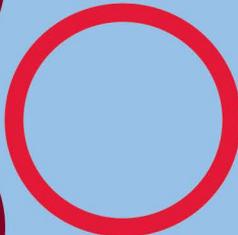
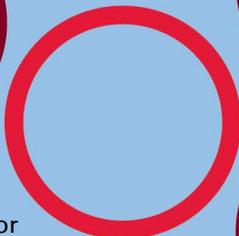
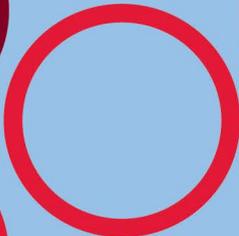
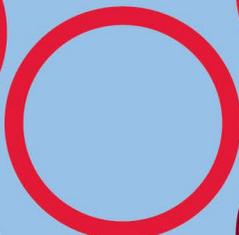
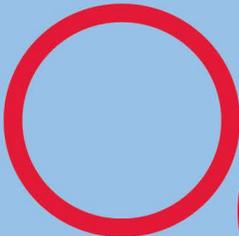




Department of
Job and Family Services

TO STRENGTHEN OHIO'S FAMILIES WITH SOLUTIONS TO TEMPORARY CHALLENGES

Worker's Guide to Unemployment Insurance



John R. Kasich, Governor
Cynthia C. Dungey, Director
jfs.ohio.gov

Table of Contents

Introduction	3
Notice(s) to claimants	4
Interpreter services	5
Filing an Application	5
When to file an application for benefits	5
How to apply for benefits	5
What information is needed when applying	6
Why you need a Personal Identification Number (PIN)	7
How correspondence will be delivered to you	8
How payments will be made to you	8
How to withhold federal income tax or child support	9
What will happen after your application is filed	10
Waiting week	11
Receiving the first payment	11
Filing Weekly or Biweekly Claims for Benefits	12
When to file weekly (or biweekly) claims for unemployment	12
File weekly claims online	12
Information you need to file a weekly claim	13
Time limitations for filing weekly claims	13
Receiving payment	13
Establishing Eligibility	13
Are you “totally” or “partially” unemployed at the time of filing?	14
Did you work and earn enough in “covered” employment during the “base period” of your claim?	14
Are you unemployed through no fault of your own?	16
Establishing a new claim after a previous claim has expired	17
Determining Weekly Benefits and Amount Payable	17
How much could be paid each week	18
How long you may receive benefit payments	19
Decision on an Application: The Determination	20
Re-qualifying for benefits	21

Continuing Eligibility..... 21

- Able to work 21**
- Available for work 22**
- Attending school..... 22**
- Actively seeking work 22**
- Reemployment Service Program 25**
- Accepting offered work..... 25**
- Earnings and income 26**
- Other income..... 27**
- Verifying information that may disallow a payment..... 27**

Restarting a Claim for Benefits 28

Change of Status 28

- Payment option changes 29**
- Correspondence option changes 29**

Overpayment of Benefits 29

Appeal Rights 30

- How to file an appeal..... 30**
- Time limits for filing appeals..... 33**
- Right to representation..... 33**

Common Pleas Courts in Ohio 34

Other Unemployment Benefit Programs 35

Employment Programs and Services 36

- Ohio’s OhioMeansJobs System 36**
- OhioMeansJobs.com..... 36**
- Ohio Learn to Earn 37**
- Other Benefits 37**
- Claims Processing Centers 38**

Introduction

This booklet provides important information about unemployment insurance benefits in Ohio, including how to apply, how eligibility is determined and what must be done to receive benefit payments. NOTE: If you have not worked in Ohio in the 18 months prior to filing an application, you will need to apply in one of the states where you worked.

Read this booklet carefully and completely. The information in this booklet is an overview of unemployment benefits. It does not cover every topic, answer all questions or take the place of the law. It is provided only to assist you in the unemployment claims process. It is your responsibility to read this booklet, along with all information you receive from the Ohio Department of Job and Family Services (ODJFS).

The purpose of unemployment benefits is to provide temporary financial help until you can get another job. **The money for unemployment benefits comes from employer taxes. Workers do not pay any part of the cost of unemployment benefits. No money was taken from your wages to help pay for this program.**

For more information about unemployment benefits in Ohio, visit **unemployment.ohio.gov** and select from the many links provided, including **GET MORE INFORMATION** and **BENEFITS ESTIMATOR**. You can also visit the **Ohio Office of Unemployment Insurance Operations JFS Facebook page**.

ODJFS aggressively pursues any acts of fraud committed against the unemployment insurance program.

How to report fraud

Ohio has a toll-free hotline for reporting suspected fraud, such as someone claiming benefits to which they are not entitled. Call 1-800-686-1555 or visit **unemployment.ohio.gov/fraud**.

Notice(s) to claimants

Federal law requires you to furnish your Social Security number on the claim application so your application can be processed. Authority for this requirement is provided in Title III of the Social Security Act and the Internal Revenue Code of 1954 [26 U.S.C. 85, 6011(a), 6050B, and 6109(a)]. ODJFS will use your Social Security number for the following purposes: (1) to report your unemployment benefits to the Internal Revenue Service (IRS) as potentially taxable income, (2) as a record index for processing your claim, (3) for statistical purposes, (4) to verify your eligibility for unemployment and other public assistance benefits, and (5) as required or permitted under federal or state law, including Chapter 4141 of the Ohio Revised Code.

Individuals eligible for, receiving services from or benefiting from programs funded through ODJFS are protected by various laws, regulations, rules and policies against unlawful discrimination on the basis of race, color, religion, disability, age, gender, political affiliation and national origin. Title VI of the Civil Rights Act of 1964 allows you to be asked for racial and ethnic information. You do not have to provide this information. However, giving this information will help the federal Civil Rights law to be followed. If you do not want to provide this information, it will have no effect on your case.

If you believe you have been delayed or denied services because of your race, color, religion, disability, age, gender, political affiliation or national origin, you must file your complaint within 180 days of the date of the incident or treatment. If you have questions about how to file a complaint, contact the ODJFS Bureau of Civil Rights by mail, phone or fax, as follows:

Ohio Department of Job and Family Services
Bureau of Civil Rights
30 E. Broad Street, 30th Floor
Columbus, Ohio 43215-3414

Telephone: 614-644-2703 or toll-free 1-866-227-6353
TTY hearing impaired: 1-866-221-6700
Fax: 614-752-6381

If you need free legal help or advice, call 1-866-LAW-OHIO (1-866-529-6446), toll-free, or search the Legal Aid directory at ohiolegalservices.org/programs.

Interpreter services

Customers who are not proficient in English may call 1-877-644-6562 (press #2 for Spanish or #3 for other languages) or their assigned processing center. Processing center phone numbers are provided on page 38.

Los clientes sin conocimiento del idioma inglés pueden llamar al 1-877-644-6562 o al centro de tramitación que les fue asignado. (Consulte el listado de los centros de tramitación de reclamos y la información de contacto al reverso de esta guía).

Macaamiisha aan xirfad fiican u laheyn luuqada ingiriiska waxay wici karaan 1-877-644-6562 ama xaruntooda ay howsha ka socoto. (Fiiri liiska sheegashada ee ODJFS meelaha ay howlughu ka socdaan waxaadna macluumaadka kala xiriirtaa bogga danbe ee tilmaan-bixiyahan.)

يمكن للعملاء الذين لا يتقنون الإنجليزية الاتصال على 1-877-644-6562 أو على مركز المتابعة المخصص لهم. (راجع قائمة أماكن مركز متابعة المطالب الخاص بإدارة أوهايو خدمات الأسرة والتوظيف (ODJFS) ومعلومات الاتصال بالجزء الخلفي لهذا الدليل.)

