

The documents in this packet will help you understand your responsibilities as a participant on your employer's SharedWork plan. This guide includes:

- Your SharedWork Employee Responsibilities
- Directions for Applying for Unemployment Benefits
- Your Unemployment Benefit Payments Options
- What's Next?
- SharedWork Payment Calculation Chart

## **IMPORTANT!**

- Employees will apply for a **regular unemployment insurance claim**. When your employer identifies you as a SharedWork participant, your unemployment claim will automatically work in conjunction with the company's SharedWork plan.
- If you are on your employer's SharedWork plan, you are **not** required to seek work. Once you are no longer on the employer's SharedWork plan, you are required to meet the work search requirements for regular unemployment benefits.
- Each time you open a new unemployment claim, you will serve a waiting week. Your waiting week is the first week you are eligible for benefits of \$1.00 or more. You must submit a weekly claim to receive credit for your waiting week. You will not be paid for your waiting week.

**As a SharedWork Participant, you are responsible to:**

- 1. Read all the information in this packet.**
- 2. Apply for unemployment benefits**  
→ See instructions on **page 3 to start a new claim** and **page 5 or 7 to restart your current claim.**
- 3. File your own weekly claim each week by eServices or telephone (see instructions on pages 5-8).**
  - Your company’s SharedWork representative will let you know when to apply for benefits and when to start filing weekly claims.
  - Incomplete or inaccurate information may cause a delay or denial of payment.
- 4. Remain able and available for all work offered by your SharedWork employer.**
  - You are not eligible for SharedWork benefits for any week that you do not work **all** hours scheduled by your SharedWork employer.
  - You must be available for additional hours of work, up to full-time, with your SharedWork employer, as long as 24 hours advanced notice is given for the additional work.
  - When you are not eligible for SharedWork benefits during any week claimed, your claim is calculated as a regular unemployment insurance payment.
- 5. Know when your claim expires.**
  - Your claim is good for 1 year (52 weeks). You will receive an “Unemployment Claim Determination” letter. Your benefit year (including your claim start and end dates) is explained in that letter as well as your weekly benefit amount.
  - Insert your benefit year end date here and keep it for future reference: \_\_\_\_\_.
  - When your claim expires, you must apply for a new unemployment claim.
  - You must respond to requests for information that are made by phone, mail, email, eServices, or by your company’s SharedWork representative. If you fail to respond, payment(s) may be denied.
  - Your employer will receive a weekly report to verify the accuracy of the information you provided on your weekly claims including your hours, earnings, and availability for work. If you are overpaid, you are responsible for repaying money you were not entitled to, which could include any deductions taken from your payment (IRS, etc.).
- 6. Contact your company’s SharedWork representative about your weekly claims, issues with your claim, or with any questions you have about the SharedWork program.**

Your company’s SharedWork representative(s): \_\_\_\_\_

**NOTE:** Skip to **page 5 or 7** if you previously applied for benefits and need to **restart your current claim.**

Apply for unemployment benefits **one** of three ways:

1. **Online** at [esd.wa.gov/unemployment](http://esd.wa.gov/unemployment). Click on “Apply online now.”
  - See instructions online for [how to complete the initial application](#), if assistance is needed.
  - Secure Access Washington (SAW) account
    - **For those new to Secure Access Washington (SAW)**, follow the instructions to create a new SAW account. Use a laptop or desktop for this initial step. If you do not have access to a computer, you can apply for benefits using your local library or WorkSource office’s computers free of charge.
    - **For established SAW users**, sign into eServices through your SAW account. If you established a SAW account for WorkSourceWA.com or another state service, use the same username and password.
    - For technical issues with your SAW account, call 855-682-0785.

**Example of eServices screen and instructions:**

**IMPORTANT:**

Once you are logged into your eServices account, look for “Submit an application,” “Apply for benefits,” or “restart” a current claim.

**2. & 3. Paper application or Phone**

- **To apply by paper**, see your company’s SharedWork representative for a paper application.
- **To apply by phone**, call SharedWork at 800-752-2500, option 1.

