



INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS



*UNEMPLOYMENT INSURANCE*

# **CLAIMANT** HANDBOOK

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# INTRODUCTION

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Unemployment Insurance decisions are made without regard to race, color, sex, national origin, religion, age or disability. Contact the Indiana Department of Workforce Development (DWD) or the U.S. Department of Labor (USDOL) if you believe you are the victim of discrimination concerning a claim. Don't risk being disqualified or losing your benefits because you don't understand your rights and responsibilities.

## About this Handbook

Read this handbook carefully and completely. The sections in this booklet will help explain certain questions you may have about your rights and responsibilities concerning your Unemployment Insurance Claim. It provides general information and should not be used as law or as legal advice. The State of Indiana is committed to timely and accurate delivery of benefits.

## Who Pays for Unemployment Insurance?

Unemployment Insurance benefits are paid by employer taxes. No money is deducted from your paycheck or taxes to pay Unemployment Insurance benefits. Under the Federal Unemployment Tax Act of 1939, employers are required to pay taxes that pay for the cost of administering Unemployment Insurance and employment service programs at the state and federal levels.

## Interstate Claimants

The contents of this handbook apply to Indiana claims for those who live in the state. If you have moved out of Indiana, you must report to an unemployment insurance office in that state to register for work and change your address.

## Quality Control Audits

DWD conducts random claimant quality control audits. Audits review claimant eligibility, payroll records, and work search contacts. If you are selected for an audit, you will be contacted by an auditor for an interview.

## Unemployment Insurance Fraud

***DWD aggressively pursues any acts of fraud committed against the Unemployment Insurance Program.*** DWD cooperates with other state agencies to check employment and unreported earnings.

You commit fraud when you:

- Knowingly fail to report any earnings during your waiting period, benefit period or extended benefit period weeks
- Hide or falsify any fact that would make you ineligible for benefits or reduce your benefit amount
- Assume someone else's identity to file for or receive benefits

What happens if you commit fraud?

- You must repay the benefits you received (plus interest) as a result of the fraud (the overpayment).
- You must pay a penalty *in addition to* the overpayment in an amount of:
  - 25% of the overpayment for the first fraudulent claim
  - 50% of the overpayment for the second fraudulent claim
  - 100% of the overpayment for the third fraudulent claim and all fraudulent claims thereafter.
- You may face a fine and/or a jail term.

***Failure to repay this money may result in civil legal action or referral of your account to a collection agency.***

# HOW DO I FILE FOR BENEFITS?

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If you need to:

- File your claim for Unemployment Insurance benefits
- Reapply for benefits after a period of employment
- Resume filing after any period of claim inactivity

Do so as soon as possible. You can only claim benefits for weeks you filed. If you are re-opening an existing claim or transitioning from one claim level to another, check your homepage frequently. You generally cannot re-open or transition to a new claim level on the same day you file a weekly voucher. You can not go back and claim benefits for previous weeks, and file dates cannot be “backdated” for weeks that you may have missed.

## Apply

- You may file your application for benefits at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment)
- Watch the online filing tutorial before filing to prevent errors, which may delay your claim
- Follow the instructions given for filing a claim
- If you do not have Internet access, you can apply at your local WorkOne Center
- BE SURE TO TURN OFF ANY “POP-UP BLOCKER” on the computer you are using. Important information may appear in pop-up windows, both at the time of initially filing and also when completing weekly vouchers.

## Information You Must Provide

You will need to provide DWD with the following information to file your claim. If you are visiting a WorkOne Center, please bring this information with you on your first visit.

- Your complete name, address and zip code
- Your Social Security number (your claim *will not* be processed without it)
- Personal identification (i.e., driver’s license, photo ID, alien card)
- Name, address and telephone number of your last employer
- Dates worked at your last place of employment
- The reason you are unemployed

Tip – Bring your latest check stub from your most recent employer with you.

## Work Registration

To be eligible for benefits you are required to complete the following requirements. First, while receiving unemployment insurance benefits you are required to **register, post your resume** and have your **resume available online for employers to view** in our job matching service (IC22-4-14) at [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) within four (4) weeks of initially filing your claim. An account has been started for you in [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) based on the information you entered for your Uplink account, but you still must post a resume and ensure that it is available for employers to view. Failure to complete these requirements will cause your benefits to be denied and will remain denied until such a time as these requirements have been met.

NOTE: If you have a work search waiver, which includes DWD approved training, a return to work date of 60 days or less or are an active member of a union hiring hall, you do not have to be registered in [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) or post your resume and you do not have to report your work search efforts each week. However, you are still required to complete a weekly online voucher.

## What to Expect

- After filing your initial claim, you do not need to contact DWD or your local WorkOne Center, unless otherwise instructed. Eligibility will be determined during this period.
- Within ten days of filing you will receive a wage transcript and benefits computation form. ***This does not determine qualification and it is no guarantee of benefits; it is a statement providing a possible weekly benefit amount and an overall maximum benefits amount should you be deemed eligible for benefits. If incorrect, take to local office with proof of earnings.***

## Waiting Period

A one week waiting period is required after you file your initial claim. Do not wait to file your claim. File as soon as you become unemployed. You will not receive benefits during the waiting period. Any wages earned during your waiting period must be reported.

You must register for work on [IndianaCAREERconnect.com](https://www.in.gov/careerconnect/) to qualify for benefits. If you belong to a union hiring hall and have a return to work date within 60 days, you do not need to apply for one job per week or search for work at two additional locations. However, if the layoff is longer than 60 days, you must complete the weekly application and work-search.

# DO I QUALIFY FOR BENEFITS?

You only qualify for unemployment benefits if you are unemployed through no fault of your own. When filing your claim for benefits, be sure to give complete and accurate information about why you are no longer working.

Three factors determine if you qualify for benefits:

- 1) How much money you earned in the base period.
- 2) Why you are unemployed.
- 3) If you are able, available and actively seeking full-time work.

