

# INFORMATION ON UNEMPLOYMENT BENEFITS HANDBOOK



State of Hawaii  
Department of Labor and Industrial Relations  
Unemployment Insurance Division



The Unemployment Insurance Division is a Proud Member of America's Workforce Network

## **About This Handbook**

This handbook will explain your rights and responsibilities as a claimant under the Hawaii Employment Security Law and what you need to know and do when you file a claim.

Read this handbook carefully because benefits may be denied if you do not follow instructions. If you do not understand the information in this handbook or have questions not answered in this handbook, call or write the office where your claim is on file. The Hawaii Unemployment Insurance offices are listed at the end of this handbook. Remember to include your name and Social Security Number if you write. Do not rely on advice from friends and relatives or you may run into difficulties on your claim.

## **Your Responsibilities as a Claimant**

### **What you need to do:**

1. File an application for unemployment benefits using Hawaii Tele-Claim.
  - a. Read the material contained in the information packet that is mailed to you.
  - b. Submit forms to the claims office as instructed.
  - c. File your claims in a timely and proper manner. Refer to instructions on Page 9 of this handbook or the "Instructions for Using Hawaii Tele-Claim" booklet sent to you.
2. Register for work within 7 days at the Workforce Development Division after filing your unemployment application. If you are a member of a union with a hiring hall, register with your union.
3. If more information is needed, we will contact you. Follow instructions from your local office and return calls promptly as directed. Failure to do so will result in a decision based on available information and benefits may be denied.

### **What the Unemployment Insurance Division will do:**

1. We will mail a packet to you containing instructions, general information, and forms.
2. Determine your monetary eligibility based on your past employment history and mail an "Unemployment Determination of Insured Status" to you. This process usually takes 10 days unless problems need to be resolved on your claim.
3. Review your reason for separation and eligibility requirements. If there are no problems, no further action is required. If there is an issue, your local claims office will render eligibility determinations after obtaining more information from you and other sources, including your employer(s), doctor, union, etc. The decision (Notice of Decision on Unemployment Insurance Claim) will be mailed to you.
4. Review your claim certifications, determine your eligibility, and if eligible, mail your unemployment check. If not eligible, we will issue you a "Notice of Decision on Unemployment Insurance Claim."

For more information, visit our website at <http://www.hawaii.gov/labor/ui/index.shtml>.

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## Introduction

Unemployment Insurance (UI) is a State-operated program that provides temporary financial assistance to qualified workers who are unemployed through no fault of their own and meet the legal requirements of the law. Unemployment insurance benefits are paid as a matter of legal entitlement, not need. Benefits are based on your past employment and attachment to the labor market rather than on your financial situation.

Unemployment benefits are intended for your use in paying for part of your living costs while you are seeking another job. By making the money available to you, unemployment insurance also helps to maintain the economic stability of the State.

Employers pay all costs of unemployment insurance through a tax on their payrolls or on a reimbursable basis. As a worker, you do not pay any part of your wages to finance unemployment benefits or the unemployment insurance program.

The UI program is administered by the Unemployment Insurance Division of the State Department of Labor & Industrial Relations.

## Filing a Claim for Unemployment Insurance

### How to File a Claim for Unemployment Insurance

If you are applying for unemployment insurance benefits to file a new claim, or need to reactivate your claim after you stopped filing because you returned to work or any other reason, then you can file your new claim or reopen your existing claim by calling the Hawaii Tele-Claim service.

To use the Hawaii Tele-Claim service call the telephone number in the box below. If you are in another State, Washington D.C., Puerto Rico, the Virgin Islands, or Canada, call the toll free number. (If you are anywhere else outside of Hawaii, you will not be able to complete your call and file a claim because we have no reciprocal claim filing agreement with those countries.)

#### **New Claim/Reopen Claim**

Call

**643-5555**

from anywhere in Hawaii, or

**1-877-215-5793**

toll-free from outside the State of Hawaii

Sunday through Thursday 6:30 a.m. to 12 midnight, and Friday 6:30 a.m. to 4:30 p.m., Hawaii Standard Time. (If Friday is a holiday in Hawaii, then Thursday's hours will be from 6:30 a.m. to 4:30 p.m.) If you are hearing-impaired, call your Telecommunications Relay Service and ask the assistant to call 643-5555.

