



**Department of
Job & Family
Services**



Worker's Guide to Unemployment Insurance

A Guide to Unemployment Benefits in Ohio

Welcome!

We understand that losing your job is difficult. The Ohio Department of Job and Family Services is here to help you through this tough time. If you lost your job and meet the requirements, you may be able to get temporary income through unemployment insurance.

We created this guide to give you useful information about unemployment benefits. The guide should answer most of your questions, such as who is eligible and how to apply. Specifically, we answer the following questions:

- [How does unemployment work? Who can get benefits?](#)
- [How do I apply for unemployment benefits?](#)
- [What is a weekly claim? How do I file a weekly claim?](#)
- [How do I stay eligible for benefits?](#)
- [How do I appeal a decision about my claim if I disagree with it?](#)
- [How can I fix other issues with my claims?](#)

We also provide helpful tips and reminders throughout. For any words in **green**, you can find a definition of the word in a box and in the Glossary in Appendix D.

Still have questions? Here's how you can reach us:



Go to our website:

For the quickest response, use our online form to submit questions about your unemployment claims:

<https://odjfs2.my.site.com/OUIForm/s/connect-ohio-inquiry-form>



Call us:

1-877-644-6562 | TTY: 711 or 1-800-750-0750

Agents are available 8 a.m.-5 p.m. Monday through Friday, excluding holidays.

Need language help?

We have free services available to help you.

- **If you need a translator**, you can call 1-877-644-6562.
- **If you are deaf, hard of hearing, or have a voice impairment**, call 1-614-387-8408.



¡Bienvenido! Estamos aquí para ayudarte. Si necesitas ayuda con el idioma, por favor llame al 1-877-644-6562.



Accueillir! Nous sommes là pour vous aider. Si vous avez besoin d'une assistance linguistique, veuillez appeler le 1-877-644-6562.



Soo Dhawoow! Waxaan halkaan u joognaa inaan ku caawinno. Haddii aad u baahan tahay caawimaad luqadda, fadlan wac 1-877-644-6562.



Huānyíng! Wǒmen shì lái bāng nǐ de. Rúguǒ nín xūyào yǔyán bāngzhù, qǐng zhìdiàn 1-877-644-6562.



Dobro Pozhalovat'! My zdes' chtoby pomoch' vam. Yesli vam nuzhna yazykovaya pomoshch', pozvonite po 1-877-644-6562.



Laskavo Prosymo! My tut, shchob dopomohty vam. Yakshcho vam potribna movna dopomoha, telefonuyte za nomerom 1-877-644-6562.



kyaosopartaal. Sangaarr kuunyeraan kyawanotethoet inayrartwin shinayparsai. bharsarhcakarr aakuuaanyeloaaut park 1-877-644-6562 shoet hkawso par.



hwan-yeong! ulineun dangsin-eul dobgi wihae yeogi issseubnida. eon-eo jiwon-i pil-yohasimyeon 1-877-644-6562lo jeonhwahaseyo.



DOBRODOŠLI! Tu smo da vam pomognemo. Ako vam je potrebna jezička pomoć, nazovite 1-877-644-6562.



svaagat! ham yahaan aapakee sahaayata ke lie upalabdh hain. yadi aapako bhaasha sahaayata kee aavashyakata hai, to krpaya 1-877-644-6562 par kol karen.



ÜDVÖZÖLJÜK! Azért vagyunk itt, hogy segítsünk. Ha nyelvi segítségre van szüksége, hívja az 1-877-644-6562 telefonszámot.



mrhbaan! nahn huna limusaeadatika. 'iidha kunt bihajat 'iilaa musaeadat lughawiatin, yurjaa aliatisal bialraqm 1-877-644-6562.



CHÀO MỪNG! Chúng tôi đang ở đây để giúp bạn. Nếu bạn cần hỗ trợ ngôn ngữ, vui lòng gọi 1-877-644-6562.



POWITANIE! Jesteśmy tutaj, aby Ci pomóc. Jeśli potrzebujesz pomocy językowej, zadzwoń pod numer 1-877-644-6562.

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Icon Legend

Throughout this handbook, we use callout boxes with the symbols below to highlight key information, tips, and resources.



Indicates definition of key words.



Indicates important information you should be aware of. Pay close attention to these.



Indicates a “pro tip” to help you apply for and, if eligible, get benefits.



Directs you to a website or resource for more information about a specific topic.



Directs you to the ODJFS website for a video tutorial.



Indicates where you may still have questions and provides information to contact us.

Checklist for Accessing Unemployment Benefits

Below is a summary of how to apply for and keep getting unemployment benefits.

1 Understand your eligibility

- Are you able and available for work?
- Did you work at least 20 weeks in the 12-18 months before losing your job?
- Did you earn an average weekly wage of at least \$328?

2 Submit your initial claim application

- Gather the information and documents** you need for the application. This includes:
 - » Information about yourself, your employer(s), and your work history.
 - » Official documents to prove your identity and earnings.
- Decide:**
 - » How you want to be contacted (mail or email) and paid (direct deposit or pre-paid debit card).
 - » Whether you want taxes withheld from weekly benefits.
- Apply** by completing an application using one of these methods:
 - » **Online** at unemployment.ohio.gov. Click on “Apply/Log-In” in the “Apply for Unemployment Benefits” section.
 - » **By phone** by calling 1-877-644-6562 (TTY: 711 or 1-800-750-0750) Monday – Friday, 8 a.m. to 5 p.m. EST

When will I get a decision on my initial application?

It may take up to 3 weeks. While waiting, you should start filing your weekly claims. *For more information, see page 13.*

How will I find out about the decision on my application?

You will get two determination notices. If *both* say you meet the eligibility requirements, we will process payments for weeks you claimed up to that point. However, if *one* of them says that you are not eligible, you will not get any benefit payments. *For more information, see page 14.*

What can I do if I disagree with a decision?

If you disagree with any decision, you have the right to file an appeal. We must get your appeal within 21 days of the notice’s issue date. While your appeal is pending, you should continue to file weekly claims if you remain unemployed. *For more information, see page 20.*

3 File your weekly claims

- File a claim** every week that you want benefits.
 - » File **once the week is over** (as early as Sunday).
 - » File **online** at unemployment.ohio.gov or **over the phone** by calling 1-877-644-6562 | TTY: 711 or 1-800-750-0750.
 - » **Report any income you earned that week** when filing your weekly claim.

4 Stay eligible for benefits

- Be able to and available for work each week.
- Complete at least two work-search requirements each week.
- Post a resume and complete the Career Profile survey on OhioMeansJobs.com.



Watch “Ohio Unemployment Benefits – The Basics.”

You can find this video at unemployment.ohio.gov, under “For Unemployed Workers.”

How Does Unemployment Work? Who Can Get Benefits?

Unemployment benefits provide temporary income

If you are unemployed through no fault of your own and meet eligibility requirements, you may be able to get unemployment benefits. These benefits provide weekly or biweekly payments for a short time while you look for a new job. These payments replace some, but not all, of your income.

Employer taxes fund benefits

Ohio's unemployment program is funded through taxes paid by employers. No money is taken from workers' paychecks to pay for unemployment benefits.

You must meet 3 requirements to qualify for benefits

Not all unemployed workers are eligible for unemployment benefits. If you are unemployed, you need to meet the requirements listed below to be considered eligible for unemployment benefits. This graphic shows the factors that we consider when determining your eligibility:



1. You need to have worked at least 20 weeks and earned an average weekly wage of at least \$328 in the 12 to 18 months before filing an application.



