Total Wages 0.00

Total Hours 0

About Your Claim

We filed an Alternate Base Year claim using wages from Apr to Jun 2019, Jul to Sep 2019, Oct to Dec 2019, and Jan to Mar 2020. You aren't eligible for unemployment benefits because you did not work 680 hours during your alternate base year.



54888822 000750 01 00000000

Date: Sep 25 2020

Letter ID: [REDACTED]

Claimant ID: [REDACTED]

Pandemic Unemployment Assistance Monetary Determination

You've applied for Pandemic Unemployment Assistance. Please read this entire letter for important details on your claim.

This letter explains how much money you may receive each week that you qualify for benefits. Your weekly benefit amount is the amount you may receive each week before any deductions. It is based on the wages or income you earned during the most recently completed tax year. Your benefit year is the period of time you will be eligible to receive benefits if you continue to qualify.

We have determined:

- **Your weekly benefit amount is \$0.**
- **Your benefit year is Feb 2 2020 to Dec 26 2020.**

Whether you qualify to receive these benefits each week is determined based on the information you provide when you file your weekly claim.

If your weekly benefit amount is more than \$0, you have a valid claim. If you don't have a valid claim, the reason why is explained later in this letter.

Read the Handbook for Unemployed Workers at esd.wa.gov to find everything you need to know about benefits, including training for a new career.





Reason(s) you don't have a valid claim

Eligibility for Pandemic Unemployment Assistance requires that you met and continue to meet one or more of the COVID-19 public health emergency criteria.

You told us the reason you were unemployed, partially unemployed, unable or unavailable for work was not due to the COVID-19 public health emergency. You are not eligible for Pandemic Unemployment Assistance under the CARES Act.

The laws that apply are 20 CFR 625.4 and Public Law 116-136

Separation issues

Pain point: Separation issues can result in lengthy adjudication during a pandemic

Estimated percentage completed

Application for unemployment benefits

- Your profile
- Your employers
- Washington employers

Washington employer

Employer Details

Employer Name

Address

What date did you *start* working for this employer?

What date did you last *physically* work for this employer?

Why did you separate from this employer?

Have you applied for or are you receiving retirement pay from this employer?

Please provide your gross income before any deductions, including taxes.

How many hours a week did you work, on average?

Are you on a scheduled break from your school employer?

- Currently working full time
- Currently working part time
- Currently working reduced hours(partially employed)
- Fired
- Laid off
- Leave of absence
- Quit
- Shared work reduced hours
- Strike
- Suspended
- Temporarily out of work to attend mandatory apprenticeship training

Save Cancel

< Previous Next >

Work search requirements

Pain point: Claimants are confused by the need to look for work.

Date: May 25 2020
Letter ID:
Claimant I



00000001-01982622-01-00000000

Stopped sending
letter XX/XX/XXXX

Do

Read these job search requirements carefully. If you don't follow these instructions, we may deny your unemployment benefits.

Look for suitable work

For each week you want to receive unemployment benefits, you must look for suitable work. Suitable work is a job in an occupation that is in line with your prior training, work experience and education unless your regular work does not exist in your labor market. If this work is not available in your labor market area, then suitable work is a job you have the physical and mental ability to perform.

Our records show you are now required to make an active search for work.

Each week, you must:

- Make at least one employer contact;
- Participate in at least one approved job search activity at your local WorkSource office; or
- Complete a combination of one employer contact and job search activity at WorkSource.

Record job search activities

Read the Handbook for Unemployed Workers at esd.wa.gov/handbook to find out what to include in your job search log. We recommend you use the blank log at esd.wa.gov/job-search-log. In addition, you can report your job search activities when you file your weekly claim via eServices at esd.wa.gov.

Check with WorkSource on in-person job search activities

Note that not all in-person activities at your WorkSource office are approved for job search purposes. Check with your local WorkSource office to find out which in-person job search activities are approved.