## Preparing for The Call

To file a claim for unemployment insurance, you must provide your Social Security Number.

If you are *not* a U.S. citizen, you should have your alien registration number available.

You will need to provide information on all of your employers in the past 18 months, such as the employer's name, address, zip code, phone number, dates of employment, and reason for separation. If you were in the U.S. military in the past 18 months, you should have your DD-214 (Member 4) available. If you worked for the federal government in the past 18 months, you should have your Standard Form 8 available. (If you do not have your Standard Form 8, you should have your Standard Form 50 or pay stubs available.)

**Remember:** Your claim starts from the Sunday of the week in which it is filed. If you delay and do not file immediately, you will not receive credit for past weeks. Your claim will start only from the week in which you file.

## How to Use the Hawaii Tele-Claim Service to File a New Claim or Reopen Claim

When you call the Hawaii Tele-Claim service, you will hear "*Welcome to Hawaii Tele-Claim*" and be asked to verify that you have a touch-tone telephone. If you do not have a touch-tone telephone or touch-tone service, or do not speak English, remain on the line for further instructions. If you are hearing-impaired, call your Telecommunications Relay Service and advise the assistant to call 643-5555 and select Option 2.

You will then hear the following menu of options:

*Using the keys on your touch-tone telephone, select one of the following options. You may make your selection at any time. To file a new claim, an additional claim, or to reopen an existing claim, press 1. To hear general information on claims filing, press 4. To hear instructions on using the Hawaii Tele-Claim system, press 0.*

To file a new claim or reactivate your claim, press 1 and follow the subsequent instructions. Respond to the questions by pressing the keys on your telephone.

Press **1** for **Yes**.

Press **9** for **No**.

Press the **Star** key (\*) to **return to a previous question**.

After you finish answering the questions regarding your past employment, citizenship, etc., remain on the line so you can be transferred to a Customer Service Representative. **Remember: No claim is filed until you speak with a Customer Service Representative to complete the claim filing process.**

If you called outside of office hours, you can complete the first part of the claim filing process. You must call back during office hours (7:45 a.m. to 4:30 p.m., Monday to Friday, excluding State holidays) to speak with a Customer Service Representative to complete the claim filing process. (When you call back, select Option 1 in the **main menu** to file a new, additional, or reopened claim and your call will be transferred to a Customer Service Representative after entering your Social Security Number.)

## Requirements for Receiving Unemployment Insurance Benefits

### How Can I Qualify for Unemployment Insurance Benefits

If your claim is effective in the following quarter:	Lag Qtr.	Your base period is the four quarters shown below:				
	Prior 5th Qtr	Prior 4th Qtr	Prior 3rd Qtr	Prior 2nd Qtr	Prior 1st Qtr	
JANUARY FEBRUARY MARCH	OCT NOV DEC	JUL AUG SEP	APR MAY JUN	JAN FEB MAR	OCT NOV DEC	
APRIL MAY JUNE	JAN FEB MAR	OCT NOV DEC	JUL AUG SEP	APR MAY JUN	JAN FEB MAR	
JULY AUGUST SEPTEMBER	APR MAY JUN	JAN FEB MAR	OCT NOV DEC	JUL AUG SEP	APR MAY JUN	
OCTOBER NOVEMBER DECEMBER	JUL AUG SEP	APR MAY JUN	JAN FEB MAR	OCT NOV DEC	JUL AUG SEP	

Current year	
Prior year	
Year before prior year	

- 1) Before you can receive unemployment compensation, you must have been paid wages for insured work in at least two quarters in the “base period.” **The base period is the first 4 of the last 5 completed calendar quarters** at the time you file your claim for unemployment benefits. **(Effective January 1, 2004, an alternate base period can be used to establish a claim consisting of the last 4 completed quarters if you do not qualify using the standard base period.)** The table above shows you how to find your “base period”:

Example. If you file your claim on January 3, 2006, your base period will be from October 1, 2004 to September 30, 2005 (the first 4 of your last 5 completed quarters). The fifth (or lag) quarter from October 1, 2005 to December 31, 2005 is *not* used to determine your monetary eligibility.