- We use information about the jobs you worked and income you earned during the **base period** to decide if you are eligible and, if so, how much you may get.
- You must have worked for one or more employers who pay unemployment taxes. This is called **covered employment**. You can apply even if you don't know whether your employer pays unemployment taxes. We will determine it.
- The minimum average weekly wage you must have earned before becoming unemployed changes each year. In 2024, this amount is \$328 before taxes or other deductions.



Definitions of Key Words

Base Period: The first four of the last five completed calendar quarters before you apply for unemployment benefits. *(For example, if you applied on January 1, 2024, the base period would be October 2022-September 2023.)*

Covered Employment: Services performed by an employee for an employer required to pay unemployment tax.

2. You must be unemployed through no fault of your own.



Your eligibility for benefits is also based on the reason you are unemployed. The chart below has examples of qualifying and disqualifying reasons. See Appendix A for a detailed list.

Examples of Qualifying and Disqualifying Reasons You Are Unemployed

You may get benefits if you:	You may <u>not</u> get benefits if you:
<ul style="list-style-type: none">✓ Were laid off or if your employer reduced your hours because they do not have enough work✓ Left your job for good cause (such as unsafe working conditions)✓ Are unemployed because you or your child is a victim of domestic violence, stalking, or sexual assault	<ul style="list-style-type: none">✗ Left your job for personal reasons unrelated to work✗ Were fired for misconduct✗ Were an independent contractor (self-employed) or worked for an employer not covered by UI law✗ Are receiving workers' compensation for an on-the-job injury

3. You must be able and available to work.



- You must be **actively looking** for work.
- You must be **mentally and physically able** to work.
- You must be **legally authorized** to work in the United States.
- You must be **available to accept new work**. For example, you can't have personal responsibilities that would prevent you from working.

How will you know if you are eligible?

After you submit your application, we will send you notices (or letters) with our decision about your eligibility. See page 14 for details.

Benefit amounts are based on past wages and current income

If we approve your application, you will get a certain **weekly benefit amount (WBA)**. Most eligible people will get a weekly benefit amount between \$157 and \$757. We calculate your WBA using information about:



Your past wages and how many dependents you have.

Generally, your WBA is equal to one-half of your average weekly wage (up to the maximum). If you have dependents, your WBA may be higher.



Your current income and debts.

How is your benefit amount calculated?

Check out "How UI Benefits are Calculated" at jfs.ohio.gov/ui-calculator.

We may reduce your benefits if you have any of the following:

- Workers' compensation pay
- Vacation pay
- Pensions
- Severance pay
- Other earnings (such as if you work part-time)
- Court-ordered child support obligations
- Past-due federal or state taxes
- Supplemental Nutrition Assistance Program (SNAP) debt

The **total benefits amount** you can get during your **benefit year** is determined by multiplying your WBA by the number of qualifying weeks in your base period (between 20-26 weeks). We will tell you the total benefits amount you may be eligible for and how many qualifying weeks you have.



Definition of Key Words

Weekly Benefit Amount:

The amount of money you can get for a week of unemployment.

Total Benefit Amount:

The maximum benefits you can get in a benefit year if you remain unemployed and eligible.

Benefit Year: The 12-month period during which your unemployment claim is active.

How Do I Apply for Unemployment Benefits?

Apply as soon as you lose your job

You should apply as soon as you become unemployed. You can't collect benefits for weeks that pre-date your application. Below are the steps you will need to take to apply for benefits. Make sure to provide all the information the application asks for. Also make sure that the information you give us is accurate. This will help us to review your application more quickly.

Step 1: Gather the information and documents you need to apply

In the application, we will ask you for details to help us confirm whom you worked for, how much you earned, and proof of your identity. (See the table on the next page.) Having all this information ready up front will make the application process easier for you.



Have questions about what you need to apply?

Contact us online or by phone for help.

Information you need to provide about yourself, your employer(s), and your work history

About yourself	About your employer	About your work history
<ul style="list-style-type: none"> • Full legal name • Social Security number • Date of birth • Full home mailing address with ZIP code • Telephone number • Email address • If you have any dependent children: Each child's name, Social Security number, and birth date • If you have a spouse: Your spouse's name and Social Security number • If a noncitizen: Alien Registration Number and expiration date of your work authorization 	<ul style="list-style-type: none"> • The official name of all your employers from the past 18 months as they appear on your paycheck stubs or W-2 forms • Complete mailing address and phone number of all employers, including ZIP code and the city in which the business is physically located 	<ul style="list-style-type: none"> • Your start and end dates with each employer, including month, day, and year • Your reason for leaving each employer (lack of work, voluntary quit, discharge, leave of absence)



Check your employer's name on the pay stub!

Using names that don't match the employer's name on your pay stub or W-2 form will delay decisions about your application.



Did you work for a temporary agency?

If you worked for a temporary agency or staffing agency, the agency is your employer. You should provide the agency's information.

We may ask you to submit copies of documents to help us verify the information in your application. The type of information we may ask you to provide proof of includes:

- **Photo identification**
- **Full legal name**
- **Date of birth**
- **Legal presence in the U.S.**
- **Social Security number**
- **Street address**

The table on the next page lists the documents you can use to verify each type of information about your identity. **The documents cannot be expired or void.** Keep track of the documents you submit. We may ask you to submit them again AFTER you start getting benefits.

Documents you can use to prove your identity

	Photo ID	Full Legal Name	Date of Birth	Legal Residence in the U.S.	Social Security Number	Street Address
Ohio driver's license, ID card, or learner's permit	x	x	x	x		x
Non-Ohio driver's license, ID card, learner's permit	x	x	x			
U.S. passport, permanent resident card, or employment authorization document	x	x	x	x		
U.S. military identification	x	x	x			
Foreign passport with U.S. visa	x	x	x			
Student identification	x					
U.S. birth certificate		x	x	x		
U.S. certificate of citizenship or certificate of naturalization		x	x	x		
Social Security card					x	
W-2, 1099, or pay stub with full SSN (current or previous tax year)					x	x
Utility bills (last 6 months)						x
Mortgage or lease agreement (last 12 months)						x

In some cases, you may need to provide more information or documents so that we can review your application. The table on the next page has examples of these types of situations.

Documents you need to provide in special situations

If you...	You will need to provide...
Worked in another state outside of Ohio in the last 18 months	Each out-of-state employer's name, address, phone number, and the dates you worked for that employer
Left U.S. military service in the last 18 months	Your discharge papers (DD-214)
Were employed by the federal government in the last 18 months	Your SF-8 and/or SF-50 form
Have a full legal name that is different from what appears on the other documents	Marriage certificate; court-ordered name change; or decree of divorce, dissolution, or annulment

Be prepared for us to ask...

Whether you want correspondence by email or U.S. mail.

- You will get all correspondence by U.S. mail unless you choose the email option.
- If you choose to receive correspondence by U.S. mail, after you file **three weeks** of weekly claims, you will be required to file **biweekly** claims instead. You will be paid biweekly, as well.
- If you choose email, you will need to log in to your online account to see any messages from us. We will email you when we post something new to your account. Make sure you spell your email address correctly. Check your email often (at least weekly).
- You can change the way you get correspondence at any time by changing it on your online account or by contacting the Office of Unemployment Insurance Operations.

Whether you want to receive benefit payments by direct deposit or prepaid debit card.