Заказчики, не владеющие английским языком в достаточной степени, могут обратиться по телефону 1-877-644-6562 или в свой центр по работе с обращениями населения (См. список центров по работе с обращениями населения Департамента занятости и семьи штата Огайо на обратной стороне данного руководства).

不精通英语的客户可以致电 1-877-644-6562 或相应的指定处理中心。（请参阅本指南背面的 ODJFS 索赔处理中心地点和联系人信息列表。）

Filing an Application

When to file an application for benefits

You should apply for unemployment benefits as soon as you become unemployed. Your claim will begin the Sunday of the calendar week your application is filed. Waiting more than a week to apply will delay the start of your claim, and no benefits will be paid for weeks of unemployment that pass before the week you file.

How to apply for benefits

To file a new application for Ohio unemployment benefits, or to restart an existing Ohio claim, you can:

- File online at unemployment.ohio.gov for immediate claim

service 24 hours a day, seven days a week. Service may be limited while the system is being updated nightly. If you do not have access to a computer, visit your local library or OhioMeansJobs center, where computers are available for public use. A list of OhioMeansJobs Centers can be found at jfs.ohio.gov/owd/wioa/map.stm.

OR

- File by telephone at 1-877-OHIO-JOB (1-877-644-6562). You may call between 8 a.m. and 5 p.m., Monday through Friday (except holidays). Peak call times are Monday and Friday. For faster service, call on Tuesday, Wednesday or Thursday or file online. When you call, please be sure to have paper and a pencil ready. If you do not have access to a touch-tone phone, you may stay on the line to speak with a customer service representative. For TTY service, call 1-614-387-8408.

Whether you apply online or by telephone, the process will take about 20–25 minutes. If you file online and need to stop before you finish the application, you can log back in later – within 24 hours from the time you started – and continue where you left off.

IMPORTANT: The information you enter will be kept for 24 hours from the time you begin the new application. Your application is not considered “filed” until you receive a confirmation number. Keep this deadline in mind if you are disconnected or if you choose to sign off and sign on again at a later time.

What information is needed when applying

Have the following information ready when you file a new application:

- Your Social Security number and your driver’s license or state ID number.
- Your name, address, telephone number and email address.
- The name, address, telephone number and dates you worked with each employer during the past six weeks of employment. If you were on assignment from a temporary placement agency (often called a “temp” agency), the temp agency – not the employer they assigned you to – is the employer you need to identify.
- If you had out-of-state employment in the past 18 months, the name, address, telephone number and dates you worked for each out-of-state employer.
- If you were separated from military service with any branch of the U.S. armed forces in the last 18 months, your discharge papers (form DD-214, member 4).
- If you were employed by the federal government in the last

18 months, the SF-8 and/or SF-50 form given to you by your government employer at the time of your separation.

- The reason you became totally or partially unemployed from each employer.
- If you have dependents*, their names, Social Security numbers and dates of birth.
- If claiming dependents and you are married, your spouse's name and Social Security number (even if you do not claim your spouse).
- If you are not a U.S. citizen or national, your alien registration number and the expiration date of your work authorization.
- Your regular occupation and job skills.

* For unemployment applications, the definition of "dependent" child or spouse is different from the definition used for income tax purposes. (See the Establishing Eligibility section of this booklet, page 13.)

Why you need a Personal Identification Number (PIN)

In order for ODJFS to keep your benefits information secure and maintain your confidentiality, you must choose a PIN. You will use your PIN to file your weekly unemployment claims and access your claim information, either online or through the automated telephone system.

The first time you file an application, you will be given a **temporary** PIN. You then will be required to create your own PIN. You also will be asked to provide an answer to a "hint" question. **Write down both your PIN and hint answer and keep them in a safe place.** You are responsible for the security of your PIN. It is your electronic signature and has the same legal authority as your signature on a paper document.

Do not give your PIN to anyone, not even an ODJFS unemployment benefits representative. You are responsible for all claims filed and all information given to this department using your PIN and Social Security number. **It is against the law to allow someone else to use your PIN to file for benefits.**

If you believe someone knows your PIN, if you forget your PIN or if you want to change your PIN for any reason, you may reset it online at **unemployment.ohio.gov**. You also may request a new one by calling 1-877-644-6562 or your assigned processing center (provided at the end of this booklet).

Remember, even if you forget or lose your PIN, you still may access

your claim by entering your user name and correctly answering the PIN hint question or providing the email address already on file with ODJFS.

If you enter the PIN incorrectly three times in a row, you will be required to reset it. You can reset your PIN and **immediately** receive the new PIN if you have an email address on file with ODJFS. If you do not have an email address on file with ODJFS, the new PIN will be sent by U.S. mail.

If you would like to receive your new PIN immediately but do not have an email address on file, or if your email address changed since you last filed, please call 1-877-644-6562 to provide your current email address.

How correspondence will be delivered to you

When filing your application, you can choose how you want ODJFS to send you all notices and determinations about your unemployment account. You will receive all correspondence by U.S. mail unless you choose to receive correspondence electronically, within your online account.

If you choose to receive your correspondence electronically, within your online account, an email will notify you when new correspondence has been posted. You may then log in to your online account to view your correspondence. Whether you select U.S. mail or email, you may still access and respond online to all correspondence sent to you.

How payments will be made to you

ODJFS offers two methods of payment for unemployment benefits.

When you file your application, you can choose to have benefits paid by direct deposit (to your checking or savings account) or by debit card.

You can receive benefits by direct deposit whether you file on a weekly or biweekly basis. For direct deposit, you must provide your bank's name, complete address, routing number and your account number. See the example on the next page to find the bank's routing number and your bank account number.

NAME ADDRESS CITY, STATE ZIP		0123 01-23456789
DATE _____		
PAY TO THE ORDER OF _____		\$ <input type="text"/>
BANK NAME ADDRESS CITY, STATE ZIP		DOLLARS
FOR _____		
⑆0⑆2345678⑆	⑆0⑆234567890⑆23⑆	⑆0⑆23
Bank Routing Number	Bank Account Number	Check Number



If you do not select direct deposit, you will be paid by a U.S. Bank ReliaCard Visa debit card. You already qualify for this prepaid Visa card — no credit check or bank account is required. Your payments will be automatically deposited to the card. You can use the money on the ReliaCard Visa for purchases

everywhere Visa debit cards are accepted. You also can withdraw cash from the ReliaCard at banks displaying the Visa logo or from any U.S. Bank or Visa/PLUS® ATM. ATM withdrawals at U.S. Bank or MoneyPass ATMs are free. Other banks will charge a fee. Find the nearest location at usbank.com/locations or moneypass.com/atm-locator.html. **ODJFS can transfer unemployment benefits only to U.S. Bank ReliaCard reloadable debit cards. It cannot transfer benefits to any other type of credit or debit card.**

How to withhold federal income tax or child support

The following withholding options are available.

Federal income tax withholding

Unemployment benefits are taxable, and you must report them to the IRS. When you file your application, you will be asked if you would like federal taxes withheld from your check at the rate of 10 percent. For tax-filing purposes, ODJFS will send you a 1099 form by January 31 of the year after you were paid benefits.

To learn more about estimated taxes and how to pay them, contact the IRS.

Child support payment withholding

The law requires that child support payments be deducted from unemployment benefits when ODJFS receives a child support order to withhold payments or when you voluntarily choose to withhold child support payments.

If you are required to pay child support and ODJFS has not received a child support order, you may volunteer to have child support withheld from your benefit payments. If the amount you request to be withheld does not match your child support order, both amounts will be withheld until you contact ODJFS to cancel your voluntary withholding.