File your weekly claim, view your unemployment benefit details, find a WorkSource center and more at esd.wa.gov. Search more than 60,000 Washington jobs on WorkSourceWA.com. Visit WorkSource for free employment workshops and expert job-hunting advice.



Weekly claim

Job search questions for Sunday, Sep 13 2020 to Saturday, Sep 19 2020

Did you complete at least **three** job search activities and keep a written record as required? If you didn't complete at least three activities, you must answer No.

Yes	No
-----	----

Job search activities include contacting an employer by email, fax, Internet, mail, phone or in person. They also include participating in an in-person workshop, training or other job search activities at a WorkSource center or other employment center.

Save Cancel < Next >



Date: Aug 23 2020
Letter ID: [REDACTED]
Claimant ID: [REDACTED]

What's Next letter still being sent.

- “unless we tell you otherwise” applies.
- Intention to revise, but must compete for prioritization with other features and bugs.

I've applied for unemployment benefits. What's next?

Read the *Handbook for Unemployed Workers*. To get your handbook:

- Go to esd.wa.gov; or
- Log into your eServices account; or
- Pick one up at your local WorkSource office; or
- Call us at 800-318-6022

You are responsible for reading and understanding the information in the handbook. If you don't follow the instructions, you could be denied benefits.

Then, make sure you:

- Look for a job and keep a job search log, unless we tell you otherwise.
- Submit your weekly claim.

Look for a job and keep a record of your contacts

Unless we tell you otherwise, *each week* you must:

- Make at least three employer contacts; or
- Go to your local WorkSource center and participate in at least three approved job search activities; or
- Do a combination of at least three employer contacts and approved activities.

Keep a record of your job search. There is a blank job search log at the back of the *Handbook for Unemployed Workers*. Be prepared to submit your job search activities with every weekly claim.

To find the nearest WorkSource center, log onto your eServices account or visit WorkSourceWA.com. To learn which job-search activities count toward work search in your area, please contact your local WorkSource office.

Search more than 60,000 Washington jobs on WorkSourceWA.com. Visit WorkSource for free employment workshops and expert job-hunting advice.
Read the Handbook for Unemployed Workers at esd.wa.gov to find everything you need to know about benefits, including training for a new career.



WHAT'S NEXT

Verifying identity

Pain point: Claimant must wait until identity is verified before we issue a payment.



4489985-000752-01-00000000

Date: May 18 2020

Letter ID: [REDACTED]

Claimant ID: \ [REDACTED]

Dear [REDACTED]

Verifying identity

You must respond to this letter by May 27 2020.

We need you to answer the questions below. Then we will decide whether we can pay or continue to pay you unemployment benefits. If you don't respond by the deadline, we'll use the information we have to make our decision. This means we might not pay you unemployment benefits, and you might have to pay back benefits you already received.

What you need to do

We could not confirm your identity. Please provide copies of:

- A state-issued identification card, driver's license or passport; and
- Your Social Security card.

Submit the copies on eServices or by email or fax to the Office of Special Investigations Fraud Prevention Unit.

Email: esdfraud@esd.wa.gov

Fax: (800) 301-1796

If you decide to answer the questions on eServices, you don't have to mail or fax in your response.

If you have questions about this issue, please contact the Office of Special Investigations Fraud Prevention Unit at 800-246-9763. Do not call the claims center regarding this issue, as they will be unable to assist you.

Your rights

You may request an interview before we make a decision about whether you are eligible for unemployment benefits. We conduct interviews by phone unless you request an in-person interview. You may:

- Have anyone help, including an attorney.
- Present evidence, documents, or witnesses.
- Cross-examine witnesses or parties at the interview.

File your weekly claim, view your unemployment benefit details, find a WorkSource center and more at esd.wa.gov. Search more than 60,000 Washington jobs on WorkSourceWA.com. Visit WorkSource for free employment workshops and expert job-hunting advice.





Verify your identity

Complete form

Social Security number:

Full first name:

Full last name:

SAW username:

Email Address

Date of birth:



Upload documents

Upload a copy or photo of:

- Your Social Security card

AND

- Your driver's license, passport or state-issued ID card.