- **If you choose direct deposit**, your bank must have a physical office in Ohio. We will deposit benefit payments to your checking or savings account. You will need to provide your bank's name, complete address, account type (checking or savings), routing number, and your account number. You can find this information by logging into your bank account online or looking at a check. See Appendix B for a sample check to help you find the routing and account numbers.
- **If you choose a prepaid debit card**, you will get a **U.S. Bank ReliaCard®** in the mail. You already qualify and do not need a credit check or bank account. We will automatically deposit your payment to the card. You can use it to make purchases, get cash, and pay bills anywhere that accepts Visa cards. Withdrawing money from ATMs at U.S. Bank locations or at MoneyPass ATMs is free. You may be charged a fee at other banks.

 **Have questions about U.S. Bank ReliaCard®?**

Find the nearest location at usbank.com/locations or moneypass.com/atm-locator.html

Whether you want us to withhold federal taxes from your weekly benefit payments.

- Your unemployment benefits are taxable by the federal government. If you decide to have taxes withheld, we will deduct 10% from your weekly benefit payment for federal taxes.
- **If you choose not to have federal taxes withheld, you will be responsible for the full taxable amount at the end of the year.** Depending on the total benefit amount received, the full taxable amount may be hundreds of dollars. Contact the [Internal Revenue Service \(IRS\)](https://www.irs.gov) or your tax professional if you have questions about taxes on unemployment payments.
- Your unemployment benefits are also taxable by state governments. You cannot have state taxes withheld from your weekly payment. You should plan to pay state taxes on your unemployment benefits when your state tax return is due.
- By the end of January of the year after you received benefits, the Office of Unemployment Insurance Operations will send you an IRS form 1099-G by U.S. mail so you can file your taxes.

Step 2: Submit your application online or by phone

You can submit your application online or over the phone. You cannot apply in person.



Apply online by visiting unemployment.ohio.gov

Applying online is the fastest way. To apply online:

1. Go to unemployment.ohio.gov.
2. Click “For Unemployed Workers.”
3. Click “Apply/ Log-In.”
4. Read the “Release of Information” message that appears and click “I agree.”
5. **New claimants:** If you have never applied for unemployment benefits in Ohio, click “Register.” Then, scroll to read the information on the page. Click “Next” at the bottom of the page.
6. **Previous claimants:** If you applied for unemployment benefits before, you need to link your existing unemployment account with OHID. To do this, click “Login” and then “Create Account.”
7. The site will direct you to the **OHID** login page.
8. Verify your email address and finish creating your OHID account.
9. When you finish creating your account, log in using your OHID credentials.
10. On the Main Menu screen, click “File a New Claim for Unemployment Benefits” and follow the prompts to fill out your information.



Need help using the online system?

We have resources to help you with this process. Visit unemployment.ohio.gov and click on “For Unemployed Workers.” You will find:

- [How-to videos](#)
- A [step-by-step guide](#) on how to file your claim



Call 1-877-644-6562 | TTY: 711 or 1-800-750-0750

If you can’t file online, you can apply over the phone by calling the number above. Agents are available 8 a.m. to 5 p.m. Monday through Friday, excluding holidays.



What is OHID?

OHID is a secure online user account that lets you interact with multiple state agencies, programs, and services—all with a single username and password. You must have an OHID to access your unemployment account online.

You can find a video showing [how to log into your account and create your OHID](#) at unemployment.ohio.gov under “For Unemployed Workers.”

If we ask you for documents, you may be able to submit them at a Post Office.

Using a participating Post Office will speed the processing time.

If you are given the Post Office option, and if you select it, you will get a confirmation email with a barcode, instructions, and a deadline. **You will have seven days to bring the documents to the Post Office.**

If you prefer not to visit a Post Office, you still can submit the documents directly to the unemployment office, either online, by fax, or by mail.



You should use the Post Office if you:

- Don’t have an OHID.
- Don’t have an address.
- Have an out-of-state ID.

Step 3: Get a decision on your application in about 3 weeks

After you submit your application, we will check it and decide if you are eligible for unemployment benefits. This can take up to three weeks.

While we are checking your application, you will not receive benefit payments. However, you should file weekly claims during those weeks so you can get payments if you're eligible.

Below are details about what you should do while waiting for a decision on your application.

What to do while you wait for a decision

Start filing weekly claims right away.

You should file weekly claims while you wait. If we approve your application, you can get benefits only for weeks for which you filed a weekly claim.

Ohio law says you must serve a one-week payment waiting period after you apply. The **waiting week** is the first week you request payment for benefits and meet all of the eligibility requirements. You will not get paid for this first week – but you still must request a payment for this week. Do not delay requesting payments for all weeks you are unemployed.

See “What Is a Weekly Claim? And How Do I File a Weekly Claim?” on page 15 for more information.

Review all communications and respond to requests for information by the deadline.

Depending on how you said you want to receive communications, you will get further information by mail or email. You may receive the following types of communications:

- **New Claim Instruction Sheet:** After you apply, we will send you this information sheet to let you know that we got your application. It will tell you what you need to do next and how to stay eligible for benefits.
- **Request for Information:** You will get this notice if we need more information to decide if you are eligible. Please respond by the deadline. If you don't, we can't approve your application.
- **Claimant Affidavit of Wages:** You will get this notice if the information you provided doesn't show that you worked enough weeks or earned enough wages to be eligible for unemployment benefits. **If you have earnings not shown on the notice, fill out the form and return it as instructed.** If you do not respond, we can't approve your application.



Am I eligible for other assistance?

We know waiting to hear about your application can add a strain to an already difficult situation. If you need immediate help, you can see if you qualify for other types of assistance. For more details, visit benefits.ohio.gov.



Definition of Key Words

Waiting week: The first week that you are eligible for unemployment benefits after applying. You will not get any benefit payment for this week.



If your contact information changes, update your account.

If you move or change your phone number or email after applying, update your information as soon as possible. You may not receive your benefit payments in a timely manner if we do not have the correct information. The easiest way to update your information is through your online account.

Understanding the decision on your application

You will get two determination notices to let you know whether you qualify for benefits.

- **Monetary Determination:** This notice will say whether you worked enough weeks and earned enough wages to be eligible for benefits. If you did, this notice will state your potential benefit amount. However, it's possible you may not get benefits, even if you get this letter. We still have to consider the reason you became unemployed.
- **Nonmonetary Determination:** This notice will say whether you meet all other eligibility requirements – for example, whether you're able and available to work and unemployed through no fault of your own. See page 6 for more details about eligibility.

Be sure to read all determination notices!

If both determination notices say you are eligible, you will get unemployment benefit payments.

If one or both determination notices say you are not eligible, you will not get unemployment benefit payments.



You get benefit payments.



You do not get benefit payments.



OR



OR



If you disagree with the determination(s), you can file an appeal. See “How do I appeal a decision with my claim if I disagree with it?” on page 20 for more information.

What Is a Weekly Claim? And How Do I File a Weekly Claim?

You must file weekly claims to get benefit payments

Each week that you are unemployed and want to get benefits, you must file a **weekly claim**.

In the weekly claim, you will ask for payment. You will also certify that you are still unemployed and meet all requirements to receive unemployment benefits. This is called “**filing a claim**.” You can file weekly claims online or over the phone.



Definition of Key Words

Weekly claim: A request that you must submit every week to get benefit payments and to certify that you are still unemployed and meet all eligibility requirements.

Prepare to file your weekly claim

Determine if you had any earnings that week.