**Note:** Do **not** call the regular unemployment claims center for assistance.

- You may choose to receive your unemployment benefits by **direct deposit** or by **debit card** (administered by U.S. Bank ReliaCard).
  - **Debit cards** are automatically issued unless you sign up for direct deposit.
  - **Direct deposit** sign up is offered as an option during the online application process.
- If your payment method is currently direct deposit, and you want to change it, you can do so in eServices.

<p>U.S. Bank ReliaCard debit card</p>	<ul style="list-style-type: none"> <li>• Learn more about all fees associated with the debit card option on our website at <a href="https://esd.wa.gov/unemployment/debit-card">esd.wa.gov/unemployment/debit-card</a>.</li> <li>• The card takes about 10 business days to arrive. It will come in a white, double-window envelope with WA Employment Security Dept. in the upper left-hand corner and a return address from Indianapolis, IN.</li> </ul>
<p>Direct deposit</p>	<ul style="list-style-type: none"> <li>• Learn more about the direct deposit payment option on our website at <a href="https://esd.wa.gov/unemployment/direct-deposit">esd.wa.gov/unemployment/direct-deposit</a>.</li> </ul>

## You Applied for SharedWork- What's Next?

### Submitting Weekly Claims - Option 1: Online through eServices (recommended)

#### What is a weekly claim?

- After your unemployment claim is opened, you will start making weekly claims. When you file a weekly claim, you answer a series of questions about the prior week.
- Your answers help the department decide if you are qualified to receive benefits for the week.

#### When do I submit weekly claims?

- Begin filing weekly claims the Sunday after you applied for benefits or restarted your claim.
  - Claim weeks start on Sunday and end on Saturday.
  - Submit claims any time between 12:00 a.m. Sunday and 11:59 p.m. Saturday for the prior week.
- File a claim **every** week to keep your claim in active status.

#### What if I submit my claim late?

- Claims must be submitted in a timely manner.
- Your benefits may be denied for any week not claimed on time.

#### **IMPORTANT!**

If you stop filing **online** claims for 5+ weeks, your claim will become inactive, and you will need to **restart your claim**. This can be done in eServices, using the automated claims line (800-318-6022), or by calling SharedWork.

#### How do I file my weekly claim online?

- Once you have a Secure Access Washington account (see directions on page 3), you can start making weekly claims through your eServices account.
- Log into your eServices account and click on the “You have a weekly claim to file” alert on your Home screen. You can also click on “Manage my active UI claim” and click on the “Ready to File” link on that page.
- Review your answers for accuracy and click the Submit button.
- Your weekly claim will show “Processing” for a few days until it has fully processed.

#### What if I have questions or problems with my claim?

- Contact your company’s SharedWork representative or call SharedWork at 800-752-2500, option 1.
- You can also send us a message through your eServices account.
- See instructions online for [how to submit a weekly claim](#), if assistance is needed.

### Online Weekly Claim Questions

You are asked the following questions when you file a weekly claim online. Answer all questions truthfully.

1. Did you or will you receive paid time off or sick, vacation, or holiday pay?  
(**Note:** This includes paid time off (PTO) or a personal leave day for which you will be paid.)
2. Are you getting paid for any period after you last worked, such as severance pay, pay in lieu of notice or termination pay?
3. Did you work for any employer(s), whether you have been paid yet or not?  
(**Note:** This question applies to your SharedWork employer or any other employer you worked for during the week you are claiming. You must report your total hours and **gross earnings during the week you earned it**, not when paid.)
4. Did you work in self-employment or casual labor, whether you have been paid yet or not?
5. Have you been or will you be paid for jury duty?
6. Did you apply for or receive workers' compensation for an on-the-job injury?
7. Other than Social Security, did you apply for or have a change in a retirement plan not previously reported?  
(**Note:** Only answer "yes" to this question if you are **actively** receiving a pension or retirement pay.)
8. Did you begin attending a school or training program?
9. Were you physically able and available to work all hours scheduled by (your SharedWork employer name here)?  
(**Note:** If you were **not** able and/or available for work or if you refused work with your SharedWork employer during a week, answer "No" to this question. Answer "Yes" to this question if you were available for all scheduled hours.)
10. Did you refuse any offer of work from your Shared Work employer?  
(**Note:** Refusing work means that you turned down an offer of new employment.)