- 2) You must have worked and been paid wages for insured work during the base period of at least 26 times your weekly benefit amount (WBA) and you must have been paid wages during at least two quarters of your base period. Your WBA is computed by taking 1/21 of the wages that you were paid in the quarter with the most wages (i.e., the “high quarter.”) For example, if you were paid \$2,100 in the high quarter of your base period, your weekly benefit equals \$100 ( $1/21 \times 2,100 = 100$ ) provided you were paid at least \$2,600 ( $26 \times 100$ ) in your base period.
- 3) Successive benefit year. If you are applying for a new claim and had a prior claim that expired, then in addition to the minimum wage requirements for establishing a valid claim, you must have also worked in covered employment after the beginning date of your prior benefit year and been paid wages of at least five times the weekly benefit amount of your new claim. For example, if you file a new claim effective January 1, 2006 with a weekly benefit amount of \$100 and had a prior claim that ended December 31, 2005 then you must have worked and been paid wages of at least \$500 since January 1, 2005 to qualify for a new valid claim in addition to having been paid at least \$2,600 total wages (26 times your WBA) and wages in at least 2 quarters of the base period.

If you qualify for unemployment compensation:

- 1) Your claim is good for one year, called the benefit year. A benefit year starts from the week in which you filed your new claim and continues for a one-year period. (Note: The start date of a partial claim may be backdated to up to 4 weeks before the date on which it is filed.)
- 2) The total (maximum) amount of regular benefits you can receive within the benefit year is 26 times your weekly benefit amount. You do not draw 52 weeks of full regular benefits during a single benefit year.
- 3) The lowest weekly benefit amount is fixed at \$5.00. The highest or maximum weekly benefit amount changes from year to year and is computed as a percentage of the average annual weekly wage paid by employers in Hawaii.
- 4) Once your weekly benefit amount is established for a benefit year, it does not change. If you return to work before exhausting your benefits, earn additional wages, and reactivate your claim during the same

benefit year because you are laid off, your weekly benefit amount is not recomputed. Your weekly benefit amount remains the same as when your claim started.

### Your Monetary Determination

Your application for benefits will be reviewed and compared with the wage and separation records of your employers. The wage information will be used to make an Unemployment Determination of Insured Status (called a "monetary determination") of your eligibility for benefits and a copy of the determination will be mailed to you showing whether you have a valid claim, and if valid, the following information:

- The wages you were paid by each employer in each calendar quarter of your base period, and the total wages paid to you during the base period.
- The beginning and ending dates of your benefit year.
- Your weekly benefit amount (WBA), which is 1/21 of your high quarter wages.
- Your maximum benefit amount (MBA) which is the total amount of benefits that you can be paid on your claim (26 times your weekly benefit amount).

If your claim is invalid, the monetary determination will explain why. If all wages paid are not shown or are incorrect, report to your local claims office as soon as possible with proof of earnings, such as Form W-2, pay slips, etc., and request a reconsideration of your monetary determination. (If you are filing from out-of-State, contact the Hawaii Liable Interstate Unit at (808) 586-8960. For more information see the section on **Liable Interstate Benefits**.)

### Am I Eligible for Unemployment Insurance Benefits?

Even if you were paid sufficient wages to establish a valid claim, you must also meet other conditions before you can be paid unemployment compensation benefits:

- 1) **Unemployed.** You are totally unemployed if you are separated from a regular job, perform no work, and no wages are payable to you. However, you may also be eligible for benefits if you work part-time, or work less than your full-time hours, and earn less than your weekly benefit amount. (See sections on **Partial Claims** and **Part-Total Claims**.) You are not unemployed if you work full-time hours or receive temporary disability insurance (TDI) benefits.
- 2) **File an Application for Unemployment Insurance Benefits.** You must file a new, additional, or reopen

claim as required in accordance with department regulations.