You need to report any income you earned during the week in your weekly claim. **Earnings** include any income paid, or payable, to you while you are unemployed. This includes pay from workers’ compensation, severance, vacation, or a pension, as well as income earned from part-time or self-employment, such as wages, tips, commission, and allowances for meals or lodging.

- You need to **report these earnings when filing your weekly claims**. You must report your **gross earnings** (the total before taxes and other deductions). See Appendix C for a sample pay stub and instructions on how to calculate gross earnings.
- You must **report earnings during the week that you performed the work, even if you will not get payment for the work until later**.
- If you earn more than your weekly benefit amount in a week, this will cause a “break in claim.” If this happens, you will need to restart your claim. See page 25 for more information.



Definition of Key Words

Earnings: Any income paid, or payable, to you. This includes pay from workers’ compensation, severance, vacation, or a pension, as well as wages, tips, commission, or allowances from part-time or self-employment.

Gross earnings: Total income before taking out taxes or deductions.

File your weekly claim after each claim week is over.

You can file a weekly claim for benefits once the week is over. A claim week begins on Sunday and ends on Saturday. You can file as early as Sunday for the prior week.

You can file as late as three weeks (21 days) after the last day of the week you are claiming. **After that deadline, we will deny your weekly claim** unless you can show that the late filing was for reasons beyond your control.



Pro Tip

Choose the same time every week to file your weekly claims, and file them as early as possible. The longer you wait, the longer your payment may be delayed.

The example below shows the initial four-week cycle after you submit the initial application. It shows when you should file weekly claims and further explains the waiting week.

Example:

Jane lost her job on April 3. The earliest she can apply for unemployment benefits is on that same day.

Week 1: Jane applies for unemployment benefits on April 3. We consider Sunday, April 1 as the first day of Week 1 for the purposes of Jane’s unemployment claim.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Jane loses her job. She submits her application.	4	5	6	7

This is Jane’s waiting week.

Week 2: Jane should start filing her weekly claims starting this week. She can file a claim for Week 1 as early as Sunday, April 8. By law, there is no benefit payment for this waiting week, but she should still file. If she is eligible, payments will begin the following week. The last day that Jane can file for Week 1 is Saturday, April 28 (21 days after the end of Week 1).

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8 First day Jane can file a weekly claim for week 1.	9	10	11	12	13	14

This is the first week Jane may get benefits.

Week 3: With the waiting week behind her, Jane can file her weekly claim for Week 2 as early as Sunday, April 15. If she meets all eligibility requirements, she will receive payment for this week. Jane has until Saturday, May 5, to file for this week. If she does not, we will deny her claim for Week 2, and she will not get a benefit payment.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
15 First day Jane can file a weekly claim for week 2.	16	17	18	19	20	21

Week 4: Jane can file a claim for Week 3 as early as Sunday, April 22. She has until Saturday, May 12 (21 days) to file for this week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
22 First day Jane can file a weekly claim for Week 3.	23	24	25	26	27	28 Last day Jane can file a weekly claim for Week 1.

Reminder about the waiting week

The very first week after you apply is the waiting week. **You must file a weekly claim for this week. But you will not receive benefits for this week.** Ohio law requires the waiting week.

Reminder about submitting weekly claims

Keep in mind that it can take us up to three weeks to review your application.

During this time, you should file weekly claims. If we approve your application, we will process payments for these weeks all at once.

Remember, you will not get benefit payments for weeks you don’t file a claim.

File your weekly claims online or by phone

You can file online or over the phone.

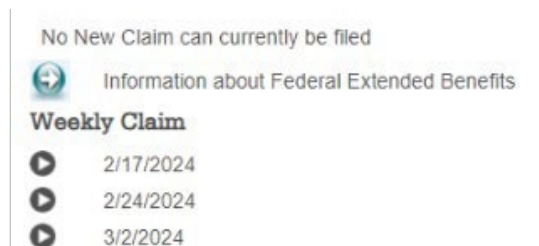


Online

Filing online is fastest. Follow these steps:

1. Go to unemployment.ohio.gov and log in to your account.
2. On the Main Menu screen, look for the “Weekly Claim” heading. **Any week that is available for you to file will appear** under that heading. The weeks will appear by the end date, as shown in the example at right.
3. Click on the week that you want to file a claim for.
4. If your contact information is correct, click “Next.”
5. Verify your identity. You have two ways of doing this: 1) You can enter a passcode sent to your phone, or 2) you can answer your verification questions.
6. You may see a reminder to complete reemployment activities on OhioMeansJobs.com. Click “File Week” to move forward.
7. Next, answer the questions about your ability to work, your availability for work, your work-search activities, and any earnings you had during the week. Then click “Next.”
8. Finally, review your responses and read the “Certification” at the end. If all your information is correct, click the “I agree to all of the above” option. Then click “Next.”
9. You have now successfully filed your weekly claim. You will get a confirmation code. Be sure to print it or write it down for your records.

Screenshot of Weekly Claim List



Call 1-877-644-6562 | TTY: 711 or 1-800-750-0750

If you don't have access to a computer, you can file your claims over the phone, using the number above. Agents are available 8 a.m. to 5 p.m. Monday to Friday, excluding holidays.



Need more help with filing weekly claims?

Watch a video tutorial with step-by-step instructions. You can find it here: jfs.ohio.gov/job-services-and-unemployment/unemployment/for-unemployed-workers/resources/03-how-to-videos.

Decisions on your weekly claim

If we deny your weekly claim, you will get a determination notice. The notice will be similar to the one you got for your initial claim application. The notice will explain:

- The reason for the denial
- How to file an appeal if you disagree with the decision. See page 20 for details about appeals.

If we approve your weekly claim, you will get an “Unemployment Benefit Payment” notice. It will give details about your weekly benefit amount. It will also tell you any amount that we deducted from the payment.

How Do I Stay Eligible for Benefits?

We will review each weekly claim to decide if you are still eligible for benefits. To receive benefits each week, you must complete the requirements described below.

Be able and available for work

You must be able and available to work during each week that you claim unemployment benefits. This means that you are:



- **Mentally, physically, and legally able** to work
- **Available to accept work** if you get an offer. For example, you do not have personal responsibilities that would prevent you from working.

! What if I'm not able or available one week?

If you are unable or unavailable to work during a given week, you may need to provide medical evidence or other documentation to prove that you are able and available during any future weeks you claim.

Actively search for work

Federal and state law requires you to actively search for work unless you are part of a temporary layoff or expect to return to work within 45 days. You may also need to do **reemployment activities on OhioMeansJobs.com**. **Check your New Claim Instruction Sheet for your specific requirements**. You will not get benefit payments until you complete your requirements.



Definition of Key Words

Reemployment activity: Any activity or service offered directly through ODJFS to help you find suitable work.

Work-search activity: Any activity that would help you find and get suitable work or training.

Suitable work: Work that aligns with your prior training or job experience, skill level, and previous wages.

Complete at least two work-search activities each week



You must show that you are actively looking for work by doing at least two **work-search activities** each week. A work-search activity is any action that helps you find **suitable work**. Below are examples of work-search activities.