What will happen after your application is filed

You will receive a NEW CLAIM INSTRUCTION SHEET. **Read it carefully.** It will explain important information, including how and when to file your weekly claims for benefits. This form will identify a unique claimant ID number, as well as the name, P.O. box, telephone number and fax number for the claims processing center that is assigned to your application. (Processing center phone numbers are provided on page 38.)

Requests for information

If more information is needed about the number of weeks you worked or the amount of wages you earned, you will receive a MONETARY AFFIDAVIT. **Review the affidavit carefully** and send the requested information by the deadline given on the form to the fax number or mailing address on the form.

If other information is needed, such as why you are no longer employed, you will receive a NOTICE OF ELIGIBILITY ISSUE. Answer the questions as completely as you can and respond either by fax, mail, telephone or online at **unemployment.ohio.gov**. If you have questions, call your assigned processing center. NOTE: Your former employer(s) also will receive a request for information about why you are no longer employed.

If necessary, an unemployment representative may telephone you to obtain follow-up information. If you are not available to take the call, a voice message will be left for you. **No matter what additional information or documentation is requested of you, it is important that you respond by the deadline given.** When you send information, include your full name and either your assigned claimant ID (located at the bottom of the document in the area noted "This Space For Official Use Only") or the last four digits of your Social Security number. You may submit your information by email, fax or mail.

For confidential information, please send it through this secure fax number: (614) 466-7449. **Please do not send your complete Social Security number or any other confidential information unless using this secure fax!**

If you choose to email your documentation, please email it to **UI_Respond@jfs.ohio.gov**. Please type your claimant ID in the subject line. Note that this email address is for attachments only.

If you choose to mail your documentation, please mail it to:

Processing Center

PO Box 182212

Columbus, OH 43218-2212

If you have questions, please call 877-644-6562.

After you and your employer(s) provide any requested information, your application will be reviewed. A DETERMINATION OF BENEFITS will then be sent to you and your employer(s). It will state whether your application is allowed or disallowed. **Read the determination carefully.** If you disagree with any part of the decision, you can appeal the parts you disagree with. (See Appeal Rights section, page 30.)

If your unemployment benefits are allowed or if the determination is under appeal, you will need to file weekly claims for any weeks that you are unemployed and want benefits for. (See Filing Weekly or Biweekly Claims for Benefits on page 12.)

Waiting week

Ohio law requires that you serve a one-week waiting period **after** filing a new application for benefits. The waiting week is the first week you claim that meets all of the eligibility requirements. No benefits are paid for this week, so your first payment will not include the waiting week. Even if you are unemployed for only one week, you still must complete the weekly claim to fulfill your waiting week requirement for the benefit year. **Do not wait to file for your waiting week.**

Receiving the first payment

During the first three weeks of a new claim, you should file for benefits on a weekly basis. The earliest your payment may be issued is during the third week after filing, but it may take up to four weeks from the date you filed your application to receive the first payment. If you choose to receive correspondence electronically, payments may continue to be made weekly.

Filing Weekly or Biweekly Claims for Benefits

After you file your initial claim for benefits, you must continue to file ongoing claims for benefits. For each week claimed, you must answer several questions. Your answers will determine whether you are eligible for benefit payment for that week (see Continuing Eligibility, page 21). **Answer all questions honestly. Ohio law imposes penalties, including fines and/or imprisonment, for fraud.**

If you do not file a “timely” claim for benefits, you will not be paid for that week. (See Time limitations for filing weekly claims on page 13.)

When to file weekly (or biweekly) claims

Either weekly or biweekly (every two weeks) filing schedules will apply.

You should file weekly claims for the first three weeks after your initial unemployment application. After the first three weeks, you can continue to file claims weekly only if you choose to have correspondence sent to you electronically instead of via U.S. mail. If you do NOT choose to receive correspondence electronically, you will be switched to a biweekly schedule. Instructions for requesting electronic correspondence are included in this booklet and on your NEW CLAIM INSTRUCTION SHEET.

File weekly claims online

Log on to your account at **unemployment.ohio.gov** by entering your user name (Social Security number) and PIN. This website is available 24 hours a day, seven days a week.

- The weekly claim application will include space to enter your weekly job contact information.
- If using a mobile device, you will be directed to the website’s mobile version.

If you do not have access to the internet, you may visit your local library or OhioMeansJobs center, where computers are available for public use. To find your nearest OhioMeansJobs center, call (888) 296-7541, option 5. Those with no ability to access the internet may call (877) 644-6562 for assistance.

Claims must be filed no later than 21 days after the last day of the week. Payment will not be made until you file your claim(s) for the week(s). You will be provided with your next filing date each time you file a claim for benefits.

Information you need to file a weekly claim

- A calendar is useful. You will be reporting for the calendar week from Sunday through Saturday.
- Information about where you searched for work during the week, including each employer's name and address, how you applied for work, type of work, date of contact and outcome of each contact.
- If a placement service referred you to employment, record the name and location of the company you were directed to, the type of work sought, the date of contact, and the method of contact (such as whether you sent a resume).
- If you responded to job ads in either a paper publication or website, report the source of the ad (such as **OhioMeansJobs.com**) in the employer field, the date you applied, the position and position number (if applicable), the method used to apply, the address (could be an email address or a fax number), the city and state, and the outcome.

Time limitations for filing weekly claims

You must file for benefits for a week of unemployment no later than three weeks (21 days) after the Sunday date of the week being claimed. Claims for benefits filed beyond this time limit will be disallowed unless you can establish that the late filing was for reasons beyond your control.

Receiving payment

ODJFS does not guarantee a certain day of the week when payments will be available to you. Furthermore, no federal or state law requires ODJFS to refund costs associated with writing bad checks. Therefore, the agency will not repay overdraft charges if you write a check with insufficient funds in your account. It is up to you to make sure there is enough money in your account before writing a check.

Establishing Eligibility

To qualify for unemployment benefits, the following four key factors must be met. Each is explained in greater detail below.

1. You are "totally" or "partially" unemployed at the time you file your application.
2. You worked enough weeks and earned enough money in "covered" employment during the "base period" of your claim.
3. You are unemployed through no fault of your own.
4. If you had a prior benefit account, you reestablished yourself as a worker by performing enough work since the prior account began.

Are you “totally” or “partially” unemployed at the time of filing?

Totally unemployed

If you performed no service for your employer, and no earnings or income are payable to you during the week you apply for benefits, you are “totally unemployed.”

Partially unemployed

If your employer lets you go before the end of your usual work week, or reduces your work hours to less than your full-time work week AND you earn less than the unemployment weekly benefit amount, you may be “partially unemployed” and eligible for benefits.

Did you work and earn enough in “covered” employment during the “base period” of your claim?

Minimum number of weeks worked

You must have worked at least 20 weeks in covered employment during the base period. If you worked for more than one covered employer during the base period, you may still be eligible. Each of these 20 weeks is called a “qualifying week.”

Covered employment

Most employers are required to pay unemployment insurance taxes to ODJFS throughout the year, even if none of their workers are claiming unemployment benefits. Some other employers, such as certain nonprofit or government agencies, must pay ODJFS back for the cost of unemployment benefits paid to their former workers. Work for such employers is called “covered employment” because it is covered by unemployment insurance. However, not all work is covered employment. For example, if you worked for a small family business or religious organization, the employment may not be covered.

Minimum earnings

If you file your application during 2018, you must have an average weekly wage (before taxes or other deductions) of at least \$256 during the base period. This amount changes each year and applies to the year in which you file your application – not the year in which you worked.