**Additionally, if you worked during the week, you may be asked:**

- Was this work for the same employer as last week?
- Did you or will you work for the same employer this week?
- Did you work for more than one employer?
- Was your separation from employment due to:
  - A lack of work?
  - Were you fired?
  - Did you quit?

### Submitting Weekly Claims - Option 2: by Phone

#### What is a weekly claim?

- After your unemployment claim is opened, you will start making weekly claims. When you file a weekly claim, you answer a series of questions about a prior week.
- Your answers help the department decide if you are qualified to receive benefits for the week.

#### When do I submit a weekly claim?

- Begin filing weekly claims the Sunday after you applied for benefits or restarted your claim.
  - Claim weeks start on Sunday and end on Saturday.
  - Submit claims any time between 12:00 a.m. Sunday and 4:00 p.m. the last working day of the week, usually Friday (unless Friday is a holiday).
- **You must claim weekly** to use the automated claims line.
  - See “What if I forget to submit weekly claims?” to the right if you miss one or more weeks.

#### How do I submit my weekly claim by phone?

- Call 1-800-318-6022 and follow the prompts to use the automated claims line.
- The first time you use the automated claims line, you must set up a PIN.
  - Follow the instructions to make a secure PIN.
  - You can reset your PIN using your eServices account or by calling SharedWork.
  - Your PIN is your electronic signature. Do not share your PIN with others, even ESD employees.

#### **IMPORTANT!**

If you stop claiming by phone for a week or more: to start claiming again, you must **restart your claim** using the automated claims line (800-318-6022) or by speaking with a SharedWork representative.

- **Work Search** You will be asked if you searched for work. Answer the question truthfully. SharedWork participants do not have to seek work, so the system will know that you are not required to do a job search.
- Before calling, have your weekly hours available and your gross pay calculated. See **IMPORTANT** example on next page.\*

#### How do I know if my claim was accepted?

- If you make a mistake, hang up, wait 15 minutes, and then start over.
- At the end of a successful weekly claim, you will hear, “Your claim has now been accepted.”
- If we need more information about your weekly claim, you are told, “Your call will be transferred to a claim specialist now.” Instead of waiting: hang up, call SharedWork, and select option 4. If you do not call, benefits may be delayed or denied.

#### What if I forget to submit my weekly claim?

- Either log into eServices to get caught up online, or
- Contact your company’s SharedWork representative to complete and submit a paper claim form for missing weeks, or
- Call SharedWork to get caught up on missing weeks or to restart your claim.

---

## Phone Weekly Claim Questions

1. Were you physically able to work and available for work each day?
2. Did you search for work and keep a written record as required?  
(**Note:** SharedWork participants are **not required to seek work**, but the question is still asked.)
3. Did you refuse any offer of work?
4. Did you fail to apply for a job that you were referred to by WorkSource?
5. Did you apply for or receive workers' compensation for an on-the-job injury?
6. Other than Social Security, did you apply for or have a change in a retirement plan not previously reported?  
(**Note:** Only answer "yes" to this question if you are actively receiving a pension or retirement pay.)
7. If there was a holiday during the week you are claiming, were you or will you be paid for it?
8. If you took vacation time during the week you are claiming, were you or will you be paid for it?
9. Did you or will you receive sick pay?
10. Other than vacation pay, are you getting paid for any period after you last worked, such as severance pay or pay in lieu of notice?
11. Were you paid for serving on a jury?
12. Did you perform duty in the Military Reserve or National Guard for more than 72 consecutive hours?
13. Did you work in self-employment?
14. Did you perform any work for any employer(s), whether you've been paid yet or not?  
(**Note:** This question applies to your SharedWork employer or any other employer you worked for during the week you are claiming. You must report your total hours and **gross earnings during the week you earned it**, not when paid.)