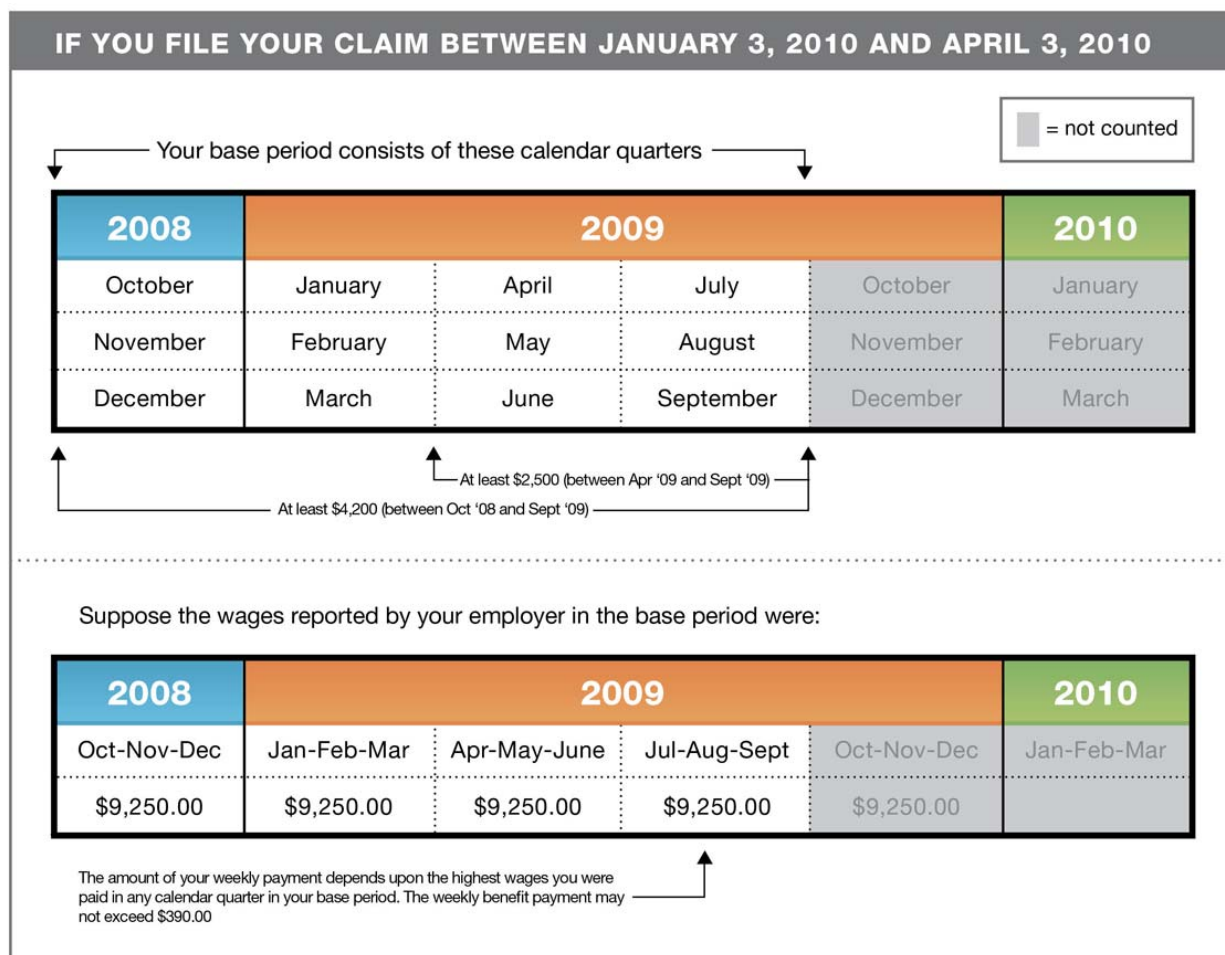
\* These factors are addressed in more detail below.

## 1) How Much Money Did You Earn in Your Base Period?

Your benefit amount depends on how much money you earned while working during your **base period**. The base period divides the year into four quarters of three months each.

**Base Period:** Your base period includes the first 4 of the last 5 completed calendar quarters before the week you file an initial claim application for a new benefit year. The wages you earned during this period of time are used to determine if you qualify for benefits and to calculate how much you can be paid. The last quarter worked is called the lag quarter, and no wages from that quarter count in your base period.

The following chart shows your base period. (See below.)



To establish a valid claim, you must have total wage credits during your base period that are equal to at least one and one-half (1.5) multiplied by your highest quarter wages. You must also have base period wages totaling at least \$4,200, with \$2,500 of those wages earned in the last six (6) months of the base period. (see *example below*)

**Example:** A claim started January 3, 2010 has a base period that starts on October 1, 2008 and ends on September 30, 2009. In order to qualify for benefits:

- You must have earned total base period wages that are 1.5 times greater than your highest quarter wages
- You must have earned at least \$4,200 during the base period (October 1, 2008 through September 30, 2009), **AND**
- You must have earned at least \$2,500 during the last 6 months of the base period (April 1, 2009 through September 30, 2009).

## 2) Why Are You Unemployed?

You only qualify for Unemployment Insurance benefits if you are unemployed **through no fault of your own**.

**If You Quit or Were Fired:** A claims deputy within the agency's administrative office will need to make a determination of whether or not you are eligible for benefits. You must provide **fact finding** information as part of your online application. Your benefit eligibility determination will be based on the fact finding information you provide, as well as information provided by your employers. Please fill out this information as completely as you can. Your most recent employer and your base period employer(s) may be contacted for information regarding your claim. When this process is complete, you will be sent a *Determination of Eligibility* (see page 10).

**If You Were Fired for "Just Cause":** If you were fired for "just cause" you may not qualify for benefits. Just cause includes, but is not limited to:

- Giving false information on a job application
- Knowingly breaking an employer's rules
- Unexcused absence or tardiness
- Purposely damaging the employer's property
- Refusal to obey employer instructions
- Reporting to work under the influence of drugs and/or alcohol
- Consuming drugs and/or alcohol on the job
- Conduct that threatens the safety of others
- Conviction and imprisonment for a serious crime
- Breach of a duty you owed your employer

**If You Quit Voluntarily:** If you quit voluntarily without good, work-related reasons, you may not qualify for benefits. Good, work related reasons include, but are not limited to:

- Your employer arbitrarily (unreasonably) changes the terms or conditions of your work
- Safety violations at your work site
- Harassment
- Domestic or family violence

Some exceptions are made for those who voluntarily leave work for other reasons.



### 3) Are You Able, Available, and Actively Seeking Full-Time Work?

Your benefits could be denied or reduced if you:

- Refuse a suitable offer of work.
- Fail to go to a job referral made by your local WorkOne Center.
- Cannot show proof that you are actively searching for work according to work search requirements (*explained on page 15-16*).
- You are temporarily not available for work due to illness, injury, leave of absence.
- You are on suspension due to work-related misconduct.

Even if you have a work search waiver, you must be mentally and physically able and available to work. Your benefits can be reduced by  $\frac{1}{3}$  of your weekly benefit amount for each day you are unavailable.

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#### What is a Suitable Offer of Work?

Unemployment Insurance recipients must accept any offer of suitable work. An offer of work will be suitable if it is reasonably similar in location, type of work, and pay to your previous work experience. The longer you remain unemployed, the more likely it becomes that an offer of work will be considered suitable. You must be willing to expand your work search beyond your normal trade or occupation and to accept work at a lower rate of pay in order to remain eligible for benefits as the length of your unemployment grows. During weeks 5-8 of receiving unemployment insurance benefits, you must accept work that pays at least 90% of your previous wage. After 8 weeks of collecting benefits, you must accept work that pays at least 80% of your previous wage.



# HOW WILL I KNOW IF I GET BENEFITS?

Soon after you file your claim you should receive a *Wage Transcript and Benefit Computation*. (See figure below) **Receiving this notice does not guarantee that you will receive benefits**; however, you must read the notice carefully. Make sure the information on the front and back are correct because this information will be used in determining your eligibility for benefits.

Check the following information on your *Wage Transcript and Benefit Computation*:

- Are your name and address correct?
- Is your Social Security Number correct?
- Are wages listed under your name?
- Are the employers listed correct and complete?
- Are the wage amounts correct?
- Do wages appear that are not yours?

SEE REVERSE SIDE FOR OPENING INSTRUCTIONS

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT  
BENEFIT DETERMINATIONS  
10 NORTH SENATE AVENUE  
INDIANAPOLIS INDIANA 46204-2277

FORWARDING SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
INDIANAPOLIS IN  
PERMIT NO. 9647

Thomas J Jefferson  
100 N Capitol  
Monticello IN 40000-0000

1) Is your name and address correct?