The average weekly wage is determined by dividing your total wages for all qualifying weeks in the base period by the total number of qualifying weeks. For example: If you had \$32,000 in total wages and 32 qualifying weeks, then \$32,000 divided by 32 = \$1,000 average weekly wage.

Base period

Only the weeks worked and the wages paid during a set base period may be used to qualify for unemployment benefits. Ohio offers a “regular” base period and an “alternate” base period. A base period divides the year into four quarters of three months each.

The regular base period is the first four of the last five completed calendar quarters before your benefit account begins.

If your claim begins between these dates:	Your <u>regular</u> base period will be:
January 7, 2018, through March 31, 2018	October 1, 2016, through September 30, 2017
April 1, 2018, through June 30, 2018	January 1, 2017, through December 31, 2017
July 1, 2018, through October 6, 2018	April 1, 2017, through March 31, 2018
October 7, 2018, through January 5, 2019	July 1, 2017, through June 30, 2018

If you worked less than the minimum number of weeks (20 weeks), or if your average weekly wage was less than the set minimum earnings (for 2018, \$256) within the regular base period, then the alternate base period may be used.

Alternate base period

The alternate base period is the last four completed calendar quarters before your benefit account begins. The alternate base period, shown below, may be used only if you do not qualify for benefits using the regular base period.

If your claim begins between these dates:	Your alternate base period will be:
January 7, 2018, through March 21, 2018	January 1, 2017, through December 31, 2017
April 1, 2018, through June 30, 2018	April 1, 2017, through March 31, 2018
July 1, 2018, through October 6, 2018	July 1, 2017, through June 30, 2018
October 7, 2018, through January 5, 2019	October 1, 2017, through September 30, 2018

Are you unemployed through no fault of your own?

For example, if you quit your recent job with good reason (as defined by the law) or if the employer fired you without good cause, that would be considered “no fault of your own.” **Be sure to give complete and accurate information about why you are no longer working.**

The following are several reasons for becoming unemployed.

Lack of work

If you lose your job due to a “lack of work” (for example, you were laid off, your job was abolished, the business closed or the plant shut down), you will be considered unemployed through no fault of your own. Your employer will be asked to verify the reason for your unemployment.

Quit or left your job

If you quit your job when you had the choice to stay, you will be considered to have caused your own unemployment. To get benefits when you quit, you must show that you had “just cause” for leaving the work. Some just-cause reasons for quitting your job are:

- Your employer failed to meet the terms of the employment agreement.
- Your employer failed to provide proper safety measures required by law.
- Your work violated accepted moral or legal standards.

It is up to you to produce proof that you had just cause for quitting your employment. The legal standard under Ohio law that determines whether an employee quit with just cause is whether the action taken would be taken by an ordinarily careful person under similar circumstances.

Discharged or fired

If your employer dismissed you from your job, you may not be eligible for benefits. The employer must establish that your discharge was for just cause. If the employer can establish just cause for dismissing you, you will not be eligible for unemployment benefits. Some reasons for discharge that may establish just cause are:

- You violated established company rules.
- You neglected your job responsibilities.
- You disregarded the employer's interest.
- You performed your work poorly.

Payment may be allowed if you were discharged or fired without just cause.

Unemployed due to a leave of absence or disciplinary layoff

If you are unemployed because you chose to take a leave of absence, you will not receive unemployment benefits during the leave period.

If your employer has placed you on a work suspension or disciplinary layoff, the employer must establish that this action was for just cause. You may not be eligible for benefits.

Unemployed due to a labor dispute

If you are unemployed because of a labor dispute other than a lockout, you will be disqualified from unemployment benefits during the dispute. If you became unemployed because of a lockout, the labor dispute will not prevent you from receiving benefits.

Establishing a new claim after a previous claim has expired

If you had a prior unemployment insurance claim, federal and state laws require that, in order to establish a new claim, you must have worked and earned wages since the last claim expired. You are required to have worked at least six weeks in covered employment between the two claims. In addition, during the time you worked between the two claims, you must have earned a total of three times the average weekly wage that you earned before filing the previous unemployment claim.

Determining Weekly Benefits and Amount Payable

An unemployment benefit account is set up for 52 consecutive weeks (equal to one calendar year). For this reason, it is also called a

“benefit year.” Each account will have a beginning and ending date, a “weekly benefit amount” (based on the average weekly wage within the base period and number of allowable dependents) and a “total benefits payable” amount. (See Establishing Eligibility on page 13-15 to review average weekly wage and base period information.)

IMPORTANT: You can receive no more than the total benefits payable in one benefit year. If benefits are paid at the full weekly benefit amount, the total benefits payable will usually run out in the 26th week or sooner. (See page 20.)

How much could be paid each week

The weekly benefit amount is the payment you may receive for one week of total unemployment. If you are partially unemployed (in other words, if you are receiving wages less than your weekly benefit amount), or if you are being paid certain types of income, the weekly benefit amount may be reduced. (See Continuing Eligibility on page 21.)

Determining the number of allowable dependents is an important step in calculating the weekly benefit amount.

Allowable dependents

Certain requirements must be met when claiming a dependent child or spouse on your application.

A child, stepchild or legally adopted child is allowed as a dependent if both of the following two conditions are met.

1. The child is under 18 at the beginning date of the benefit year, or if the child is 18 or older and unable to work because of a permanent mental or physical disability.
2. You have paid more than half the cost of the child’s support for the 90-day period before the beginning date of your benefit year (or for the length of the parental relationship, if less than 90 days).

Claiming children as dependents will not be allowed if your spouse or the child’s other parent has filed for unemployment within the past year and has qualified for an increased weekly amount because he or she claimed a dependent.

A spouse is allowed as a dependent if he or she has been your spouse for at least 90 days before your benefit year beginning date (or for the length of the marital relationship, if it has existed for less than 90 days) and he or she meets the following four conditions:

1. Is legally married to you.
2. Lives with you.

- Had income less than 25 percent of your base period average weekly wage.
- Had more than 50 percent of his or her support provided by you.

Weekly benefit amount

To determine the weekly benefit amount, follow these steps:

Step 1 – Compute the average weekly wage by dividing the total wages for all qualifying weeks in the base period by the total number of such qualifying weeks. Example: **If you had \$32,000 in total wages and 32 qualifying weeks, then \$32,000 divided by 32 = \$1,000 average weekly wage.**

Step 2 – Compute 50 percent (half) of your average weekly wage during the base period. Example: **If your average weekly wage is \$1,000, then 50 percent of that is \$500.**

Step 3 – Determine the number of allowable dependents and apply the maximums for each dependency classification. The 2018 maximums for each dependency classification are given in the following table:

Number of Allowable Dependents	Dependency Classification	If your Average Weekly Wage was:	Then your Maximum Weekly Payment is:
0	A	\$886 or higher	\$443
1 or 2	B	\$1,074 or higher	\$537
3 or more	C	\$1,196 or higher	\$598

Example: Average weekly wage is \$1,000, and 50 percent is \$500.

Compare \$500 to the maximum weekly payment for the number of allowable dependents, as follows:

If you have no dependents, the weekly benefit amount would be the maximum weekly payment for **0** dependents (**Class A**) of **\$443**. However, if you have **1 or 2** dependents (**Class B**) or **3 or more** dependents (**Class C**), the weekly benefit amount would be **\$500** (because 50 percent of the average weekly wage is less than the maximum payable).

How long you may receive benefit payments

After the weekly benefit amount is computed, ODJFS determines the “total benefits payable.” This is the total amount of money that will be

set aside in your account for you to receive during the benefit year. Each time you are paid, the amount paid to you is subtracted from your total benefits payable.