Example Work-Search Activities

Acceptable work-search activities:

- ✓ Send a resume to an employer
- ✓ Apply for a job that fits your skills and qualifications
- ✓ Interview for a job
- ✓ Attend a job fair
- ✓ Report to a union hiring hall if you are a registered member of a union
- ✓ Participate in reemployment services at your local OhioMeansJobs Center

Unacceptable work-search activities:

- ✗ Apply for a job that you are not qualified for
- ✗ View job openings without applying
- ✗ Fail to apply for a job as directed by an employer. For example, you don't submit an online application when an employer tells you to apply online.
- ✗ Calling to see if a business is hiring

Keep a record of your work-search activities. When filing weekly claims, you will need to provide details about your activities. **If you do not provide this information, we may deny or delay payment for your weekly claim.**

We recommend filling out a work-search log each week and saving it. You can find a [work-search log](#) at [unemployment.ohio.gov](#), under “For Unemployed Workers” and “Resources.” You can print the form or fill it out online and save it to your computer.

Example Work-Search Log

Work-Search Activity 1	
Work-search activity completed. Applied for a job	
Location of work-search activity (Street, City, State, Zip) 1014 Vine St, Cincinnati, OH, 45202, US	
Please select the method that you used to complete the work-search activity. <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person <input checked="" type="checkbox"/> Internet <input type="checkbox"/> Phone	
If you applied for a position, please list it here. If you completed an activity, please explain. Digital Associate Category Manager at Kroger	
What date did you complete this work-search activity? 3/12/2024	What was the outcome of the work-search activity? <input type="checkbox"/> Hired <input type="checkbox"/> Interviewed <input type="checkbox"/> Not Hiring <input checked="" type="checkbox"/> Activity Completed <input type="checkbox"/> Unknown <input type="checkbox"/> Stored in my OhioMeansJobs.com account

Complete a resume and Career Profile survey on OhioMeansJobs.com



Most claimants must have an account on [OhioMeansJobs.com](#). You may not need an account if you are attached to a union hiring hall or meet other requirements. **Your New Claim Instruction Sheet will tell you if you have required OhioMeansJobs.com activities.**

We automatically register you on [OhioMeansJobs.com](#). We will send your username and a temporary password to you by email or U.S. mail. You will need to change the temporary password after you log in. Follow the instructions and keep the notice for future reference.

If required, you must do the following on [OhioMeansJobs.com](#):

- **Create or upload a resume by Week 4.** Make sure your resume remains active by renewing it every 30 days.
- **Complete the Career Profile survey by Week 8.** The Career Profile asks about your likes and dislikes to create a report showing the kind of work that may suit you best.

Need help signing into your account, creating a resume, or doing the Career Profile on OhioMeansJobs.com?

You can find [video tutorials](#) at [unemployment.ohio.gov](#), under “For Unemployed Workers” and “Resources.”

Even if you find a job before Weeks 4 or 8, you should still

complete these requirements. If you do not and you become unemployed again within your benefit year, we will withhold your benefit payment because you missed the deadlines. You will need to complete the activities before you can start getting benefit payments.

Reemployment Services and Eligibility Assessment (RESEA) Program

You may be selected to participate in the Reemployment Services and Eligibility Assignment Program. This is designed to help some people find work more quickly.

If you are chosen for RESEA, you must participate. If you don't, your unemployment benefits could stop until you complete the required activities.

If you are chosen:

- You will receive a notification letter through your preferred correspondence method (email or U.S. mail). This notification **will not** appear in your Correspondence inbox.
- The notice will list the [OhioMeansJobs.com](https://ohiojobs.com) activities that you must complete and the deadlines for completing them.
- You may be required to attend a one-on-one meeting (in person or virtually) with an employment services specialist. The specialist will talk with you about your job search needs. They also will tell you about services, trainings, and activities that may be helpful.

How Do I Appeal a Decision About My Claim If I Disagree with It?

If you disagree with a decision, you have the right to appeal

You have the right to **appeal** any decision about your unemployment claim that you disagree with. An appeal is a formal request for a review and reconsideration of the decision. Your employer can also file an appeal if they disagree with a decision.



For example, you can file an appeal if you get a letter saying you are not eligible for unemployment benefits. **All**

determination notices contain instructions for how to submit an appeal. See the next page for more information about appeals.



Definition of Key Words

Appeal: A formal request for a review and reconsideration of a decision that you disagree with.

File your appeal via mail, fax, or online

You can submit an appeal online, by mail, or by fax. You cannot file in person or over the phone.



Online

Appealing online is the fastest way. To file an appeal online:

1. Go to unemployment.ohio.gov and log in to your account.
2. On the Main Menu screen, click “View Notices and Determinations.”
3. Select the decision you want to appeal. Then, click “View Details” and “File Appeal.”
4. Respond to the questions and upload any documents that support your appeal.
5. Click the checkbox to finalize your appeal statement. Finally, click “Certify.”



Mail

You can mail your appeal to the following address:

Ohio Department of Job and Family Services
Office of Unemployment Insurance Operations
PO Box 182212
Columbus, OH 43216-2863



Fax

Fax your appeal to 1-614-466-7449.



Information to include in your appeal request:

When filing by mail or fax, be sure to include the following information:

- Your full legal name
- Your Claimant ID or the last 4 digits of your Social Security number
- The reason you disagree with the decision
- The determination ID
- Any facts or documents that support your appeal

Submit your appeal within 21 days of the issue date in your letter

Your appeal must reach us, or you must postmark it, by the appeal due date listed in the determination letter. The appeal deadline is 21 calendar days after the issue date of the decision.

If you can't file an appeal within 21 days, you may need to provide evidence for the reason it is late. Below are three cases when an appeal deadline can be extended:

- If the 21st day is a weekend or legal holiday, we will extend the deadline to the next workday.
- If you filed late because of a health issue, you need to send us medical proof that it stopped you from appealing within 21 days. Your explanation must reach us or be postmarked within 21 calendar days after the date your health condition ended.
- If you provide evidence that you did not get the determination during the appeal period, we will extend the appeal period to 21 days after the date that you got it.



Continue to file your weekly claims while the appeal is pending.

While you wait for your appeal to be resolved, **you should continue filing weekly claims and completing work-search activities.** If you do not file claims while your appeal is pending, you will not receive benefits for those weeks.

Understand the steps in the appeals process after you file an appeal

There are many steps in the appeal process. Below, we describe what could happen at each step. We also describe what happens if you disagree with any decision related to the appeal. The chart on page 24 shows the appeal process and the different paths it can take.

1 After you file your appeal, we will send you written confirmation that we received it. Any interested party (such as your former employer) will also get a notification.

2 We have **21 calendar days from the date of your appeal of an initial determination to do one of the following:**

- Issue a **redetermination** (reconsidered decision)
- OR**
- Transfer your appeal to the **Unemployment Compensation Review Commission** (the Commission) for an appeal **hearing**.

If you disagree with the ODJFS redetermination, you can appeal it. In that case, your appeal will be transferred to the Commission.

3 If your appeal is transferred to the Commission, they will appoint a hearing officer to review your appeal. The hearing officer will schedule a hearing with you and any interested party (such as your former employer).

Once the hearing officer has scheduled the hearing, you will get a notice that has the following information:

- The date and time of the hearing
- The issue(s) that will be decided
- Instructions for registering for your hearing
- Instructions for requesting a hearing during non-working hours, an in-person hearing, or a postponement
- Information to help you prepare for the hearing

Make sure to carefully read and follow the instructions in the notice. The instructions will include important deadlines and steps to help you prepare for the hearing.

4 At the hearing, you will have the chance to present information and witnesses to support your case. **As the person who filed the appeal, you must attend the hearing. If you do not attend, the Commission will dismiss your appeal.**



Definition of Key Words

Redetermination: The second decision issued by ODJFS after you or your former employer file an appeal.