(BACK) ▲ (FRONT) ▼

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT  
**WAGE TRANSCRIPT AND BENEFIT COMPUTATION**  
CONFIDENTIAL RECORD PURSUANT TO IC 22-4-19-6 IC 22-4-1-6

SOCIAL SECURITY NUMBER	LOCAL OFFICE	CLAIM LEVEL	CLAIM TYPE	BASE PERIOD		BENEFIT PERIOD		APPLICATION DATE	DATE COMPUTED
				BEGIN	00/00/00	END	00/00/00		
123-45-6789	700	REG	UI		00/00/00		00/00/00	00/00/00	00/00/00
EMPLOYEE	NAME OF EMPLOYER			ACCOUNT NUMBER		QTR/YR	WAGES REPORTED		
TJ JEF	ABC COMPANY			0000000 -000		1/01	5,000.00		
TJ JEF	ABC COMPANY			0000000 -000		4/00	4,337.00		
TJ JEF	ABC COMPANY			0000000 -000		3/00	3,676.00		
TJ JEF	ABC COMPANY			0000000 -000		2/00	4,196.00		

2) Is your social security number correct?

3) Are the wages listed under your name?

4) Are employers listed correct & complete?

5) Are the wage amounts correct?

**Contact DWD immediately if any of the information is incorrect on your Wage Transcript and Benefit Computation. Remember—you only have 10 days to request corrections to this information. You will be held responsible for any overpayment if benefits were paid to you based upon incorrect information.**

- Call DWD toll-free at 1-800-891-6499 or email us at <https://askworkone.in.gov/>
- Residents of Marion County may also dial 317-232-7436
- If you are hearing impaired, please call us at 317-232-7560.

## Determination of Eligibility

This notice will be mailed to you after a claims deputy reviews the fact finding information you have provided. It states whether or not you qualify for benefits. It also explains how and why the decision was made. Please review the information in the Determination of Eligibility carefully (*see example below*). If the legal result of the case reads “no penalty” or “no disqualification”, then you are eligible for benefits from the listed issue.

 <p>INDIANA <b>WORKFORCE</b> DEVELOPMENT AND ITS <b>WorkOne</b> CENTERS</p>	<p><b>DETERMINATION OF ELIGIBILITY</b> INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT State Form 128 (04-06) 10 N. SENATE AVE. INDIANAPOLIS, IN 46204-2277 CONFIDENTIAL RECORD PURSUANT TO IC 4-1-6, IC 22-4-19-6</p>	 <p>000128011</p>  <p>unemployment programs</p>
<p>10/27/2009</p>		
<p>121651320654123 Set: 1313 of 1952 <b>Name and Address of Employer</b> ABC COMPANY ABC DRIVE INDIANAPOLIS, IN 46204</p>	<p><b>RE:</b> John Doe <b>SSN:</b> 123-45-6789 <b>BYE:</b> 12-31-2010 <b>Claim Level:</b> UI <b>Separation Date:</b> 6-13-2009 <b>Employer Acct #:</b> 55555 <b>ID:</b> 123456789</p>	
<p><b>Issue Involved:</b> Discharge for just cause.</p>		
<p><b>Circumstance of Case</b> The claimant was discharged. The employer has failed to provide sufficient information to establish the discharge was the result of willful misconduct.</p>		
<p><b>Conclusion of Case</b> The claimant was not discharged for just cause. On a discharge case the employer has the burden of proof to establish that the individual was discharged due to misconduct within their control. Sufficient information has not been provided to sustain the employer's burden of proof. In accordance with IC-22-4-15-1, no penalty is imposed under these circumstances. No disqualification.</p>		
<p><b>Legal Result of Case</b> <b>CLAIMANT:</b> NO PENALTY APPLIES AS A RESULT OF THIS ISSUE.</p>		
<p><b>Date Determination Mailed</b> 10-27-2009</p>	<p><b>Department</b> UI ADJUDICATION CENTER</p>	<p><b>Signature of Deputy</b> J. Smith</p>
<p>RIGHT OF APPEAL: THIS DETERMINATION WILL BECOME FINAL ON 11-06-2009 IF NOT APPEALED. EITHER PARTY MAY APPEAL THIS DETERMINATION AND REQUEST A HEARING BEFORE AN ADMINISTRATIVE LAW JUDGE WITHIN TEN DAYS OF THE DATE THIS DETERMINATION WAS MAILED OR OTHERWISE DELIVERED. PLEASE SEE REVERSE SIDE FOR APPEAL PROCEDURE.</p>		
	<p>12165132 MPPFHVTHQ UI 9/25/2010 (1)</p>	

# HOW MUCH WILL MY BENEFITS BE?

Your benefits are limited by a few factors:

- 1) Length of time you may receive benefits
- 2) Maximum weekly benefit amount
- 3) Maximum benefit amount

## How Long May I Receive Benefits?

- You may draw regular unemployment insurance benefits for up to 26 weeks, or until your **maximum benefit amount (MBA)** has been reached (*see below*). During periods of high unemployment emergency extensions may be offered to extend your weeks of eligibility.
- Your claim is good through your **benefit year end (BYE)** date.
- Your benefit year consists of the 52 weeks beginning with the first week you filed your claim.
- Your BYE date is listed on your home page.
- You may re-open your claim if you become unemployed more than once before your BYE.

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT  
**WAGE TRANSCRIPT AND BENEFIT  
 COMPUTATION**  
 CONFIDENTIAL RECORD PURSUANT TO IC 22-4-19-6 IC 22-4-1-6

SECURITY NUMBER	LOCAL OFFICE	CLAIM LEVEL	CLAIM TYPE	BASE PERIOD		BENEFIT PERIOD		APPLICATION DATE	DATE COMPUTED
				BEGIN	00/00/00	BEGIN	00/00/00		
123-45-6789	700	REG	UI	END	00/00/00	END	00/00/00	00/00/00	00/00/00
EMPLOYEE	NAME OF EMPLOYER			ACCOUNT NUMBER		QTR/YR	WAGES REPORTED		
TJ JEF	ABC COMPANY			0000000 -000		1/01	5,000.00		
	ABC COMPANY			0000000 -000		4/00	4,337.00		
	ABC COMPANY			0000000 -000		3/00	3,676.00		
	ABC COMPANY			0000000 -000		2/00	4,196.00		
WBA	MBA	FIRST QUARTER WAGES	SECOND QUARTER WAGES	THIRD QUARTER WAGES	FOURTH QUARTER WAGES	TOTAL WAGES			
390.00	48,160.00	4,337.00	3,676.00	4,337.00	5,000.00	17,350.00			

**6) Your WBA** (points to the WBA cell)

**7) Your MBA** (points to the MBA cell)

## Is There a Limit to the Total Amount of My Benefits?

The total amount of your claim is limited by your maximum benefit amount (MBA). It is shown on your *Wage Transcript and Benefit Computation*. (*See number 6 in the example above*)

Your MBA will be the lesser of:

- 28% of your total base period wages (up to \$9,250 per quarter). (*See page 6 for information on the base period*)
- 26 times your Weekly Benefit Amount (WBA)

## How Much Will My Weekly Payment Be?

Your **weekly benefit amount** (WBA) is shown on your *Wage Transcript and Benefit Computation* (See number 7 in example on previous page). Your WBA is based on the highest wages you earned in any one quarter of your base period.