The total benefits payable is determined by multiplying your weekly benefit amount (WBA) by the number of qualifying weeks in your base period. This table demonstrates how the number of qualifying weeks affects your total benefits.

Qualifying Weeks	Total Benefits Payable
20	20 x WBA
21	21 x WBA
22	22 x WBA
23	23 x WBA
24	24 x WBA
25	25 x WBA
26 or more	26 x WBA

NOTE: You must have at least 20 qualifying weeks to be eligible to receive unemployment benefits.

Example 1: If you have 20 qualifying weeks in your base period and a weekly benefit amount of \$200, you will have total benefits payable of \$4,000 (20 x \$200 = \$4,000).

In this example, if you remain totally unemployed, your benefits will run out after 20 weeks if full weekly benefits are paid. However, if your weekly benefit amount is reduced by earnings or other types of income, your benefits will run out at a slower rate. They may continue for more than 20 weeks – until your total benefits run out or your benefit year ends, whichever occurs first.

Example 2: If you have 52 qualifying weeks in your base period and a weekly benefit amount of \$200, you will have total benefits payable of \$5,200 (26 x \$200 = \$5,200).

Decision on an Application: The Determination

A DETERMINATION OF UNEMPLOYMENT BENEFITS will tell you whether your application is allowed or disallowed and why. It also will indicate the following:

- Your dependency classification (based on the number of allowable dependents).
- Your weekly benefit amount.

- Which employers are being charged for your unemployment claim.

Remember, if you disagree with any part of the determination, you can appeal the decision. Be sure to file any appeals before the deadline given on the determination notice. This usually is 21 days from the date the determination was mailed. Customer service representatives are available to answer appeal questions from 8 a.m. to 5 p.m. Monday through Friday toll-free at 1-877-574-0015. (See also Appeal Rights section, page 30)

If your benefits are denied and you file an appeal, you must continue to file your weekly claims timely so that you will receive payment if your appeal is successful.

Re-qualifying for benefits

If your application for unemployment benefits was rejected due to the reason for your unemployment, you can re-qualify by meeting ALL of the following requirements:

- You must:
 - Obtain new work in covered employment.
 - Work at least the number of weeks shown on your DETERMINATION OF UNEMPLOYMENT BENEFITS.
 - Earn at least the amount of wages shown on your DETERMINATION OF UNEMPLOYMENT BENEFITS.
- You must be unemployed through no fault of your own.
- You must file a new application for benefits. Any payment will be based on, and effective with, the new application.
- You must meet all other requirements for receiving benefits.

Continuing Eligibility

Once your application is allowed and your benefit amounts are set, other factors will be considered before you are paid for your weeks of unemployment. **When you file your weekly claims, you will be asked a series of questions that you are expected to answer honestly. Deliberately giving false information in order to receive benefits is a crime. Avoid the possibility of criminal prosecution and penalties by reporting your work, earnings and all other information honestly and accurately.**

Able to work

You must be physically and mentally able to work. If you are ill and unable to work during one or more days of your normal work week, you may not be entitled to payment for that entire week. If you are not physically and mentally able to work, you may receive benefits only

if you furnish medical evidence that you can do other types of work that you are qualified for.

Available for work

To be considered available for suitable work, you must be ready and willing to work any shift of any occupation consistent with your prior training and experience. If you restrict hours, wages or conditions of employment that limit your chances of obtaining work, you may not be paid for any weeks claimed.

Attending school

Taking classes at a school may affect your eligibility for benefits. Notify ODJFS if you are registering for school, attending school or stop attending school.

You will be asked about your availability for work. If you begin attending school while receiving unemployment, you may still need to look for suitable employment and be ready and willing to accept work on any shift or occupation consistent with your prior training and experience. Although individuals generally are not eligible for benefits while attending school full-time, the following exceptions may allow you to collect benefits while in school:

- If you were attending school while working and continue school after becoming unemployed, you may be considered available for work while in school.
- If you enroll in a training course approved by ODJFS and make satisfactory progress, you may be considered available for work while in school. For further information concerning enrolling in an approved course, please contact your processing center. Processing center phone numbers are provided on page 38.

If you attend school, you will be asked to submit verification when you file your application.

Actively seeking work

You are expected to make a good faith effort to return to work. During each week that you claim unemployment benefits, you must be able to work, available for work, and actively seeking work.

Your NEW CLAIM INSTRUCTION SHEET will outline the minimum work search efforts you must make each week (Sunday through Saturday) to remain eligible for benefits. Later in your claim, you may be sent a NOTICE OF CHANGE IN WORK SEARCH REQUIREMENTS with new instructions. **Please review these instructions carefully. Your continuing eligibility for unemployment benefits may be affected.**

- If you are required to actively seek work on your own, each week

you must personally apply with at least two separate employers that you have not repeatedly contacted for work. Repeatedly applying for the same position and to the same employers does not display a good-faith effort to seek employment. Ohio law requires you to keep a written record of these efforts. This means that each week you claim unemployment benefits, you must identify each employer's name and address, the method you used to apply for work, the type of work sought, the date you applied, and the outcome of each contact.

You can find an example of how to track your work search efforts on page 39. Be sure to keep all documents that support your efforts, such as copies of job applications delivered in person, copies of emails sent with attached applications or resumes, or receipt confirmations from employers or websites. Keep these documents at least three years after the end of your benefit year so you will have them if your claim is audited. **If you fail to provide proof of your work search efforts, you may lose your benefits. In addition, this agency may contact employers that you list to verify that you applied to them. Do not falsify your efforts!**

- Telephone calls to potential employers are not acceptable. Simply contacting an employer by phone to inquire about hiring does not constitute applying for a position.
- Seek suitable work in a field that reflects your training and experience. When determining whether work is "suitable," this agency considers your occupation; prior training and experience; amount of risk to your health, safety and morals; your physical fitness for the work; the distance from home to work; and the length of your unemployment. If you refuse an offer of work, you may be denied benefits.
 - If no work exists in your trade/occupation, seek suitable work outside your usual trade/occupation.
 - If you live and seek work outside Ohio, you should register for job placement services in the state in which you reside.
 - If you are working part-time, you still must seek suitable full-time employment to stay eligible for benefits.
- In addition to applying with at least two separate employers each week, you are required to: (1) register with **OhioMeansJobs.com**, the state's premier job-placement system; (2) create a searchable resume on **OhioMeansJobs.com**; (3) maintain and update the resume as requested; and (4) complete the Career Profile at

OhioMeansJob.com.

- If you already have an active **OhioMeansJob.com** account, this account and any resumes you have previously posted will remain the same. However, you must update your resume by the date listed on your NEW CLAIM INSTRUCTION SHEET.
- If you do not already have an active **OhioMeansJobs.com** account, when you file your claim the agency will register you on **OhioMeansJobs.com** and post a “temporary resume” on your behalf. You must then use the website’s Resume Builder to create a **new resume OR** upload a current resume with a **new title**. **NOTE: This action MUST be completed by the date listed on your NEW CLAIM INSTRUCTION SHEET to meet this requirement.**

Failure to complete these activities by the deadlines provided can cause your unemployment benefits to be denied. **Be sure to check your mail or email (whichever correspondence preference you chose) so that you do not miss important notices.**

If you provide your email address, you may receive a weekly listing of up to five available job opportunities.