Or, if we asked you to upload something specific, you may upload only what we asked for





CARES Act – Pain points

CARES Act

Pain Points:

- Claimants are not sure what to do when they see “Final payment” status for their weekly claim.
- Some weekly claims are generated on the wrong program, and the customer must call us to correct it.

UI claim

Home UI claim

Lost Wages Assistance

Lost Wages Assistance is a federal program that adds \$300 for each week the program remains federally funded. If you receive unemployment benefits and are unemployed or working fewer hours because of the COVID-19 pandemic, you may be eligible for these benefits. Learn more

Status:

No action needed. We will update your status if we issue a payment.



Account alerts

There are no alerts



I want to

[Apply for training benefits](#)

[Request standby](#)

[Upload a document](#)

Weeks summary	Decisions status	Pending Issues	Benefits	Online activity	Notices/letters	Report change
---------------	------------------	----------------	----------	-----------------	-----------------	---------------

Weeks summary

You have enough benefits left for 39 payments as long as you remain eligible, however your claim ends 3/11/2023. NOTE: Other factors, such as deductions from your benefits, may impact the amount and number of payments you will receive. Based on your available benefits, your final payment may be less than your weekly benefit amount.

Week ending	Status	Weekly benefit amount	Deductions	Intercepts	Benefits paid	Payment date
Sep 12 2020	Final payment	222.00	0.00	22.00	200.00	Sep 17 2020
Sep 5 2020	Paid	652.00	0.00	65.00	587.00	Sep 12 2020
Aug 29 2020	Paid	652.00	0.00	65.00	587.00	Sep 3 2020
Aug 22 2020	Paid	652.00	0.00	65.00	587.00	Aug 27 2020
Aug 15 2020	Paid	652.00	0.00	65.00	587.00	Aug 21 2020
Aug 8 2020	Paid	652.00	0.00	65.00	587.00	Aug 13 2020
Aug 1 2020	Paid	652.00	0.00	65.00	587.00	Aug 6 2020
Jul 25 2020	Paid	1,252.00	0.00	125.00	1,127.00	Jul 30 2020
Jul 18 2020	Paid	1,252.00	0.00	125.00	1,127.00	Jul 23 2020
Jul 11 2020	Paid	1,252.00	0.00	125.00	1,127.00	Jul 16 2020

Status details

Your final payment for this benefit entitlement has been issued.

[Frequently asked questions about unemployment benefits](#)

The background features a large dark blue shape on the left and top, a light blue shape on the top right, and a horizontal orange bar at the bottom. The text 'Language access' is centered in white on the dark blue background.

Language access

Language access

Pain point: Barriers faced by claimants with limited English proficiency are higher when claim volume is high.

Language access phone support

- Call 800-318-6022
- Press 7 for other language
- Some dual language unemployment agents
- Language Link for other languages
- Wait time has shortened – assigned more staff

eServices available in English and Spanish, including letters.

The screenshot shows the user interface of the Employment Security Department website. At the top, there is a navigation bar with the department's name and logo, and a language selector for English and Spanish. Below this is a main header with a home button and a navigation menu. A prominent yellow banner contains a message about the high volume of unemployment claims and the impact of COVID-19. The main content area is divided into sections for 'Avisos' (Notifications) and 'Necesito' (I need). The 'Avisos' section shows 'No tiene avisos' (No notifications). The 'Necesito' section lists actions like 'Manejar mi reclamo activo' (Manage my active claim), 'Cambiar preferencia de retención de impuesto' (Change tax withholding preference), 'Enviar mensaje/hacer preguntas' (Send message/ask questions), 'Actualizar información de sindicato' (Update union information), and 'Subir documentos' (Upload documents). At the bottom, there is a navigation bar with links for 'Resumen', 'Actividad', 'Avisos/cartas', 'Nombre/domicilio', 'Búsqueda de trabajo', '1099s', and 'Solicitudes/Formularios'. Below this is a 'Mis cuentas' (My accounts) section with two active claims: 'Administrar mi Reclamo activo' and 'Administrar mi PUA Claim activo'. Each claim card displays the claim number, start and end dates, weekly benefit amount, and status.