Your WBA is:

- Five percent (5%) of the first \$2,000 you earned in the highest quarter of your base period, **PLUS**
- Four percent (4%) of the amount over \$2,000 in the highest quarter – limited to a maximum wage credit of \$9,250.

**\*\*NOTE: If your highest quarter wages are more than \$9,250, you will only be allowed to count \$9,250 of your wages.**

## What is the Maximum Weekly Benefit Amount?

The maximum weekly benefit amount is **\$390**. This amount is set by Indiana law.

# PARTIAL BENEFITS

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You may qualify for partial benefits if your employer reduces your work hours to less than your regular full-time work week, or if you take a part-time job AND you earn less than your weekly benefit amount (WBA). You must report your part-time wages on your voucher when earned.

A claims deputy from the administrative office will review your circumstances and make a determination of eligibility that you will receive by mail.

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## How Partial Benefits are Calculated

*Wages Earned from an Employer NOT on your Wage Transcript or in your Base Period:*

- **If you earn 20% or less of your WBA** from an employer that is not listed on your wage transcript, no deduction will be made from your benefit payment.
- **If you earn more than 20% of your WBA** from an employer that is not listed on your wage transcript, a dollar-for-dollar deduction will be made from your benefit payment for all wages earned in excess of 20% of your WBA.
- **If you work odd jobs** for anyone other than your base period employer(s), a dollar-for-dollar deduction will be made after an amount equal to 20% of your weekly benefit amount has been earned.

*Wages Earned From a Base Period Employer:*

- **If any wages are earned from a base period employer**, a dollar-for-dollar deduction will be taken from your benefit payment.

*For All Work Done for Any Employers:*

**You must report all income, including cash payments for work done.**

**Example:** Your WBA is \$200. You earn \$50 one week working for an employer who was not one of your base period employers. Since 20% of \$200 is \$40, you will receive a deduction of \$10 of your earnings, reducing your payable amount to \$190.

If the \$50 had been earned from a base period employer, you would have received a \$50 deduction (WBA reduced to \$150).

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## Partial Benefit Exclusions

You DO NOT qualify for benefits if you are working full-time. This includes:

- Working full-time on commission.
- Working full-time, but earning less than your WBA.

# HOW DO I GET MY BENEFIT PAYMENT?

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You may file your application from a computer with Internet access at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment) or at any WorkOne center. You will need the following information when filing your initial application:

- Address, social security number, date of birth and phone number
- Last employer's name, mailing address, phone number, dates of employment and reason unemployed
- **TIP:** Bring your latest check stub from this employer with you.

## Claim Voucher

Your claim voucher is what you use to request payment of benefits. Vouchers must be submitted each week following a claimant's initial application and each week thereafter. Weeks run from Sunday to Saturday. Vouchers cover the previous week and may be filed starting on Sunday. Unemployment claims are based on a calendar week beginning with Sunday and ending with Saturday – this is sometimes referred to as the *Calendar Week End (CWE)*.

Vouchers can be submitted each week at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). If you do not have Internet access, you can file at any WorkOne center. The online system will provide you with step-by-step instructions.

If you have a pending issue delaying your benefits, you must continue to submit a weekly voucher. Once the issue has been resolved, payments will be made if you are eligible to receive benefits.

Please note there is a one week waiting period after you file your initial claim when you will not receive benefits. You must file a claim voucher during this waiting period in order to remain eligible for monetary benefits.

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Listed below are the questions you will be asked when filing your claims voucher and some guidelines to help you answer them completely. Answer "yes" to a question ONLY if it applies to the week you are claiming.

**Remember - the vouchers ask about employment for the week you are claiming. Your claim week always begins on Sunday and ends on Saturday.**

1. Did you start a job and permanently leave that job during the week ending (the date you left your job)?
2. Did you look for full-time work?  
Hint – Be sure to answer yes to this question if you have been laid-off and you have a return to work date; or if you are a member of a union with a hiring hall; or if you have completed work search for full-time employment.
3. Could you have worked this week ending Saturday (current date) if work was offered to you?  
Hint – Be sure to answer yes to this question if you are ready, willing and able to accept full-time work and start that job when offered. Also answer Yes if you have been laid-off and have a return to work date; or if you are a member of a union with a hiring hall.
4. Did you work?
5. Did you refuse an offer of work?
6. Did you take time off from work?
7. Did you/will you receive holiday pay?
8. Did you/will you receive severance or vacation pay?
9. If you are receiving a pension or 401K payment, has the amount of the payment or distribution changed since you filed your initial claim or last weekly claim?

**If you answered yes to any of the questions, you will need to provide fact-finding information.** The online system will guide you through this process.

## Claim Voucher (continued)

Every time you submit a claim voucher, you are certifying that you:

- Registered for work on [IndianaCAREERconnect.com](https://www.indianacareerconnect.com) with an online resume viewable by employers and that you completed your work search requirements.
- Are not receiving subsistence allowance (payment) for training or education that would make you ineligible for unemployment benefits.
- Have reported any and all work, earnings and self-employment activity for this week, even if you haven't received payment for it yet.
- Have reported anything that interfered with your ability to work full-time this week.
- Have given only true and accurate answers and information in the application for benefits.
- Are aware that if you knowingly or purposely fail to disclose information or make false statements to receive unemployment benefits, you may:
  - Lose your unemployment benefits.
  - Be required to repay benefits received improperly with interest and penalty. That may include referral of your account to a collection agency.
  - Eliminate your chance to use the wages for future benefits.
  - Be subject to civil and criminal prosecution.

## Work Search Information

The second half of the claimant voucher asks you to verify that you met your weekly work search requirements. At minimum, you must submit one application a week and look for work at two additional locations. List the company you applied to first, followed by the two locations where you looked for work. These must be places you searched for work this week.

Membership in a union hiring hall fulfills the work-search requirements, thus individuals who are part of a union hiring hall do not need to separately apply for one job per week and look for work at two additional locations.

If you have been temporarily laid-off and have a return to work date within 60 days of your claim filing, you do not need to apply for one job per week and look for work at two additional locations. If the layoff is more than 60 days, you must complete the weekly application and work search.

## What is a Work Search?

A work search is a course of action that would ordinarily lead to full-time employment for someone in the same or similar position as you, the claimant. Not all work search methods are appropriate for all fields of work. You must do a work search that would be customary in your field of work. Appropriate work search activities include, but are not limited to, the following:

- Registering for work at [IndianaCAREERconnect.com](https://www.indianacareerconnect.com), the state's largest source of available jobs.
- Registering with your union hiring hall.
- Completing a job application in person or online with employers who may reasonably be expected to have openings for suitable work.
- Mailing a job application and/or a resume, as instructed in a public job notice.
- Making in-person visits with employers who may reasonably be expected to have openings for suitable work.
- Sending job applications to employers who may reasonably be expected to have openings for suitable work.
- Interviewing with potential employers, in person or by telephone.
- Registering for work with private employment agencies or placement services.