You may be required to stay active with your labor organization if your union has a hiring hall and this is the normal method you follow to obtain work. To stay active, you must be a member in good standing and be eligible for placement or referral. **If you indicate that you are a member of a union when you file your application for unemployment benefits, you will be sent a document to take to your union representative for completion about your status with the union. The verification must be returned to ODJFS to verify that you meet the union work-search requirements. If verification is not received, you will be required to seek employment (apply with at least two separate employers) and report your work search efforts each week.**

If your work search is waived because you expect to return to work within 45 days, and your employer verifies this information, you will need to make yourself available to your former employer for work and to keep the employer informed as to how to contact you for work. **When you file your application for unemployment benefits, ODJFS will contact your employer to verify that you meet the 45-day work-search requirements. If verification is not received, you will be required to seek employment (apply with at least two separate employers) and report your work search efforts each week.**

If you live out of state and do not normally commute to work in

Ohio, you may be required to register for work with your state's job-matching system.

NOTE: All unemployment claims are subject to audit, and this agency conducts frequent audits. **Be prepared for a telephone or written request for your job search records.** Upon request, you must provide all records for further examination.

Reemployment Service Program

You may be selected to participate in a Reemployment Service Program to help you find work before you exhaust your unemployment benefits. **If you are scheduled to report for a Reemployment Service session or to complete a Reemployment Service activity, but you fail to do so by the scheduled date, your benefits can stop until you attend or complete the required activity.**

- If you are scheduled for a Reemployment Service Activity, you will be notified of actions required and their due dates on your SCHEDULE NOTICE.
- If you miss a scheduled appointment, you must take action to reschedule. If no immediate openings are available, you could be denied benefits for a week or more until another session opening is available.
- You may be scheduled for workshops, one-on-one in-person sessions or enrolled in online exercises.
- Completion of Reemployment Service sessions and activities required in addition to actively seeking work.

Accepting offered work

You must accept suitable work offered to you on any shift or in any occupation consistent with your prior training and experience. **Failure to do so can result in a suspension of benefits until you obtain employment that provides unemployment insurance coverage, work six weeks, earn wages equal to six times the state's average weekly wage, and meet all other eligibility requirements.** If you do not accept work, you will be interviewed to determine whether the work was suitable and whether you had good cause to refuse. In determining whether the work was suitable, ODJFS will consider your occupation, prior training and experience, and the length of your unemployment. ODJFS also considers factors such as the amount of risk to your health, safety and morals; your physical fitness for the work; the distance from your home to the work; and your prospects for obtaining local work. **Your prior wages are not normally considered when determining whether work is suitable.**

Earnings and income

You must report earnings for any work performed and any income paid or payable to you while you are claiming unemployment benefits. If you work part-time, are self-employed or perform odd jobs during weeks that you file for unemployment benefits, you still may be paid benefits if your gross earnings are less than your weekly benefit amount. Gross earnings are your total earnings before any taxes or deductions are taken out. You must report gross earnings for the week (Sunday through Saturday) in which they are earned, even if you have not yet been paid.

If your earnings are less than your weekly benefit amount, Ohio law allows you an exemption of 20 percent of your weekly benefit amount before a deduction is made. An example of how this works is shown below.

NOTE: Holiday pay is deducted after the 20 percent earnings exemption is applied.

Example: Your weekly benefit amount is \$400, and weekly earnings are \$200. To calculate the earnings deduction:

Total earnings in a week	\$200
Minus earnings exemption (20 percent of \$400)	-80
Equals earnings deduction	\$120
To calculate amount of benefits paid:	
Weekly benefit amount	\$400
Minus earnings deduction	-120
Equals benefit amount paid	\$280

If holiday pay or earnings are equal to or greater than your weekly benefit amount, no benefits will be paid. Report all earnings, even if they would not affect your weekly benefit amount.

You must restart your claim if you have a week of work followed by a week of no work regardless of the amount of earnings. You must either call 1-877-644-6562 no later than Friday of the week you will be claiming, or file online by Saturday.

ODJFS uses a variety of methods to detect unreported earnings and income, such as:

- Checking new hire reports from employers.
- Conducting matches with employers' wage detail reports.

- Receiving public tips by telephone, mail, fax or email.
- Referencing cross matches with other government records (such as workers' compensation or child support).

Other income

You also must report all income, including payments other than wages. If any non-wage money is determined to be deductible from your benefits, the entire amount will be deducted.

Types of income that may be deductible include:

- Severance pay
- Vacation pay
- Pensions
- Workers' compensation
- Company buyout payments

If the deductible income is less than your weekly benefit amount, your weekly payment will be reduced dollar-for-dollar by the amount of income for the week.

Some types of income may not be deducted, such as:

- Social Security
- Supplemental Unemployment Benefits
- U.S. National Guard/Armed Forces Reserve pay for scheduled drills
- Interest and dividends
- Rental income
- A lump sum distribution from a 401k plan

Review your unemployment check stub for a breakdown of all the above deductions. If you think this income is being deducted incorrectly, ask ODJFS for a written determination so that you may file an appeal. Refer to the Appeal Rights section on page 30 for more information.

Verifying information that may disallow a payment

Whenever ODJFS receives information that raises a question about your continued eligibility, you will be notified in writing. The NOTICE OF ELIGIBILITY ISSUE will provide the following information:

- The specific issue(s) that may result in the denial of your benefits.
- The beginning date of the issue.
- What action raised the eligibility issue.

You will have five business days from the date on the notice to respond with any additional information relating to the issues listed on the form. The standard business day is 8 a.m. to 5 p.m., Monday through Friday. You may submit witness statements, doctors' statements or other documents to support your testimony. All information received by the end of the five-day period will be used to determine whether you are still eligible for benefits. You also have the right to request a fact-finding interview within the five-day period. Instructions will be provided on the notice.

If you are paid benefits for any weeks that are later determined to be ineligible weeks, you will be sent a DETERMINATION OF UNEMPLOYMENT BENEFITS that shows how much you were overpaid.

If you receive benefits that you are not entitled to, you will receive a notice and will be asked to pay back the overpayment amount. See the Overpayment of Benefits section on page 29 for more information.

Restarting a Claim for Benefits

If you stop submitting claims for your weekly benefits or if you earned more than your weekly benefit amount, you may need to file to restart your claim.

To restart your claim, access your account online at **unemployment.ohio.gov** or call 1-877-OHIO-JOB (1-877-644-6562) during the first week you are unemployed or have gross earnings less than your weekly benefit amount. If you wait more than seven days to restart your claim, you may lose benefits for any weeks of unemployment that occur before that date.

You will need to have the following when applying to restart a claim:

- Your Social Security number and your driver's license or state ID number.
- Your name, address, telephone number and email address.
- The name, address, telephone number and dates you worked with each employer since you last claimed benefits.
- Your reason for being unemployed.

If you restart your claim online, you also will need your PIN.

Change of Status

It is important that you keep your unemployment benefit records current. Remember to notify ODJFS immediately of any changes or corrections related to your benefit account, such as changes to your personal information (address, phone number etc.), previously reported earnings or work status.

Payment option changes

If at any time you need to change your direct deposit bank account information, you will need to fax a voided check or a letter from your financial institution with the bank account information to 614-387-7949. This information may also be mailed to:

Ohio Department of Job and Family Services
Office of Unemployment Insurance Operations
Attn: Program Services, Finance Section
P.O. Box 182059
Columbus, Ohio 43218-2059

For faster processing, please include the last four digits of your Social Security number on all faxes or letters.

Correspondence option changes

Even after choosing U.S. mail as your primary contact option, you can ask to receive notices by email. Just access your claim online or call your processing center. To make this choice online at **unemployment.ohio.gov**, go to the Main Menu and choose "Update Personal Information."

If you choose to receive your correspondence electronically, an email will notify you when a new correspondence is posted to your online account. The email will instruct you to log on to your account to view your correspondence. Whether you select U.S. mail or email, you may still use your online account to access and respond to all correspondence sent to you.