The screenshot shows a determination letter from the Employment Security Department, Washington State. The letter is dated September 18, 2020. It contains the following information:

- Fecha:** sep 18 2020
- Número de carta:** [Redacted]
- Número de reclamante:** [Redacted]

Determinación de Reclamo por Desempleo

Hemos determinado que:

- Puede recibir hasta \$0 cada semana que es elegible para beneficios por desempleo.
- La cantidad total que puede recibir durante su año de beneficio es \$0.
- Su año de beneficio es de sep 13 2020 a sep 11 2021.
- Puede que tengamos que ajustar la cantidad basados en ciertos factores.

Esta notificación no es una aprobación o negación de beneficios. Es un estado de cuenta con lo que puede recibir, siempre y cuando reúna los requisitos.

La cantidad que puede obtener cada semana (la cual se llama su cantidad de beneficio semanal) y la cantidad total que puede recibir (la cual se llama la máxima pagadera) se basan en las horas que trabajó y los sueldos que recibió entre jul 1 2019 y jun 30 2020. Este periodo se llama su año base. Los empleadores pagan todos los costos de beneficios por desempleo.

Cómo solicitar un ajuste

Si cualquier parte de la información esta incorrecta o faltante, vea la sección de "Pago de beneficios" en el Manual para Trabajadores Desempleados o en caso de necesitar ayuda, llame al centro de reclamos entre las 8 a.m. y 4 p.m., de lunes a viernes al 800-318-6022.

Si esta información es correcta y no es elegible para beneficios por desempleo, puede solicitar un reclamo de año base alterno (ABY por sus siglas en inglés). Este tipo de reclamo utiliza los cuatro últimos trimestres que completó. Llame al centro de reclamos para solicitar un ABY. Para mayor información, consulte eservices o la sección de "Pago de Beneficios" del [Manual para Trabajadores Desempleados](#).

Asegúrese de continuar registrando sus reclamos semanales, aún si está esperando una respuesta de nuestra parte.

Siempre que hay ajuste(s) a su determinación, le enviaremos una *Re-determinación de Beneficios, Horas y Sueldos*. Tenemos que emitir una re-determinación antes de que pueda solicitar una apelación.

Registre su reclamo semanal, vea sus detalles de beneficios por desempleo, encuentre un centro de WorkSource y más en [esd.wa.gov](#). Encuentre más de 60.000 trabajos en Washington on [WorkSourceWA.com](#). Visite WorkSource para asistir a talleres gratuitos y recibir consejos expertos de búsqueda de trabajo.

MONETARY DETERMINATION

Página: 1 de 2



Support your community during COVID-19

Do you work with Washingtonians who need support accessing benefits like unemployment insurance?

This page includes resources designed to help non-profits and community partners who are assisting people with limited English proficiency, disabilities, limited internet or other access needs. Learn about the additional benefits available due to COVID-19 and access eligibility guidelines, webinars, information about applying for benefits and more.

On this page

[Common questions](#) | [Free educational webinars](#) | [Shareable resources](#) | [Resources in languages other than English](#) | [Join our community](#)

Common questions

Before getting started, check out the answers to these common questions about the benefits available now.

[COMMON FAQs](#)

Free educational webinars

Watch our webinars to learn how to apply for regular unemployment benefits or Pandemic Unemployment Assistance, and for help filing weekly claims.