## What is a Work Search? (continued)

- Using the employment resources available at WorkOne Centers that may lead directly to obtaining employment, such as:
  - Participating in skills assessments for occupation matching
  - Participating in instructional workshops
  - Obtaining and following up on job referrals from the WorkOne Center.
- Attending job search seminars, job club meetings, job fairs, or employment related workshops that offer instruction in improving individuals' skills for obtaining employment.
- Registering with a placement facility of a school, college, or university, if one is available to you in your occupation or profession.
- Using online career sites, such as DWD's [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com), to submit applications/resumes, search for matches or request referrals, and/or apply for jobs.
- **Contacting an employer a second time only if 5 weeks have passed since the previous contact OR the employer specifically requested you make a second contact before 5 weeks have passed.**

Random work search audits are performed on claimants. Please keep accurate records.

## How Can I Get Work Search Help?

All unemployment insurance recipients are required to register with [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) with an online resume viewable by employers. To continue receiving benefits, you must apply for at least one job per week and look for work at two other locations. You are not required to use [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com) for your weekly work search, but it will help you track where you looked for work. Remember you are required to report on your weekly voucher where you looked for work each week in order to receive unemployment benefits (be sure you have turned off any "pop-up blocker" on your computer).

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**Employment Services:** The task of finding a new job can be difficult. Your local WorkOne Center can help give you the competitive edge you need to be successful in your job search. WorkOne can offer you a computer lab, Internet access, fax machine, copier, telephone and information about high-wage and high-demand careers. You can also access thousands of job postings at [IndianaCAREERconnect.com](http://IndianaCAREERconnect.com), the official career site of the State of Indiana.

**Special Job Search Assistance (Profiling and Re-Employment Services):** Federal legislation requires DWD to identify claimants who are at **high risk of exhausting regular Unemployment Insurance benefits** and would benefit from job search assistance and training. The information you give us when you apply for benefits can help determine whether or not you may have difficulty finding a new job.

The profiling system targets such claimants based on:

- Whether or not you are on recall status with your employer
- Your ability to use a union referral service with your employer
- Your occupation and work history
- Your education
- The unemployment rate in your geographical area

If you qualify for special job search assistance, you will receive a letter notifying you that you qualify and instructing you what to do next. If you are selected for these services, it is very important that you participate as required.

**Failure to respond to this letter and participate in reemployment assistance could result in suspension of your benefits.**



## After You File Your Initial Claim

**Receipt of Payment:** If you are eligible for benefits, your payment will arrive in the form of a Visa® debit card. All payments are made using debit cards. Typically, an eligible Hoosier receives their debit card within approximately 21 days of filing an initial claim. Please take care as these cards come in plain envelopes.

**Debit Cards:** Unemployment insurance benefits are paid only by debit card. The debit card allows you to access your benefits from a wide network of Automated Teller Machines (ATMs), and you may use your card to make purchases directly from any retailer accepting Visa® cards.

DWD has selected ACS, Inc. to handle the processing and servicing of your debit card. An ACS Customer Service Call Center is available 24 hours per day, 7 days per week to answer your debit card questions and provide account information. The ACS Call Center can be reached at 1-888-393-5866. Also, you may visit the Web site [www.EPPICard.com](http://www.EPPICard.com) for up-to-date information about your unemployment insurance debit card account.

ACS offers the option to receive an email or a phone call each week you claim benefits letting you know when the funds have been added to your account. Once you receive your card, you may contact ACS with your request.

### *How to Use Your Debit Card*

Your unemployment insurance benefits debit card is a Visa® prepaid debit card. Your benefits will be directly deposited into your Visa® prepaid debit account. DWD will post your weekly deposits to the account for your convenience. You are not allowed to spend more than the amount of funds posted to your account. Your card can be used to withdraw funds from either ATMs or bank tellers, and it can be used for purchases directly from retailers (grocery, department store, pharmacy, etc.) everywhere Visa® debit cards are accepted.

### **What do I do when I get the new debit card?**

- Your card will be sent to you in the mail, after your eligibility determination.
- You should activate your card immediately after you receive it by calling the customer service number shown on your card (1-888-393-5866) and selecting a personal identification number (PIN), as instructed when you receive your card in the mail.
- You may use your card only after benefits have been deposited in your account.

### **How do I use my Visa® debit card to get cash at an ATM or Bank?**

You are allowed 1 free cash withdrawal with each deposit to your account at either a participating bank ATM or a Visa® member bank teller window. **Only one withdrawal will be free - you pick whether you want that to be at an ATM or teller window.**

Using your free withdrawal at an ATM:

- You can get free ATM cash withdrawals ONLY at National City Bank or MoneyPass ATMs.
  - Insert the card and enter your PIN
  - Press either the “checking” or “savings” button when the ATM asks you to do so
  - Select “Cash Withdrawal”
  - Enter the amount of cash needed and press “Enter”
  - Don’t forget to take your receipt

### *How to Use Your Debit Card (continued)*

Using your free withdrawal at a Visa® member bank teller:

- You may use your debit card to perform a bank teller transaction at any Visa® member bank.
  - Visa® member banks are banks that accept Visa® cards and will often display the Visa® logo on and around their bank branch offices
  - If you are unsure if your bank is a Visa® member bank, simply ask the teller
  - 95% of banks in Indiana are Visa member banks, and you can perform your free transaction at any of these banks' **teller windows** (NOT the ATM)
  - Present your card and tell the cashier the amount of cash you wish to receive (this is often called a "cash advance transaction")
  - You may be asked to show identification and sign a receipt

### **How do I use my Visa® debit card to make purchases?**

- Simply present your card when paying
- The money is automatically deducted from your account
- You may also ask for cash back with your purchase at many merchant locations including anywhere you see the Visa®, Interlink®, or Plus® logos displayed
- There is no fee for these purchases
- You can request "cash back" with these purchases at a number of retailers
- There is no limit to how many purchases you make

### **Can I Transfer the Money on my Visa Debit Card to my Personal Checking or Savings Account?**

- Yes, as long as the bank where you keep your personal checking or savings account is a Visa® Member bank (95% of Indiana banks are Visa® Member banks)
- Take your card to your bank teller window and ask that an amount be withdrawn from the card and transferred into your checking or savings account
- This withdrawal counts as your "free withdrawal," and you will only be charged for the deposit if that is ordinary practice for your bank
- Tellers may refer to this process as a "cash advance" procedure. The teller will withdraw the funds from the card and deposit them into your account
- You **DO NOT** have to go to the bank ATM to make this transaction. In fact, you will be charged a fee for using an ATM at a bank that is not one of the participating bank ATMs (National City or MoneyPass). However, you will not be charged a fee for making these transactions at the **bank teller window**

**If the Visa® bank teller does not recognize your card and will not perform your transaction, verify that the bank is indeed a Visa® bank, then call 1-888-393-5866 and report the location.**

### **What transaction fees are associated with my debit card?**

There are no automatic monthly fees for managing your account, but there are some transaction fees associated with certain uses of your debit card. Please see the fee statement that is included with your card for further details. You can avoid incurring these fees if you make use of your one free withdrawal with each deposit as well as point-of-sale purchases. Please note that in some instances balance inquiries at ATM's may incur a service charge, so maintaining accurate records of transactions and purchases is very important.