**\*IMPORTANT:** When filing by phone, you must round your hours down to the nearest whole number.

**Example:** You worked 32.8 hours. You will report 32 hours; **however**, report your **gross earnings** by multiplying your **total** hours (32.8) by your hourly rate of pay (\$20 for this example). So, 32.8 hours multiplied by \$20 per hour equals \$656.00.

### **Additionally, if you worked during the week, you may be asked:**

- Was this work for the same employer as last week?
- Did you or will you work for the same employer this week?
- Did you work for more than one employer?
- Was your separation from employment due to:
  - A lack of work?
  - Were you fired?
  - Did you quit?



Directions: Using the chart below, identify your usual hours of work per week prior to reduction then calculate your benefit.

**Example:** My usual work hours are 40 hours per week. Therefore, I will use the 40-hour calculation chart highlighted below. My weekly benefit amount (WBA) is \$500 per week. I worked 20 hours for my SharedWork employer. I will receive 50 percent of my WBA. If eligible, my SharedWork benefit payment would be \$250.

40 HOURS		39 HOURS		38 HOURS		37 HOURS		36 HOURS	
HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %
36	10.0%	35	10.3%	34	10.5%	33	10.8%	32	11.1%
35	12.5%	34	12.8%	33	13.2%	32	13.5%	31	13.9%
34	15.0%	33	15.4%	32	15.8%	31	16.2%	30	16.7%
33	17.5%	32	17.9%	31	18.4%	30	18.9%	29	19.4%
32	20.0%	31	20.5%	30	21.1%	29	21.6%	28	22.2%
31	22.5%	30	23.1%	29	23.7%	28	24.3%	27	25.0%
30	25.0%	29	25.6%	28	26.3%	27	27.0%	26	27.8%
29	27.5%	28	28.2%	27	28.9%	26	29.7%	25	30.6%
28	30.0%	27	30.8%	26	31.6%	25	32.4%	24	33.3%
27	32.5%	26	33.3%	25	34.2%	24	35.1%	23	36.1%
26	35.0%	25	35.9%	24	36.8%	23	37.8%	22	38.9%
25	37.5%	24	38.5%	23	39.5%	22	40.5%	21	41.7%
24	40.0%	23	41.0%	22	42.1%	21	43.2%	20	44.4%
23	42.5%	22	43.6%	21	44.7%	20	45.9%	19	47.2%
22	45.0%	21	46.2%	20	47.4%	19	48.6%	18	50.0%
21	47.5%	20	48.7%	19	50.0%				
20	50.0%								



35 HOURS		34 HOURS		33 HOURS		32 HOURS		31 HOURS	
HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %	HOURS	BENEFIT %
31	11.4%	30	11.8%	29	12.1%	28	12.5%	27	12.9%
30	14.3%	29	14.7%	28	15.2%	27	15.6%	26	16.1%
29	17.1%	28	17.6%	27	18.2%	26	18.8%	25	19.4%
28	20.0%	27	20.6%	26	21.2%	25	21.9%	24	22.6%
27	22.9%	26	23.5%	25	24.2%	24	25.0%	23	25.8%
26	25.7%	25	26.5%	24	27.3%	23	28.1%	22	29.0%
25	28.6%	24	29.4%	23	30.3%	22	31.3%	21	32.3%
24	31.4%	23	32.4%	22	33.3%	21	34.4%	20	35.5%
23	34.3%	22	35.3%	21	36.4%	20	37.5%	19	38.7%
22	37.1%	21	38.2%	20	39.4%	19	40.6%	18	41.9%
21	40.0%	20	41.2%	19	42.4%	18	43.8%	17	45.2%
20	42.9%	19	44.1%	18	45.5%	17	46.9%	16	48.4%
19	45.7%	18	47.1%	17	48.5%	16	50.0%		
18	48.6%	17	50.0%						