- 3) **File Claim Certifications.** You must file continued claims for each week that you are unemployed and for which you wish to receive unemployment benefits. The claims must be properly completed and filed on time. (See section on Filing Weekly/Bi-Weekly Claim Certifications.)
- 4) **Register for Work with the State Workforce Development Division (WDD).** You must be registered with the nearest WDD office within 7 calendar days after you file your claim for unemployment benefits. Failure to register for work within 7 calendar days will result in a denial of benefits. After registering, you must also report to, or contact the WDD office, if you are instructed to do so. If you are a member in good standing of a labor union with a hiring hall, or are still attached to a regular employer and working less than full-time hours, then your registration may be waived.
- 5) **Participate in Reemployment Services (Worker Profiling).** If you are permanently laid off and unlikely to return to your prior industry or occupation, you may be selected for referral to the Workforce Development Division or other service provider for orientation, assessment, job placement assistance, and other similar services. If referred, you must participate as directed unless the department finds that you received reemployment services or similar services recently or have justifiable cause for exemption.
- 6) **Able to Work.** You must be physically and mentally able to work. However, if you become ill or disabled while receiving benefits, you may still be eligible for benefits under certain conditions. (See item 7, **Medical Waiver Provision**, below, for more information.) If you are disabled and cannot perform the usual duties of your customary occupation, you may still be considered to be able to work if:
  - a) You are reasonably fitted for other work that you can still perform, and
  - b) You are willing to accept such other work, and
  - c) Such work exists in your labor market area.
- 7) **Medical Waiver Provision.** If you become physically or mentally unable to work *after* you file a new, additional, or reopen claim, and are on active claim status, you may still be eligible for benefits if you qualify for a medical waiver. Under the medical waiver you will be eligible for benefits even though you are not able and available for work provided you meet the following conditions:

- a) Your illness or disability is certified by a doctor, and
- b) You do not refuse work (because of your illness or disability) that is in your customary occupation or which would have been suitable for you prior to the onset of your disability, and
- c) You are registered for work prior to the onset of the illness or disability, or the registration for work requirement was waived, and
- d) You filed a new, additional, or reopen claim before the beginning of the illness or disability.

You must continue to file your continued claims. If you cannot do so, you must arrange for someone to contact your local claims office for further instructions. If you cannot qualify for the medical waiver and are denied benefits, you may qualify for Temporary Disability Insurance (TDI). Contact the Disability Compensation Division of the State Labor Department for more information.

- 8) **Available for Work.** You must be ready and willing to seek and accept work that you are reasonable fitted for by training or experience without any undue restrictions.

You must have definite arrangements for the care of family members you are responsible for, have proper clothing, adequate transportation, etc., so that you can report for work when your employer wants you to start working.

You must also be doing all you can to find a job by applying for work in person at private businesses, answering help wanted ads, submitting resumes and applications with personnel offices, checking job listings regularly at the State Workforce Development Division, taking civil service examinations for government jobs, and using any other method that a person in your occupation normally uses to find employment.

Members of an approved referring union must report to the union when unemployed, comply with all union reporting requirements for obtaining jobs, notify the local claims office if the member is not able or willing to comply with union requirements, does not accept work referrals, or is no longer in good standing with the union.

You must keep a record of all your job contacts on Form UC-253, Record of Contacts Made for Work (tear-out copies are provided in this handbook), to provide to your local claims office when requested to do so.

If you are not willing to accept the wages, hours, or working conditions that are prevailing or customary

for your occupation, or you will not work in the area where there is a reasonable demand for your services, you may be denied benefits for being too restrictive and eliminating a major portion of the labor market. The longer you are unemployed, the more you will be expected to lower your wage demands, increase your work search efforts, and accept alternative employment to increase your chances of finding work.