### **What is an ATM surcharge?**

A surcharge is a fee charged by the bank or entity that owns the ATM. This fee is not charged by ACS (your Visa® Debit Card account manager) or DWD, and you will be charged this surcharge fee in addition to any fees you may be charged by ACS. To avoid this fee, make all of your withdrawals from surcharge-free ATMs.

### *How to Use Your Debit Card (continued)*

The following ATMs are surcharge-free (though your transactions may still be subject to ACS transaction fees after you have used your free withdrawal per deposit):

- National City Bank
- MoneyPass
- Alliance One

**Note:** The ATM surcharge message may still appear even if you are using one of the surcharge-free ATMs. Accept the surcharge if you want to make the transaction. You WILL NOT actually be charged the surcharge amount as long as you are using one of the above-listed surcharge-free ATMs.

### **Where can I find information about my debit card account?**

You can obtain your account balance and transaction history in a couple of ways. You can call the ACS Call Center (1-888-393-5866) or visit [www.EPPICard.com](http://www.EPPICard.com) online. You can also access your balance (without transaction history) through an ATM inquiry. Online account access is always free, but you may be charged a fee if you choose to use the ACS Call Center or perform an ATM inquiry. Please see the fee information included with your cards for details. You can also view general information about the debit card program at [www.in.gov/dwd](http://www.in.gov/dwd).

### **Where can I get help?**

You may continue to contact DWD with questions about **benefits**, such as:

- Benefit eligibility
- The amount of your benefit payment
- How long you may receive benefits

You should contact the ACS Call Center (1-888-393-5866) with any questions about your **debit card** or **debit card account**, such as:

- Why your card hasn't arrived
- Your card balance or transaction history
- Reporting lost or stolen cards

View information about your debit card account at [www.EPPICard.com](http://www.EPPICard.com).

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**Keeping Payment Records:** You may access your payment records through your Uplink account, the same account you use to file for benefits each week.

**Overpayments:** It is very important that all information you give is accurate and truthful. You will have to pay back any money you receive because of incomplete and/or inaccurate information on your claim. Additionally, if your overpayment is a result of fraud, you will be required to pay a penalty amount in addition to your overpayment. *(See page 3 for more detail on fraud)*

**What If You or Your Employer Filed an Appeal?** Keep records of your work searches. If the decision is in your favor, you will receive vouchers by mail to complete and you will be paid for your qualifying weeks following the final decision.

# WHAT IF I DISAGREE WITH A BENEFIT DECISION?

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If your claim for benefits is denied or your benefits are reduced and you disagree with that decision, **you have the right to an appeal**. Your appeal will be heard by an **Administrative Law Judge (ALJ)**. Your employer also has the right to appeal. Regardless of which party appeals the decision, your former employer will also be present at the hearing. There is no charge to either party for filing an appeal.

## How Do I File an Appeal?

After you have filed your claim and submitted any additional information requested of you, you will receive a *Determination of Eligibility* through the mail. This notice will state whether or not you qualified for benefits and explain how/why the decision was made. If the determination denies or reduces your benefits and if you choose to appeal the decision you must:

- 1) Complete a written statement of appeal that includes:
  - a) Your name
  - b) You SSN
  - c) Your mailing address
  - d) Your phone number
  - e) A statement or description that tells why you believe the determination of eligibility is incorrect
- 2) **File your request for an appeal within 10 days of the date it was mailed to you or the final date of the decision.**
- 3) Maintain a copy of this request for an appeal for yourself
- 4) File the request by fax to (317) 232-6808, by mail or in-person at your local WorkOne Center

For more information please visit [www.in.gov/dwd/2439.htm](http://www.in.gov/dwd/2439.htm).

## The ALJ Hearing

You will be notified by mail if an appeal has been filed on your claim. You will later be notified of the date of your appeals hearing. **If you filed the appeal, you must attend the hearing or your appeal will be dismissed.** The ALJ hearing your appeal will mail you a *Notice of Hearing* at least 10 days before the scheduled hearing date. You will receive an envelope containing the *Notice*, as well as *General Instructions*, and an *Acknowledgement/Participation* sheet.

The *Notice* will have information on the place, date and time (the time indicated is the local time of the hearing site) of your hearing. Many hearings are done over the phone. If you have an over the phone hearing, your notice will state the date and time and provide you with instructions on how to participate. You must return the participation form with a working telephone number. The ALJ calls all parties at the time specified (or generally no more than 45 minutes after the scheduled time). The ALJ's phone number generally shows on caller ID as blocked, restricted, or unavailable. Be sure to disable Privacy Manager or similar screening devices. You will be considered as failing to appear if the ALJ cannot reach you at the time of the hearing. The *issue* paragraph will have a short statement of the issue(s) and the particular law/regulation involved, as well as the subject of the hearing. Most hearings concern one of the following:

- If you voluntarily quit, was there good cause in connection with the work?
- Did the employer have just cause for a discharge/firing?
- Are you, the claimant, physically and mentally able to work and are you available for work and actively seeking full-time work?

Fill out the *Acknowledgement/Participation* sheet and check off the box that most closely matches your intentions concerning the hearing. Sign this sheet and include your telephone number and fax number, if any. Then mail or fax the *Acknowledgement/Participation* sheet back to the ALJ as soon as possible. You can also contact the ALJ's clerk to provide contact information or to confirm that your participation form has been received. If you call, it must be more than 24 hours before the hearing. Faxes and phone messages are not always available to the ALJ quickly, so please provide your contact number and exhibits as far in advance of the hearing as possible.

## If Your Former Employer Files an Appeal

If your former employer(s) disagrees with the decision to give you benefits, the employer may appeal DWD's decision as well. If this should happen, you will be notified of the hearing date and time.

If you were receiving Unemployment Insurance benefits and your employer wins the appeal, you will have to pay back any benefits you may have already received. This is called an **overpayment**. Regardless of the reason for the overpayment, you are required to repay all benefits. Therefore, it is in your best interest to give accurate and complete information regarding your claim at all times.

## If You Cannot Attend a Scheduled Hearing

You may request a postponement. You must notify the ALJ by fax or letter no later than 3 days before the scheduled hearing. You must send a copy of your request to the other party and state in your request for postponement that you have done so. Be sure to keep a copy of your letter or fax for your records. Postponements are granted at the sole discretion of the ALJ. If you have not received confirmation of a postponement, assume the hearing is proceeding as scheduled.

## After the Hearing

The ALJ will review all the evidence and issue a decision within 2 weeks after the hearing. The decision will be based entirely upon the evidence and statements made at the hearing. It is very important that you bring to your hearing any and all evidence relating to your separation whether you have previously provided it to the department or not. This might include items such as: time cards, medical statements, disciplinary notices, separation notices, written communication between you and your employer relating to your separation and any other relevant documentation.

**You may appeal the ALJ's decision to the UI Review Board within 18 days of the mailing date of the ALJ decision.** For further information on this option:

- Go to [www.in.gov/dwd/2439.htm](http://www.in.gov/dwd/2439.htm)
- Call DWD toll-free at 1-800-891-6499
- Residents of Marion County may also dial 317-232-7436
- If you are hearing impaired, please call us at 317-232-7560.