[JOIN OR WATCH NOW](#)

<https://esd.wa.gov/community>



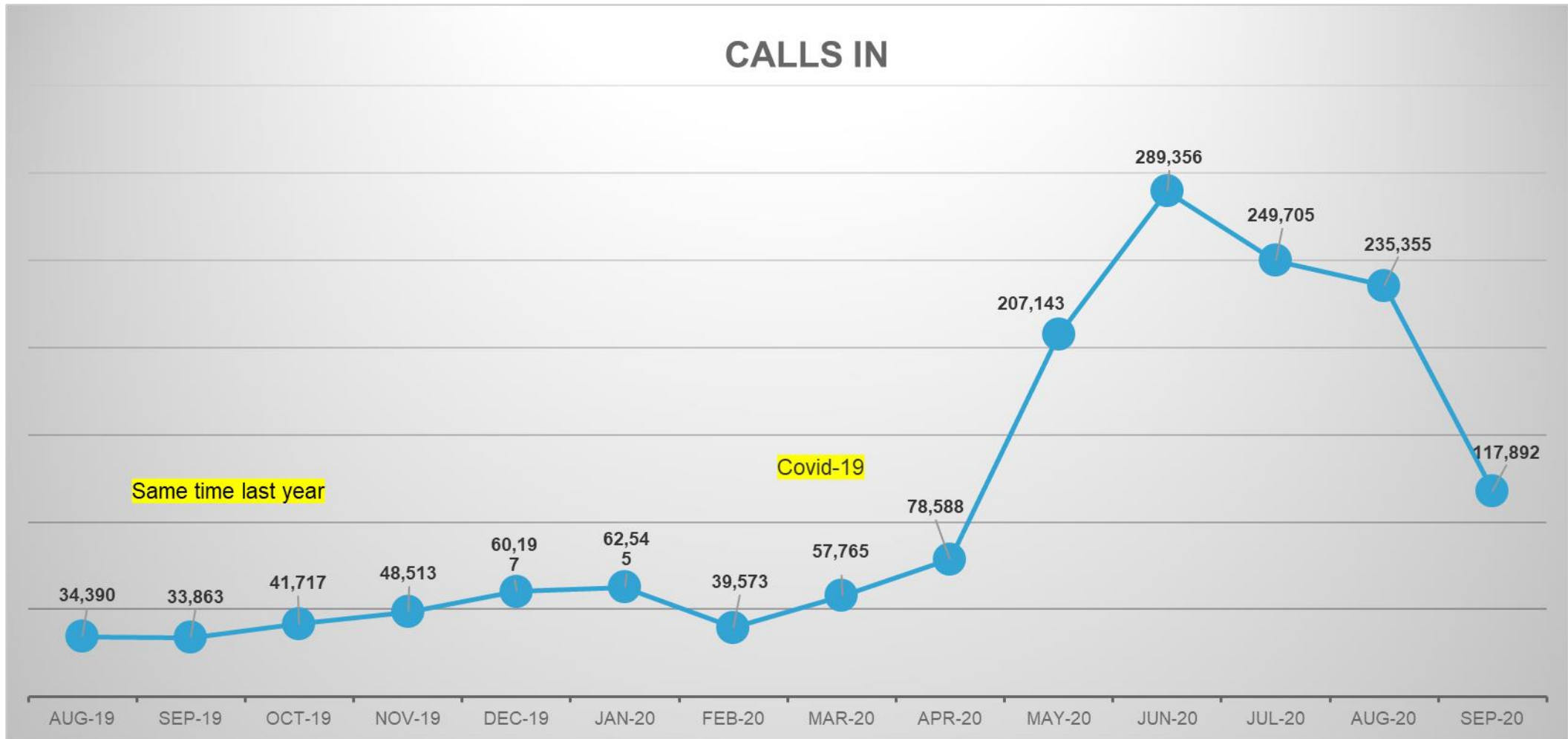
The background features a large dark blue shape on the left that tapers to a point on the right. Above this is a light blue area, and below is another light blue area. A thick orange horizontal bar is positioned at the bottom right, overlapping the light blue area below the dark blue shape.

Operations

Operations in a pandemic

Pain point: It is difficult to reach us by phone quickly.

CALLS IN



What we are doing now

- Recruiting & hiring more agents
- Training
- Providing additional information resources to our customers
 - Virtual assistant on esd.wa.gov
 - More frequent, targeted web notices to customers through eServices.

Questions?