Unemployment Compensation Review Commission: An independent organization that administers two levels of appeals for employers and workers who dispute ODJFS tax and benefit decisions.

Hearing: If you disagree with the ODJFS redetermination, you may appeal to the Commission. A Commission hearing officer will listen to testimony and review evidence in an official recorded meeting.



When and where do hearings take place?

The Commission automatically schedules hearings during working hours (7:30 a.m.- 5:30 p.m.) over the telephone. You can request a hearing during non-working hours or an in-person hearing.

5

After the hearing, you will receive a copy of the hearing officer’s decision. The hearing officer may decide to:

- *Affirm the ODJFS decision:* The hearing officer decides to keep the ODJFS decision as is.
- *Reverse the ODJFS decision:* The hearing officer decides to change the ODJFS decision. The notice will have more details.
- *Modify the ODJFS decision:* The ODJFS decision stands, but the hearing officer has decided to update it to reflect the information shared during the appeal.

6

If you disagree with the hearing decision, you can file another appeal. The decision letter will contain instructions for how to do this. **You have 21 calendar days from the date of the hearing decision to appeal again.**

We refer to this appeal as a “Request for Review.” The three commissioners will decide whether to allow your request. If they do not allow the request, you will receive a “disallow” decision. **If you disagree with the disallow decision,** you can file an appeal with the Common Pleas Court where you live or were last employed. You will have 30 calendar days to file this appeal. You will not be able to submit any new evidence.



How to appeal the hearing officer’s decision

There are three ways to request a review of the hearing officer’s decision:

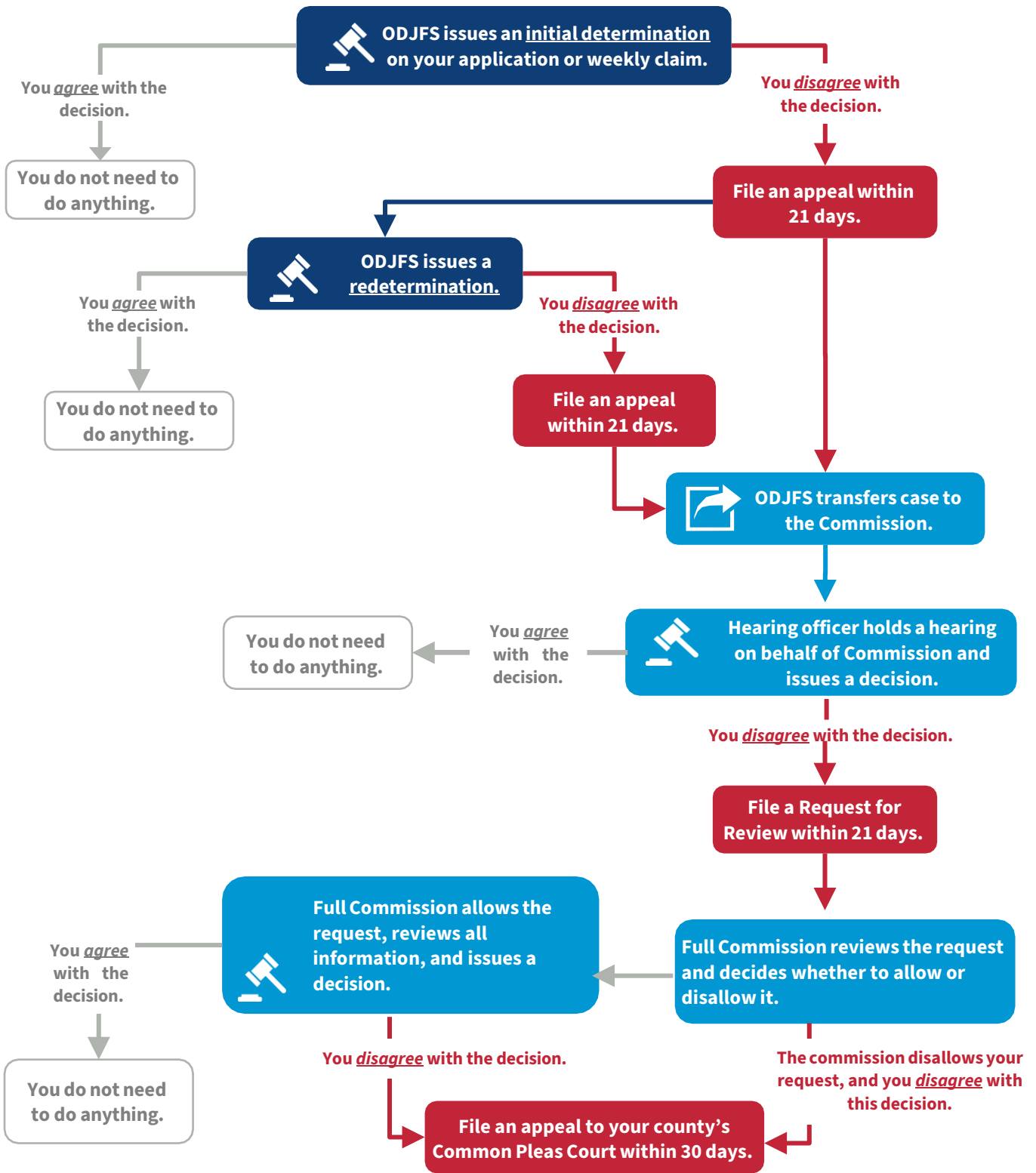
- **Online:**
unemployment.ohio.gov
- **Fax:** 1-614-387-3694
- **Mail:**
Unemployment
Compensation Review
Commission
PO Box 182299
Columbus, Ohio 43218-
2299

7

If the Commission allows your Request for Review, it will decide whether to affirm, reverse, or modify the hearing officer’s decision or order a new hearing. If you disagree with the decision, you can file an appeal with the Common Pleas Court where you live or were last employed. You will have 30 calendar days to file this appeal. You will not be able to submit any new evidence.

Illustration of the Appeals Process

The graphic on the next page shows the appeals process and the path that an appeal could take.



How Can I Fix Other Issues with My Claims?

Restart your claim or reopen your application if you have a break in claim

You may experience a **break in claim** if any of the following are true:

- You skipped a week in your weekly claim filing for any reason other than returning to work.
- You reported earning more than your weekly benefit amount one week and less than your weekly benefit amount the next week.
- You reported a week of earnings followed by a week of no earnings.
- You returned to work but became unemployed again during your benefit year.

You will know if you experience a break in claim because your payment status for the week(s) in question will show as “break in claim.”

If it has been *less than three weeks* since you filed a weekly claim, you need to **reopen your application.**

If it has been *more than three weeks* since you filed a weekly claim, you need to **restart your claim.**

You can reopen or restart your claim by calling or logging in to your account.



Definition of Key Words

Break in claim: A disruption to your claim that can occur for many reasons, including if you return to work but then become unemployed again during your benefit year.



Call 1-877-644-6562 | TTY: 711 or 1-800-750-0750

You can get help restarting your claim or reopening your application by calling the number above. Agents are available 8 a.m.-5 p.m. Monday through Friday, excluding holidays.



Online

Filing online is the fastest way. To file online:

1. Go to unemployment.ohio.gov.
2. Log in to your account.
3. On the Main Menu screen, look for the “Weekly Claim” heading. The system will give you the correct option to either “Restart Your Claim” or “File Additional/Reopen Application.” Click whichever option appears.
4. Answer all the questions shown. You may get some of the same questions that you answered in your initial application.
5. The last page will ask you to certify that all the information you entered is accurate. If it is, click “Agree.”