Once the Review Board has rendered a decision on your case, your next opportunity for appeal is to appeal to the Indiana Court of Appeals. Appeals to the Court of Appeals are entirely out of the department's control. The Court of Appeals has its own rules of procedure, costs and requirements. The Clerk of the Supreme Court can provide additional information. For further information regarding how to initiate your appeal to the Indiana Court of Appeals, access the *Pro Se Guide to Appellate Procedure* at [www.in.gov/judiciary/cofc/](http://www.in.gov/judiciary/cofc/).

**Remember – If you do not participate in the hearing, the ALJ could issue a decision that would be unfavorable to you. This also could result in you having to pay back any benefits you have already received.**

## FREQUENTLY ASKED QUESTIONS

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**How soon can I expect my first payment?** You must file your initial claim and register for work before you will receive a payment. You must file online at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). Be sure to disable “pop-up blocker” and use the scroll bars on your browser to see all information displayed. If you do not have Internet access, you can file online at your local WorkOne Center. The first week you do not work is considered a mandatory one-week waiting period. You will not get benefits for the waiting period week, but you must still fill out a claimant voucher for the waiting period. You should receive a debit card “loaded” with your benefit amount by mail within 21 days. For every week you recertify, your benefit amount will be reloaded onto the same Unemployment Insurance debit card.

**Can I collect benefits from more than one claim at a time?** You can only receive benefits from one claim at a time. This includes claims from other states.

**Can school employees collect benefits during school vacations?** Not usually. If teachers and other school employees expect to return to school at the end of scheduled breaks, they may not qualify for benefits. Some exceptions do apply.

**Can I get benefits if I am a seasonal worker?** If your employer has been granted seasonal status (the business operates less than 26 weeks a year) and has requested the designation of seasonal employer, you will not be eligible for benefits during the off season. You will be notified if your employer has been granted seasonal status on your *Wage and Benefit Computation*.

**Can DWD give out information about my claim?** Some state and federal agencies can get some information, but only what they need to do their jobs. We will not give out information to your friends or family.

**Can I get benefits if I quit my job?** If you quit your job without “good cause” you cannot get UI benefits, although there are some exceptions. Occasionally when “good cause” is established you may receive benefits (See *Why are You Unemployed?* on page 7).

**What if I stop claiming benefits to go back to work temporarily?** If you return to work, stop submitting your vouchers. If you become unemployed again, you will need to reopen your claim online at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment), or report to your local WorkOne Center to re-open your claim. You will need to reopen your claim the week that you are no longer employed in order to receive benefits for that week. You can not go back and claim benefits for weeks you did not file and claims cannot be backdated. Remember, if you want taxes withheld from your UI benefits, you must indicate this each time you re-open your claim.

**What is an overpayment?** Overpayments are benefits paid to a claimant that are later determined to have been paid in error. Overpayments occasionally occur when a claimant is paid benefits and an appeal by an employer reverses that decision. The claimant is then found ineligible for all benefits received, and those amounts must be returned. Overpayments may also result from other circumstances.

**Do I have to pay back overpayments?** Yes. Anytime you receive benefits for which you are not eligible, the claimant must pay back the same amount of benefits, plus any taxes or deductions withheld. This can be done on a payment schedule. Regardless of the reason for the overpayment, all affected benefits must be paid back. The state of Indiana has the right to withhold state income tax returns, lottery winnings, and future benefits in order to recover any overpayments that have not been repaid.

**What happens if I move?** If your address changes, you must notify DWD by one of three methods—in writing, in person, or by changing your address online through Uplink, the unemployment insurance online filing system. (There is a Change of Address form on page 27). Due to security reasons, changes of address cannot be done over the telephone. **Note: If your address changes while you have an appeal pending, please contact the Appellate Division to update your address as well. Address changes in Uplink do NOT automatically update the Appellate Division’s records.**

**Do I have to report earnings if I am working in another state while claiming benefits in Indiana?** Yes. No matter where you are working, you must report any wages you earn while claiming benefits (this includes earnings from self-employment). DWD routinely cross-checks tax records in Indiana and other states.

**What is an appeal?** An appeal is the right of any claimant or employer to ask for a review of a decision made by a claims deputy, ALJ, or the Review Board. If you or your employer do not agree with a decision to allow/disallow Unemployment Insurance benefits, either party can ask for an appeal.

**What if I have questions about my claim, debit card, voucher or forms?** If you have questions regarding the status of your claim and/or filling out forms:

- Go to [www.in.gov/dwd/2345.htm](http://www.in.gov/dwd/2345.htm)
- Call DWD toll-free at 1-800-891-6499
- Residents of Marion County may also dial 317-232-7436
- If you are hearing impaired, please call us at 317-232-7560

If you have questions about how to use your debit card or how much money has been loaded onto it, please contact the ACS Customer Service Call Center at 1-888-393-5866 or [www.EPPICard.com](http://www.EPPICard.com).

**What if I go out of town?** If you are looking for work out of town, you may file conveniently at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment). For out-of-state work visit the employment services agency nearest you. While looking for work out of town, be sure to keep a record of your job search contacts, as the WorkOne Center will need this information. If you are out of town for more than 2 weeks, you must transfer your claim to the WorkOne Center equivalent in that area.

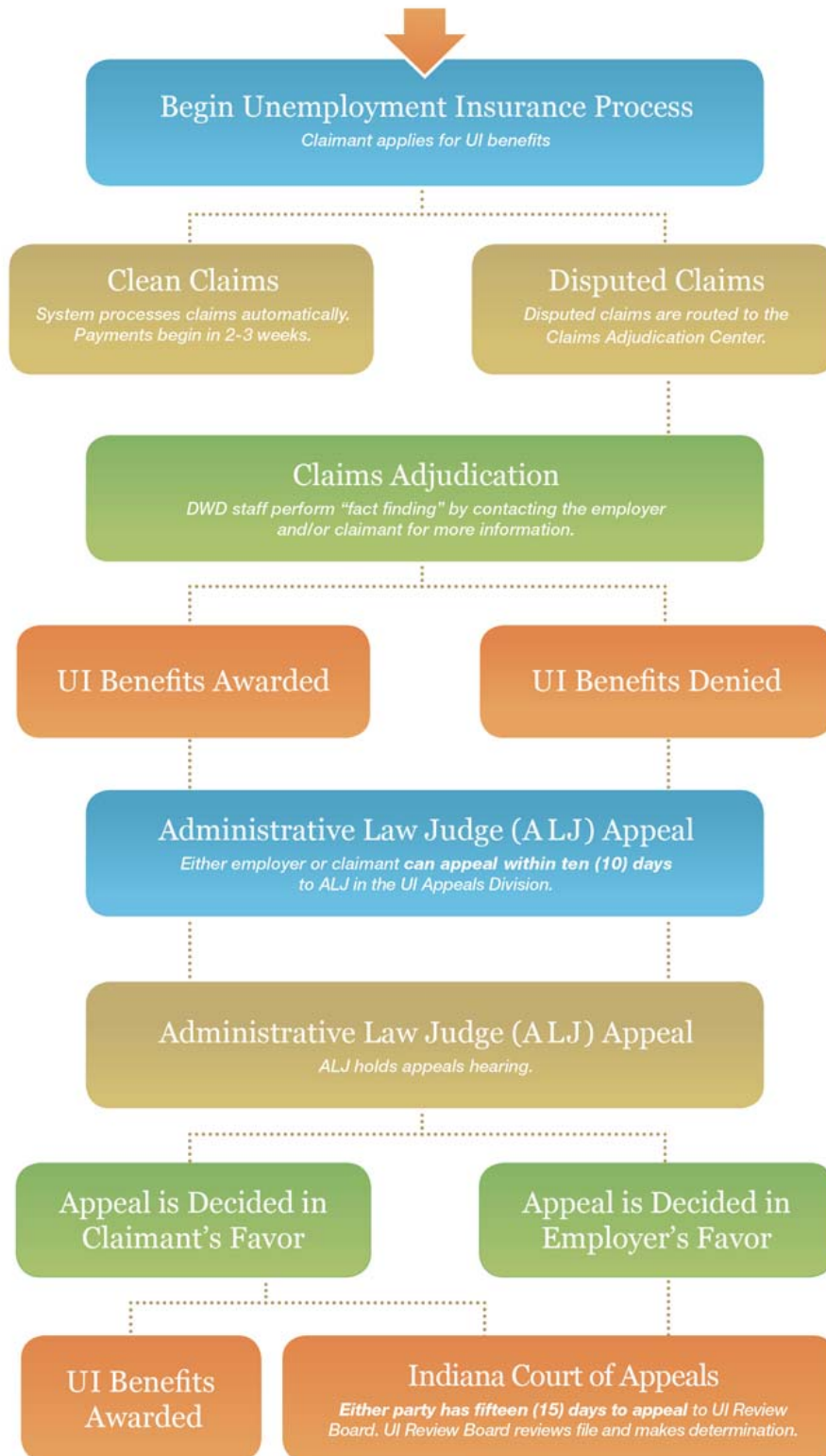
**Can money be deducted from my benefits for child support payments?** Yes. If you owe child support payments, the Family and Social Services Agency (FSSA) has the right, through a court order, to deduct a portion of your unemployment insurance benefits for child support.