Overpayment of Benefits

If you receive benefits that you are not entitled to, you will receive a notice that explains:

- Why the payment was incorrect or disallowed.
- Which weeks were paid incorrectly.
- The amount of the incorrect payment(s).
- Any penalties, if fraud was involved.

WARNING: If your application for benefits or a weekly claim is canceled due to fraud, you will be charged with two "penalty weeks" for every one week determined fraudulent and fined 25 percent of the total amount collected fraudulently, in addition to the amount you must pay due to the overpayment.

Repayment can be made online by bank draft or credit card at jfs.ohio.gov/ouc/RepayOverpayment.stm or by mail. Repayment by mail should be made by check or money order payable to the Ohio Department of Job and Family Services. Do not send cash. Mail the check or money order to:

Ohio Department of Job and Family Services
Office of Unemployment Insurance Operations
Attn: Program Services, Finance Section
P.O. Box 182059
Columbus, Ohio 43218

To ensure proper credit to your account, be sure to include the last four digits of your Social Security number on the check or money order.

Overpayments not repaid in full within 66 days of the determination date may be referred to the Ohio Attorney General's office for collection, including offset of your state or federal tax returns. You must repay all incorrectly paid benefits and serve all penalty weeks charged. Any overpayment not repaid or penalty weeks not served will result in ODJFS withholding weekly payments that you are otherwise entitled to, until the overpaid amount has been repaid and all the penalty weeks have been served.

If you believe that you were not overpaid, or that the amount of the overpayment is incorrect, you must file an appeal within 21 days of the date the overpayment determination was issued.

Appeal Rights

If you disagree with any decision about your claim, you should file an appeal and continue to file claims for any weeks you are unemployed. If you are unable to file on your own, call your processing center for help. (Processing center phone numbers are provided on page 38.) Claims must meet the filing and registration timeliness requirements. If an appeal is decided in your favor, you may receive payments only for weeks that were properly claimed and are otherwise payable.

If you have questions about the appeal process, call 1-877-574-0015, toll-free, 8 a.m. to 5 p.m. Monday through Friday.

How to file an appeal

There are several levels of appeal. Each is explained below.

Appeal from an initial determination

If you disagree with an initial decision, you may file a written appeal to ODJFS within 21 calendar days of the date the determination was issued. Include your Social Security number, the date and

identification number for the determination you disagree with, and the reasons for your disagreement. You may also include any evidence, documentation or witness statements.

You may file your timely appeal online at **unemployment.ohio.gov** between 6 a.m. and 6 p.m. daily, by mail or fax with the processing center identified on your determination notice, or with any other processing center. Processing center phone numbers are on page 38.

You will receive a written confirmation when your appeal is received. All other interested parties, such as your employer(s), will receive a notice of your reason for filing the appeal. These parties are given the opportunity to submit additional information. ODJFS has 21 calendar days from the date your appeal is received to issue a redetermination decision or refer the appeal to the Unemployment Compensation Review Commission (UCRC).

Appeal from a redetermination

If you disagree with the redetermination of your initial appeal, you may file a written appeal to the UCRC within 21 calendar days of the date the redetermination was issued. Include your Social Security number, the date of the determination you disagree with, the reasons for your disagreement, and the hours you are available for a telephone hearing if you desire a hearing during nonworking hours.

You may file your appeal online at **unemployment.ohio.gov** between 6 a.m. and 6 p.m., by faxing your appeal to 614-466-8392, or by mail to this address:

Director, Ohio Department of Job and Family Services
Office of Unemployment Insurance Operations
Bureau of Benefits and Technology
P.O. Box 182863
Columbus, OH 43218-2863

After the UCRC accepts an appeal, you will receive a notice that your appeal has been transferred to the UCRC. Your case will be scheduled for either an in-person or telephone hearing with a hearing officer. Most hearings are conducted by telephone. If a telephone hearing is scheduled and you prefer an in-person hearing, you must notify the UCRC within 10 days of the date you receive the notice that your appeal has been transferred. You must then agree to travel to a hearing site closest to the location of the other parties. The hearing officer will issue a decision based on the information contained in your file and the testimony presented at the hearing.

Request for review by the UCRC

If you disagree with the UCRC hearing officer's decision, you may

request a review by the commission members within 21 calendar days of the mailing date of the hearing officer's decision. Your appeal should state that you are requesting a review of the hearing officer's decision and why you disagree with the hearing officer's decision. If you are employed during the day and desire a telephone hearing during nonworking hours, list the hours you are available for a hearing.

You may file your appeal by faxing it to 614-387-3694 or by mail to the following address:

Unemployment Compensation Review Commission
P.O. Box 182299
Columbus, OH 43218-2299

The commission may allow or deny your request for review. If denied, you will receive correspondence notifying you of the denial. If your request for review is allowed, the commission may issue a decision based on the record of the earlier hearing or hold an additional hearing. To change a telephone hearing, you must notify the UCRC within 10 calendar days of the date you receive the notice allowing the request for review. For an in-person hearing, you must agree to travel to a site closest to the other parties.

Appeal to Common Pleas Court

If you disagree with the UCRC decision, you may file an appeal with the common pleas court of the Ohio county where you live or were last employed. Appeals must be filed within 30 calendar days of the mailing date of the commission-level decision. If your appeal is filed after 30 days, the common pleas court will determine the timeliness of your appeal based on Ohio Revised Code, Section 4141.282(I). In your notice of appeal, you must include all interested parties listed on the UCRC decisions, including the director of ODJFS. Be sure to identify the decision being appealed.

When the UCRC receives the notice of appeal from the common pleas court, it will file a certified transcript of all the records from the appeal. The UCRC also will mail a copy of the transcript to you or your legal representative.

The court will hear the appeal based on the certified UCRC transcript. Contact the clerk of the appropriate court for other rules and deadlines. A listing of the courts appears on page 34.

Further court appeals

If you disagree with the decision of the common pleas court, you may appeal your case further, as in civil cases.

Time limits for filing appeals

All appeals have filing time limits that must be met. Each decision states the time limit for filing an appeal. If you disagree with a decision, you should file the appeal as soon as you learn the decision.

Appeals not involving the courts must be filed within 21 calendar days of the date the determination or decision was mailed. Your appeal will be considered timely if it is received or postmarked within the 21-day appeal period. If the 21st day falls on a Saturday, Sunday or holiday, the appeal period will be extended to the next working day.

If there is a question about timely receipt of your appeal, the following items can be used as evidence that your appeal was received by the agency: (1) a certified mail receipt, (2) a document confirming that your fax was received, or (3) if you filed online, the printed confirmation screen with the date on it.

The appeal deadline may be extended if certified medical evidence is presented establishing that your physical condition or mental capacity prevented you from complying with the appeal period. In these situations, the appeal will be considered timely if filed within 21 calendar days of the end of the physical or mental condition.

Appeals to the common pleas court must be filed within 30 calendar days of the date the final UCRC decision was mailed.

Right to representation

ODJFS cannot recommend a legal representative. An authorized agent of your choice, such as an attorney, may represent you at any level of agency appeal. If you wish to be represented, it is important that you arrange representation as soon as possible. Your local bar association can refer you to a private attorney. ODJFS is not responsible for any expenses resulting from the representation. If you cannot afford a private attorney, your local legal aid society or legal services program may be able to provide help at no cost. Contact your local legal aid office at 1-866-LAW-OHIO (1-866-529-6446) or by searching the legal aid directory at ohiolegalservices.org/programs.