Restarting a Claim

After restarting your claim or reopening your application, you will receive determination letters by mail or in the Correspondence section of your online account, just like when you first applied. **While you wait, you should start filing weekly claims again, as described on page 13.**

If you receive a notice of overpayment, repay the amount requested

An **overpayment** is when you receive more benefits than you are eligible to receive. Overpayments can happen for a variety of reasons.



For example, an overpayment can occur if you submit a weekly claim stating you had no earnings and you were paid full benefits for that week, but then an employer reports that you worked for them that week.

If we detect an overpayment, we will send you a notice that explains:

- Which week(s) you were overpaid
- Why the payment was incorrect
- The amount that you need to repay
- Any penalties if fraud was involved (see below)
- When and how to repay the overpaid benefits



Definition of Key Words

Overpayment:

Unemployment benefits you received but were not entitled to under state law.



Disagree with an overpayment?

If you receive a notice of overpayment, but you don't believe you were overpaid, you can file an appeal. Follow the instructions on page 20.

You can be penalized if you are overpaid due to fraud

Fraud occurs when an individual *knowingly provides false, incomplete, or inaccurate* information to get unemployment benefits. **Fraud is a serious crime that can be prosecuted and punished.** We regularly audit unemployment claims to ensure that benefits are paid according to the law.

Penalties for fraud can include:

- Repayment of all benefits that you were not eligible to receive, plus a **25% penalty on the total overpaid amount with 14% annual interest, compounded monthly**
- **Disqualification from receiving future benefits.** If you commit fraud, you will lose two weeks of future unemployment benefits for every week you received benefits fraudulently
- **Prosecution** in state or federal court

Examples of fraud include:

- Intentionally not reporting money earned while receiving benefits
- Being dishonest about why you are no longer working for a previous employer
- Saying you are able and available to work when you are ill, traveling, or not able to work
- Reporting that you looked for work when you did not



Definition of Key Words

Fraud: A crime that occurs when an individual knowingly provides false, incomplete, or inaccurate information to get unemployment benefits.



Have questions about fraud?

The most important thing is to be honest. If you are confused about what you are supposed to do or report, call 1-877-644-6562 | TTY: 1-614-387-8408 for clarification. We are here to help!

Appendix A. Qualifying and Disqualifying Reasons for Not Working

To qualify for unemployment benefits, you must be unemployed through no fault of your own. The chart below shows “qualifying” and “disqualifying” reasons someone might not be working. Your reason must be “qualifying” to be eligible for benefits.

Lack of work	
Qualifying	Disqualifying
<ul style="list-style-type: none"> ✓ Mass layoff: When an employer dismisses 50 or more employees due to reduced business activity. ✓ Temporary mass layoff: When an employer dismisses 50 or more employees due to reduced business activity, but the employees will return to work on a specified date. ✓ Seniority layoff: When an employee volunteers to be laid off in place of an employee with less seniority. This is qualifying if the employee’s labor-management agreement allows this practice. 	<ul style="list-style-type: none"> ✗ Labor dispute: When employees stop working because of a disagreement with their employer regarding terms, tenure, or conditions of employment. This is usually considered a disqualifying reason <i>unless the employer withholds employment to gain concessions from employees or to resist their demands (called a lockout).</i> ✗ Disciplinary layoff: When an employee is dismissed for work-related misconduct but will return to work on a specified date.
Quit	
Qualifying	Disqualifying
<ul style="list-style-type: none"> ✓ With just cause: If an employee leaves a job voluntarily for reasons that might include unsafe work or working conditions, physical inability to do the work (a medical statement may be required), work that violates accepted moral or legal standards, or failure by the employer to comply with the hiring contract in regard to wages, hours, or other conditions. 	<ul style="list-style-type: none"> ✗ Due to family obligations: If an employee leaves a job to get married or because of marital, parental, filial, or domestic reasons. ✗ Without just cause: If an employee leaves a job voluntarily for any reason other than those considered to be “just cause.” ✗ To attend school: If an employee leaves a job voluntarily to pursue education. This is a disqualifying reason for unemployment <i>unless the job was not suitable work AND the school or training is approved under the Trade Adjustment Assistance program.</i> ✗ To accept a recall or other employment: If an employee leaves a job voluntarily to accept a recall to a former employer or to work for another covered employer.

Discharge	
Qualifying	Disqualifying
<p>✓ Without just cause: When an employer dismisses an employee but can't show that the individual's work performance or conduct was unsatisfactory, according to a reasonable person's standards.</p>	<p>✗ With just cause: When an employer dismisses an employee because the individual's work conduct violated company policy, or because their performance was poor according to a reasonable person's standards.</p>
Leave of Absence	
Qualifying	Disqualifying
<p>✓ Involuntary leave of absence: When an employee is able and available for work, but the employer does not allow them to work – for example, if a union agreement or employer policy forces them not to work because they have a medical condition.</p>	<p>✗ Voluntary leave of absence: When an employee asks the employer for time off.</p>
Other	
Qualifying	Disqualifying
	<p>✗ Commitment to a correctional institution: When an individual becomes unemployed due to incarceration.</p>

Appendix B. Sample Check

If you choose to get benefits by direct deposit, your bank must have a physical office in Ohio. You also must provide your bank account information. This includes your bank's name, address, your account type (savings or checking), and your full routing and account numbers. You can find this information by logging in to your online account or by looking at a check. Below is a sample check showing where to find your routing and account numbers.

Your Name _____ **0123**
123 Main Street _____
City, OH 0000 _____ Date _____

Pay to the _____
Order of _____ Dollars _____

For _____

српнмлкй **ииййклмнопрс** **ийкл**

Routing Number
987654321

Account Number
000123456789

Appendix C. Sample Pay Stub

You must report any income paid or payable to you while you are claiming unemployment benefits. This includes pensions, severance pay, and vacation pay, as well as income from work. If you work at all during the time you are filing weekly claims, you must report how much you earn.

You must report your **gross earnings**, not your net earnings. Gross earnings are your earnings before taxes or other deductions. See the sample pay stub below for an example.

**REPORT WEEKLY DURING THE PAY PERIOD,
NOT WHEN YOU GET THE CHECK**

PAYSLIP				REPORTING PERIOD	PAY DATE	
				10/01/20XX - 10/07/20XX	10/15/20XX	
INCOME	RATE	HOURS	CURRENT PAY	DEDUCTIONS	TOTAL	YTD TOTAL
REGULAR	\$20	30	\$600	STATUTORY DEDUCTIONS		
OVERTIME	\$30	0	\$0	FICA-MEDICARE	\$8.71	\$130.65
BONUS	--	--	--	FICA SOCIAL SECURITY	\$37.70	\$565.5
				FEDERAL TAX	\$40.15	\$602.25
				STATE TAX	\$26.05	\$390.75
YTD GROSS	YTD DEDUCTIONS	YTD NET PAY		GROSS PAY	DEDUCTIONS	NET PAY
\$9000	\$1689.15	\$7324.95		\$600	\$112.61	\$488.33

REPORT GROSS PAY EACH WEEK



You must report your earnings for the week you did the work, even if you will be paid later.

Calculating gross earnings without a pay stub

If you don't have access to your pay stub, you can calculate your gross earnings by multiplying the number of hours you worked in a week by your pay rate.

$$\text{Hours worked in a week} \times \text{pay rate} = \text{Gross earnings}$$



For example, if you worked 30 hours in a week at \$20 per hour, you would report \$600 in gross earnings for the week ($30 \times \$20 = \600).