**Do I have to pay taxes on my unemployment insurance benefits?** Yes. Unemployment benefits are taxable income and are subject to both federal and state/local taxes. DWD will send you an IRS Form 1099-G for tax reporting purposes, which you should receive in late January. You may choose to have 10% of your UI benefit payment withheld to pay federal taxes (there is no withholding provision for state/local taxes). You may also choose to stop withholding at any time. If you choose to have taxes withheld, you must do so each time you reopen your claim after a period of employment. Taxes are not withheld automatically.

A current list of full-service Work-One Centers and WorkOne Express Centers is available at [www.workoneworks.com](http://www.workoneworks.com).

# UI BENEFITS PROCESS

The chart below illustrates the Unemployment Insurance claims process from the moment a claim is filed, with the potential outcomes at each step of the process.





## GLOSSARY OF TERMS

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**Administrative Law Judge (ALJ):** The Department of Workforce Development official who conducts impartial Unemployment Insurance hearings (*see page 20*).

**Appeal:** The process through which interested parties in the claim of an employee shall be entitled to a hearing before an ALJ or a review by the Review Board or the Indiana Court of Appeals (*see page 20*).

**Base Period:** The first 4 calendar quarters out of the last 5 completed quarters. The last quarter is called the lag quarter (*see page 6*).

**Base Period Employer:** Any employer for whom an individual worked during the base period (*see page 6*).

**Benefit Period:** The 52 consecutive week period beginning with the first week an initial unemployment claim is filed (*see page 11*).

**Benefits:** The compensation made to individuals who are eligible for unemployment insurance benefits.

**Benefit Year Ending (BYE):** The date an unemployment insurance claim expires (*see page 11*).

**Calendar Quarter:** A period of 3 consecutive calendar months; for example January 1 - March 31, April 1 - June 30, July 1 - September 30, or October 1 - December 31 (*see page 6*).

**Claim:** An application made by an individual for UI benefits (*see page 4*).

**Fact Finding Sheet:** The form that requests information regarding separation from an employer (*see page 7*).

**Fraud:** The act of knowingly making false statements or concealing information in order to receive UI Benefits (*see page 3*).

**Just Cause:** The term used to describe acceptable reasons for being fired/ dismissed by an employer (*see page 7*).

**Lag Quarter:** The final quarter out of the last 5 completed quarters an individual worked (*see page 6*). **The lag quarter is not counted in the base period.**

**Maximum Benefit Amount (MBA):** The amount to which an unemployment insurance claim is limited (*see page 11*).

**Overpayment:** Unemployment insurance benefits that are paid to a claimant and later determined to have been paid in error (*see page 19*). **These overpayments must be paid back.**

**Partial Benefits:** The weekly benefit amounts of an eligible individual who is partially unemployed (*see page 13*).

**Profiling and Reemployment:** Special job search assistance (required by federal law) for those at high risk for exhausting regular UI benefits (*see page 16*).

**Review Board:** A board that consists of 3 individuals appointed by the governor, who impartially review Unemployment Insurance appeals through hearings (the second step in the appeal process, following an ALJ hearing) (*see page 21*).

**Voluntary Quit:** Leaving employment with or without good work-related reasons (*see page 7*).

**Wages:** All compensation for services, including but not limited to: commissions, bonuses, severance, dismissal, vacation, sick, payments in lieu of compensation, and cash value of all compensation paid in any way other than cash.

**Wage Transcript and Benefit Computation:** The notice that explains how claim and benefit amounts are compensated (*see page 9*).

**Waiting Period:** The mandatory one-week period required after a claim is filed and before benefits are paid (*see page 5*).

**Weekly Benefit Amount (WBA):** The amount of benefits an eligible individual can receive for a week of total unemployment (*see page 13*).

**Work Search:** The act of registering for work, and the effort to find employment required in order to qualify for Unemployment Insurance benefits. Work search information must be recorded each week on online (*see pages 15-16*).

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## Acronyms

**ALJ** = Administrative Law Judge

**BYE** = Benefit Year End

**CWE** = Calendar Week End

**DWD** = Indiana Department of Workforce Development

**MBA** = Maximum Benefit Amount

**UI** = Unemployment Insurance

**USDOL** = United States Department of Labor

**WBA** = Weekly Benefit Amount

# CHANGE OF ADDRESS FORM



If you have moved, please update your information by filling out the **Change of Address form**. (see example below)

<b>Change of Address</b>		
Name _____	Social Security Number _____	BYE _____
NEW Mailing Address _____		
Street/Box Number _____		
City _____	State _____	Zip _____
Current Telephone Number _____		
Signature _____	Date _____	

## FOR MORE INFORMATION

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For information about how DWD can serve you or your business, visit [www.in.gov/dwd](http://www.in.gov/dwd) or your nearest WorkOne Center.

For general information:

- 1-800-891-6499
- 1-317-232-7560 (TDD)
- <https://askworkone.in.gov/>

This is an equal opportunity program. Auxiliary aids and services are available upon request to people with disabilities. For information contact the EEO:

- 317-232-0603
- 317-234-3535 (TDD)



Department of Workforce Development  
10 North Senate Avenue  
Indianapolis, IN 46204-2277  
[www.in.gov/dwd](http://www.in.gov/dwd)