30 HOURS	
HOURS	BENEFIT %
27	10.0%
26	13.3%
25	16.7%
24	20.0%
23	23.3%
22	26.7%
21	30.0%
20	33.3%
19	36.7%
18	40.0%
17	43.3%
16	46.7%
15	50.0%

29 HOURS	
HOURS	BENEFIT %
26	10.3%
25	13.8%
24	17.2%
23	20.7%
22	24.1%
21	27.6%
20	31.0%
19	34.5%
18	37.9%
17	41.4%
16	44.8%
15	48.3%

28 HOURS	
HOURS	BENEFIT %
25	10.7%
24	14.3%
23	17.9%
22	21.4%
21	25.0%
20	28.6%
19	32.1%
18	35.7%
17	39.3%
16	42.9%
15	46.4%
14	50.0%

27 HOURS	
HOURS	BENEFIT %
24	11.1%
23	14.8%
22	18.5%
21	22.2%
20	25.9%
19	29.6%
18	33.3%
17	37.0%
16	40.7%
15	44.4%
14	48.1%

26 HOURS	
HOURS	BENEFIT %
23	11.5%
22	15.4%
21	19.2%
20	23.1%
19	26.9%
18	30.8%
17	34.6%
16	38.5%
15	42.3%
14	46.2%
13	50.0%

25 HOURS	
HOURS	BENEFIT %
22	12.0%
21	16.0%
20	20.0%
19	24.0%
18	28.0%
17	32.0%
16	36.0%
15	40.0%
14	44.0%
13	48.0%

24 HOURS	
HOURS	BENEFIT %
21	12.5%
20	16.7%
19	20.8%
18	25.0%
17	29.2%
16	33.3%
15	37.5%
14	41.7%
13	45.8%
12	50.0%

23 HOURS	
HOURS	BENEFIT %
20	13.0%
19	17.4%
18	21.7%
17	26.1%
16	30.4%
15	34.8%
14	39.1%
13	43.5%
12	47.8%

22 HOURS	
HOURS	BENEFIT %
19	13.6%
18	18.2%
17	22.7%
16	27.3%
15	31.8%
14	36.4%
13	40.9%
12	45.5%
11	50.0%

21 HOURS	
HOURS	BENEFIT %
18	14.3%
17	19.0%
16	23.8%
15	28.6%
14	33.3%
13	38.1%
12	42.9%
11	47.6%

20 HOURS	
HOURS	BENEFIT %
18	10.0%
17	15.0%
16	20.0%
15	25.0%
14	30.0%
13	35.0%
12	40.0%
11	45.0%
10	50.0%

19 HOURS	
HOURS	BENEFIT %
17	10.5%
16	15.8%
15	21.1%
14	26.3%
13	31.6%
12	36.8%
11	42.1%
10	47.4%

18 HOURS	
HOURS	BENEFIT %
16	11.1%
15	16.7%
14	22.2%
13	27.8%
12	33.3%
11	38.9%
10	44.4%
9	50.0%

17 HOURS	
HOURS	BENEFIT %
15	11.8%
14	17.6%
13	23.5%
12	29.4%
11	35.3%
10	41.2%
9	47.1%

16 HOURS	
HOURS	BENEFIT %
14	12.5%
13	18.8%
12	25.0%
11	31.3%
10	37.5%
9	43.8%
8	50.0%

15 HOURS	
HOURS	BENEFIT %
13	13.3%
12	20.0%
11	26.7%
10	33.3%
9	40.0%
8	46.7%

14 HOURS	
HOURS	BENEFIT %
12	14.3%
11	21.4%
10	28.6%
9	35.7%
8	42.9%
7	50.0%

13 HOURS	
HOURS	BENEFIT %
11	15.4%
10	23.1%
9	30.8%
8	38.5%
7	46.2%

12 HOURS	
HOURS	BENEFIT %
10	16.7%
9	25.0%
8	33.3%
7	41.7%
6	50.0%

11 HOURS	
HOURS	BENEFIT %
9	18.2%
8	27.3%
7	36.4%
6	45.5%