Appendix D. Glossary of Key Words

Alternate Base Period – The last four completed calendar quarters before you applied for unemployment benefits. This is used to determine eligibility only if you don't qualify using the regular base period.

Appeal – A process for requesting a formal review of a decision about your unemployment benefits.

Average Weekly Wage – The amount obtained by dividing total wages earned during the base period (or alternate base period) by the number of weeks worked during that same period.

Base Period – The first four of the last five completed calendar quarters before you applied for unemployment benefits. *(For example, if you applied on January 1, 2024, the base period would be October 2022 - September 2023.)*

Benefit Week – A seven-day period during which you have an active claim. The benefit week begins on Sunday and ends at midnight on Saturday.

Benefit Year – The 52-week period during which your unemployment claim is active. It begins the Sunday of the week you applied for unemployment benefits (also called your Benefit Year Beginning Date). It ends on the Saturday of the 52nd week (also called your Benefit Year Ending Date). You may file for weekly payments during your benefit year until you either use all your benefits or reach the maximum number of weeks allowed. If you remain unemployed when your benefit year ends, you must apply for a new claim.

Break in Claim – A disruption to your claim that can occur for many reasons, including if you return to work but then become unemployed again during your benefit year.

Claim – A request for benefit payments. When you first apply for benefits, this is called an **initial claim**. Your request for payments each week after that is called a **weekly claim**.

Common Pleas Court – The only trial court created by the Ohio Constitution to hear civil and criminal cases. Every county has a Common Pleas Court.

Covered Employment – Services performed by an employee for an employer that is subject to unemployment tax.

Dependent Child(ren) – Any natural child, stepchild, or adopted child for whom you supply more than one-half of the cost of support.

Determination – A notice stating whether you meet eligibility requirements. You may receive multiple determination notices. It's important that you read all of them closely. If one or more of them say you are not eligible for benefits, you will not get benefit payments.

Earnings – Any income paid, or payable, to you. This includes pay from workers' compensation, severance, vacation, or a pension, as well as wages, tips, commission, or allowances from part-time or self-employment.

Fraud – A crime that occurs when an individual willfully provides false, incomplete, or inaccurate information to get unemployment benefits.

Full-time Work – Employment for 40 or more hours per week.

Gross Earnings – Total amount of money you earn before taxes and other deductions.

Hearing – A meeting where testimony and evidence are given about a disputed unemployment benefit decision. Both parties (the claimant and the employer, in most cases) tell an impartial hearing officer what they believe are the relevant facts. Either party can ask questions, and witnesses may testify. All testimony is given under oath.

Maximum Benefit Amount – The total amount of unemployment benefits you could potentially get during a benefit year if you remain (1) unemployed and (2) eligible. This amount is listed in your monetary determination notice.

Misconduct – Careless or deliberate behavior that causes you to be fired or suspended from your job. Examples include dishonesty related to employment, unexcused absences, or violation of a company policy.

Monetary Determination – A notice you get after you apply for unemployment benefits that lets you know if you meet the wage and employment requirements. It lists employers you worked for during the last five completed calendar quarters, the weeks you worked for each employer, and the wages you earned during that period. Be sure to check it for accuracy. If you find an error, please call 1-877-644-6562 as soon as possible. You may receive multiple determination notices. It's important that you read all of them closely. If one or more of them say that no benefits will be paid, you will not be eligible for benefits.

Net Earnings – Your take-home pay after your employer removes taxes and other deductions.

New Claim Instruction Sheet – A document you get after you apply for unemployment benefits. It contains important information and instructions that you must follow to receive benefits. ODJFS may make changes to it if your situation changes. Be sure to follow the most current version.

Non-Monetary Determination – A notice you get after you apply for unemployment benefits that lets you know if you meet requirements that are not related to your prior wages. ODJFS considers things like the reason you left your job, your availability or ability to work, and whether you did something you were instructed to do (like look for work). You may receive multiple determination notices. It's important that you read all of them closely. If one or more of them say you are not eligible for benefits, you will not get benefit payments.

OHID – An online user account that provides a secure, personalized experience for Ohioans to interact with multiple state agencies, programs, and services, all with a single username and password. OHID was developed by the Ohio Department of Administrative Services' InnovateOhio Platform. It meets all federal and state security standards.

Overpayment – Unemployment benefits you received but were not entitled to under state law.

Partial Unemployment Benefits – The amount of benefits you may receive while working reduced hours (less than your typical work hours).

Redetermination – The decision ODJFS issues after you or your former employer appeal an eligibility determination. You or your former employer can appeal again if you disagree with the decision.

Reemployment Activity – Any activity or service offered through ODJFS to help you find suitable work.

Separation – When you or your employer end the working relationship. This can be due to a quit, discharge (firing), leave of absence, suspension, or layoff.

Suitable Work – Work that matches your prior training, job experience, and skills.

Total Benefit Amount – The maximum amount of unemployment payments you can get in a benefit year if you remain unemployed and eligible.

Unemployment Compensation Review Commission – An organization that conducts hearings on unemployment benefit decisions when you or your employer files an appeal. It is separate and independent from the ODJFS Office of Unemployment Insurance Operations.

Unemployment Insurance – The benefit program for workers who are unemployed through no fault of their own.

Waiting Week – The first week that you are eligible for unemployment benefits after applying. You will not get a benefit payment for this week, but you should still file a claim for this week.

Weekly Benefit Amount – The payment you may get for a week when you are fully unemployed. It is 50% of your average weekly wages during the base period of your claim, plus an additional amount if you have dependents. For more information, see "How UI Benefits are Calculated" at jfs.ohio.gov/ui-calculator.

Weekly Claim – A request for benefit payments, in which you certify that you are still unemployed and meet all eligibility requirements.

Work-Search Activity – An action you take to find suitable work. To stay eligible for unemployment benefits, you must show that you are looking for work. You should keep track of these activities. You will need this information for your weekly claim.

Appendix E. Legal Disclosures

This guide is for informational purposes only and does not carry the force or effect of the law.

Equal Opportunity Information

It is against the law for this agency to discriminate against any individual on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I financially assisted program or activity.

What to Do if You Experience Discrimination

If you think you have been subjected to discrimination during your interactions with the unemployment program, you may file a complaint within 180 days of the date of the alleged violation. If you have any questions about how to file a complaint, you can visit our website at jfs.ohio.gov/help-center/civil-rights/civil-rights or contact the ODJFS Bureau of Civil Rights by phone, email, or U.S. mail as follows:



Call 1-614-644-2703 or toll-free 1-866-227-6353 | TTY: 711 or 1-800-750-0750

You can contact the ODJFS Bureau of Civil Rights by calling the number above.



Email: Civil_Rights@jfs.ohio.gov



Mail

Send information about your complaint to:

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

Accommodations for Individuals with Disabilities

We will make necessary accommodations to ensure that you have equal access to services. To request an accommodation for a disability, please call 1-877-644-6562 (TTY: 711 or 1-800-750-0750).

Your Privacy Matters to Us

We follow all state and federal laws that protect your personal information. To connect you with programs that can help you get back to work, we share some of your information with our partners, such as OhioMeansJobs.com. They are not allowed to share it with anyone else.



**Department of
Job & Family
Services**

Mike DeWine, Governor
State of Ohio

Matt Damschroder, Director
Ohio Department of Job and Family Services

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