- 9) **Serve a Waiting Period Week.** All claimants must serve a mandatory one-week waiting period on a new claim. The waiting period is the first week of unemployment in which you meet all of the eligibility requirements and are not disqualified. You must file for that week to receive credit for it even though no benefits are payable for that week.
- 10) **Report for Required Interviews.** You must continue to report to your local claims office for interviews as required by the department. (See the section on **Interviews**.)
- 11) **Educational Employee.** Benefits based on services performed as an educational employee for an educational institution will not be paid between two academic years or terms, or during a vacation/holiday recess period, or during a period of paid sabbatical leave provided for in your contract, if you have a contract or reasonable assurance of re-employment in the next year or term, or after the vacation/holiday recess period.
- 12) **Professional Athlete.** Benefits based on services which consist of participating, or preparing or training to participate, in sports or athletic events will not be paid between successive sports seasons if you have a reasonable assurance of performing such services in the next season.
- 13) **Illegal Alien.** Benefits will not be paid based on services performed as an illegal alien.

## Disqualifications

Even though you meet the eligibility requirements, you may be disqualified from receiving benefits for the following reasons: (If you are disqualified, you will receive a written notice in the mail called a “Notice of Decision on Unemployment Insurance Claim.” (See the next section on **Appeal Rights** if you disagree with the decision.)

- 1) **Voluntary Quit without Good Cause.** A “voluntary quit” occurs when you initiate your job separation and, therefore, have the burden of proof to present sufficient facts to show good cause for leaving work.

“Good cause” means that there is a real, substantial, or compelling reason, or a reason that would cause a

reasonable and prudent worker, genuinely and sincerely desirous of maintaining employment, to take similar action. Such a worker is expected to try reasonable alternatives before terminating the employment relationship.

If you are disqualified for quitting work without good cause, you will be disqualified until subsequent to the week of separation you have been paid wages in covered employment equal to at least five times your weekly benefit amount after the week in which you separated from work.

- 2) **Discharge or Suspension for Misconduct Connected with Work.** In a discharge or suspension, the employer is the moving party and therefore has the burden of proof to show that your actions or omissions should be considered misconduct connected with your work.

To be considered misconduct, there must be a deliberate violation or disregard of the duties, responsibilities, or standards of behavior that an employer has a right to expect from an employee, or carelessness or negligence of such seriousness or repetition as to show wrongful intent or evil design.

If you were discharged for misconduct connected with your work, you will be disqualified until subsequent to the week of separation you have been paid wages in covered employment equal to at least five times your weekly benefit amount after the week in which you were separated from work.

If you are suspended for misconduct connected with your work, you will be disqualified from one to four weeks immediately following the week of suspension depending on the seriousness of the misconduct.

- 3) **Failure to Accept Suitable Work without Good Cause.** Failure to accept suitable work includes the refusal of a job offer from a prospective or former employer, or the failure to report to work after accepting a job offer, or the failure to accept a referral from the Workforce Development Division.

Whether the work is suitable depends on your prior work experience, skills, prior earnings, prospects for reemployment, and the degree of risk to your health, safety, or morals.

Whenever you do not accept a job offer or referral, you must report that refusal of work or referral to your local claims office.

If you fail to accept an offer or referral to suitable work, you can be disqualified until subsequent to the week in which the failure to accept work or referral occurred, you have been paid wages in covered employment equal to at least five times your weekly

benefit amount after the week in which the failure to accept work or referral occurred.

- 4) **Labor Dispute.** If you are not working because of a work stoppage due to a labor dispute and you are directly interested in or participating in that dispute, you will not receive benefits for the duration of the work stoppage.
- 5) **Other Unemployment Benefits.** If you are receiving or applied for unemployment benefits under another state or federal law, you are not entitled to receive unemployment insurance benefits from Hawaii.
- 6) **Fraud.** You will be disqualified for benefits beginning with the week in which the determination of fraud is made and for the next 24 months if you knowingly make a false statement or withhold material facts for the purpose of obtaining benefits. In addition to the two-year disqualification, you must repay all unemployment benefits you were overpaid.