Common Pleas Courts in Ohio

County	City	County	City
Adams	West Union	Licking	Newark
Allen	Lima	Logan	Bellefontaine
Ashland	Ashland	Lorain	Elyria
Ashtabula	Jefferson	Lucas	Toledo
Athens	Athens	Madison	London
Auglaize	Wapakoneta	Mahoning	Youngstown
Belmont	St. Clairsville	Marion	Marion
Brown	Georgetown	Medina	Medina
Butler	Hamilton	Meigs	Pomeroy
Carroll	Carrollton	Mercer	Celina
Champaign	Urbana	Miami	Troy
Clark	Springfield	Monroe	Woodsfield
Clermont	Batavia	Montgomery	Dayton
Clinton	Wilmington	Morgan	McConnelsville
Columbiana	Lisbon	Morrow	Mount Gilead
Coshocton	Coshocton	Muskingum	Zanesville
Crawford	Bucyrus	Noble	Caldwell
Cuyahoga	Cleveland	Ottawa	Port Clinton
Darke	Greenville	Paulding	Paulding
Defiance	Defiance	Perry	New Lexington
Delaware	Delaware	Pickaway	Circleville
Erie	Sandusky	Pike	Waverly
Fairfield	Lancaster	Portage	Ravenna
Fayette	Washington CH	Preble	Eaton
Franklin	Columbus	Putnam	Ottawa
Fulton	Wauseon	Richland	Mansfield
Gallia	Gallipolis	Ross	Chillicothe
Geauga	Chardon	Sandusky	Fremont
Greene	Xenia	Scioto	Portsmouth
Guemsey	Cambridge	Seneca	Tiffin
Hamilton	Cincinnati	Shelby	Sidney
Hancock	Findlay	Stark	Canton
Hardin	Kenton	Summit	Akron
Harrison	Cadiz	Trumbull	Warren
Henry	Napoleon	Tuscarawas	New Philadelphia
Highland	Hillsboro	Union	Marysville
Hocking	Logan	Van Wert	Van Wert
Holmes	Millersburg	Vinton	McArthur
Huron	Norwalk	Warren	Lebanon
Jackson	Jackson	Washington	Marietta
Jefferson	Steubenville	Wayne	Wooster
Knox	Mount Vernon	Williams	Bryan
Lake	Painesville	Wood	Bowling Green
Lawrence	Ironton	Wyandot	Upper Sandusky

Other Unemployment Benefit Programs

Benefit Accuracy Measurement: All unemployment claims are subject to audit to measure benefit accuracy. The U.S. Department of Labor requires that randomly selected unemployment claims be checked for accuracy. You will be required to cooperate if your claim is selected.

Combined Wage Claim: If you have worked in more than one state during your base period, you may qualify for unemployment by combining wages from those states. To establish a combined wage claim, you must apply for benefits with one of the states where your base period wages were reported.

Disaster Unemployment Assistance: If you do not qualify for Ohio unemployment benefits and your unemployment is caused by a federally declared disaster, you may be eligible.

Educational Claim: Special conditions apply if you had employment with an educational facility during your base period. If you are separated from an educational facility and have “reasonable assurance” of employment in the next school term, you may not qualify for benefits during the between-term period.

Interstate Claim: If your base period employment was in Ohio, but you live in and are seeking work in a state other than Ohio, your unemployment claim will be an Ohio interstate claim.

Seasonal Claim: If you worked for one seasonal employer during the base period and worked only during that employer’s seasonal period, you will not be eligible for benefits unless you are unemployed during that seasonal period.

Trade Act Programs: Trade Adjustment Assistance (TAA) and Reemployment Trade Adjustment Assistance (RTAA) help individuals who are unemployed as a result of increased imports from, or shifts in production to, foreign countries. A petition for TAA or RTAA may be filed by a group of three or more workers, a company official, OhioMeansJobs operators or partners (including state employment security agencies and dislocated worker units), or a union or other authorized representative of such workers. The workers who have a petition filed on their behalf must be, or have been, employed at the firm or subdivision identified in the petition. For more information, visit doleta.gov/tradeact.

Unemployment Compensation for Ex-Military Personnel: If you were serving active military duty during the base period and meet additional federal requirements, you may be eligible. Your processing center can help you obtain the required form DD-214 member 4 copy.

Unemployment Compensation for Federal Civilian Employees: If your base period employment was in civilian employment with the federal government, you may be eligible.

Employment Programs and Services

Ohio's OhioMeansJobs System

Ohio has an OhioMeansJobs Center in each of its 88 counties. To find a center near you, go to jfs.ohio.gov/owd/wioa/map.stm.

The following services are available free of charge to anyone who visits an OhioMeansJobs center:

- A resource room with job listings, computers with internet access, telephones, copiers and fax machines for customer use.
- Staff-assisted job-matching services.
- Applications for training or other intensive services. These services are approved on a case-by-case basis, using eligibility guidelines, and are based on funding availability.
- Job-search orientation sessions.
- Initial assessment of skills and referral to appropriate local resources and partner programs.

More intensive services can be provided based on the initial skills assessments and need. These services include:

- Comprehensive and specialized assessments
- Reemployment workshops
- Group and individual career counseling

Training services can be provided to individuals who have completed core and intensive services and require further training. Eligibility for these services depends on available funding and local workforce needs.

To see what services may be available at your local OhioMeansJobs center, please call or visit. You can find the address and phone number at jfs.ohio.gov/owd/wioa/map.stm.

OhioMeansJobs.com

OhioMeansJobs.com is the best resume and job bank in the state. It gives individuals free access to tens of thousands of job openings, including full-time, part-time, contract, internship and temporary work. You can use **OhioMeansJobs.com** to learn about future recruitment events and to search for jobs using a variety of filters, including company names, occupational titles, location and salary requirements. **OhioMeansJobs.com** also has a mobile phone app.

Ohio Learn to Earn

Ohio Learn to Earn is a new statewide training initiative that can help unemployment claimants gain work experience and contacts while continuing to receive unemployment benefits. Approved worksite training providers may offer training of up to 24 hours a week for up to six weeks. The program helps claimants maintain a connection to the workforce, broaden their network of contacts, gain skills and experience to add to their resumes, get job-specific training, receive a certificate upon completion, and possibly turn training into full-time employment. For more information, visit jfs.ohio.gov/owd/ohiolearntoearn.stm.

Other Benefits

You may be eligible for other benefits or services for yourself and your family, such as food or cash assistance, health insurance, and child care. For more information, visit jfs.ohio.gov or contact your county department of job and family services. A listing of county agency addresses and phone numbers is available online at jfs.ohio.gov/County/County_Directory.pdf.

Claims Processing Centers

“Regular” Ohio claims are assigned to processing centers based on the last four digits of the claimant’s Social Security number. “Special” claim types, listed last on the chart below, are assigned to the Special Claims Unit.

Social Security # Range (based on last 4 digits)	Processing Center Phone Number
0000-0822	1-866-576-0006
0823-2055	1-866-768-0022
2056-2786	1-866-849-0029
2787-4384	1-800-589-2799
4385-5252	1-866-244-0399
5253-6622	1-866-867-0044
6623-7672	1-866-221-0558
7673-8586	1-866-541-0187
8587-9999	1-866-272-0118
Combined Wage Claims, Disaster Unemployment Assistance Claims, Ex-Military Claims, and Federal Civilian Employee Claims	1-866-458-0007

To contact your processing center via U.S. mail, address correspondence to the following address:

Office of Unemployment Insurance Operations
P.O. Box 182212
Columbus, OH 43218-2212

Correspondence also can be faxed to 614-466-7449.

On any mailed and/or faxed correspondence, please include your FULL name, your claimant ID and/or the last 4 digits of your Social Security number.

**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
OFFICE OF UNEMPLOYMENT INSURANCE OPERATIONS
P.O. BOX 1618
COLUMBUS OH 43216-1618**

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