**The law requires that you inform us of anything that affects your eligibility for benefits. Depending on the seriousness of the offense, your case may be referred for CRIMINAL PROSECUTION. If convicted you can be fined up to \$10,000, or imprisoned up to 5 years, or both.**

- 7) **Pension and Retirement Pay.** Retirement income from a pension plan that was financed 100% by a base period employer is deductible from your weekly benefit amount. For initial unemployment claims filed effective July 3, 2005 or thereafter, retirement income is NOT deductible if you contributed any amount to the pension plan. As of July 1, 2005, there are no deductions to your unemployment benefits because of social security or railroad retirement benefits. If you are receiving retirement income that must be deducted from your weekly benefit amount, your local claims office will send you a determination notice explaining the amount deductible. All of the above sources of income should be reported to your local claims office for a determination.
- 8) **Deductible Income.** Income such as wages, commissions, bonuses, vacation pay, holiday pay, back pay, and residual pay are deductible from your weekly benefit amount and must be reported when you file your claim certifications. Union vacation pay is deductible when paid by the employer to the union trust fund and must be reported.

## Appeal Rights

### What Can I Do If I Disagree with a Notice of Decision on Unemployment Insurance Claim?

If you are denied benefits and disagree with the “Notice of Decision on Unemployment Insurance Claim”, you may request a reconsideration of the decision, or file an appeal to the Employment Security Appeals Referees Office (ESARO).

Your request for reconsideration or appeal must be in writing and filed within ten (10) **calendar** days after the determination or redetermination was mailed to you. The ESARO may extend the period for filing an appeal to thirty (30) calendar days if you have good cause for late filing. However, do not delay filing your appeal because you need information to prepare your appeal, to seek legal advice, or any other reason within your control or your appeal will be dismissed for being filed late without good cause.

You can file your appeal on a form available from your claims office or you can write your own letter of appeal and either mail or deliver it to your claims office. You can also submit your letter of appeal along with a copy of the Notice of Decision on Unemployment Insurance Claim directly to ESARO using the address listed on page 17. Be sure that your name and social security number are legibly written or printed on your form or letter. Contact your local claims office if you need assistance in preparing your appeal or request for reconsideration.

If you file an appeal, the ESARO will schedule a hearing where you can present your case. If you wish, an attorney, or other person authorized by you, may represent you at the hearing. You will be notified by mail of the date, time, and place of the hearing. If you cannot appear as scheduled, contact the ESARO immediately for instructions. Failure to report for the appeal hearing will result in a decision based on available information.

A written decision advising you of the appeals officer’s decision will be mailed to you after the hearing. If you disagree with the decision, you may request a reopening or appeal directly to the Circuit Court within thirty (30) calendar days after the decision was mailed to you.

**IMPORTANT.** If you file an appeal or request for reconsideration, you must continue to file timely claim certifications for each week for which you wish to receive benefits. Otherwise, if you win your appeal or court case, no benefits will be paid for past weeks for which you did not certify, or which were filed late without good cause.

Your former employer may also protest your claim and file an appeal. If the determination being appealed allowed benefits, then you will continue to be paid benefits while the appeal is pending. However, if the decision to pay benefits is subsequently reversed by the appeals office, or a court of law, and you are disqualified or found to be ineligible for benefits, you may be held liable to repay the benefits that you received.

## Interviews

You may be requested to report in person to your local claims office on matters involving your claim. If you fail to report to the local office as directed, you may be denied benefits for failure to comply with reporting requirements without good cause. If you are unable to report for your interview, contact your local claims office immediately for instructions or another appointment.

**Interviews to Determine Your Eligibility or Continued Eligibility for Benefits.** Whenever possible, information will be obtained by telephone if there is an issue regarding your claim. However, you may be requested to report in person for an interview. If you do not report as directed, a decision on the issue will be made based on available information, and your failure to report may affect payment of your benefits.

If a telephone message is left for you to provide more information on an issue on your claim and you do not respond, then a decision will be made based on available information. Your failure to respond may affect payment of your benefits.

**Eligibility Review Interview (ERI) and Reemployment and Eligibility Assessment (REA).** Periodically, you may be scheduled for an Eligibility Review Interview and/or a Reemployment and Eligibility Assessment to assist you in your job search efforts, review your availability for work, and to determine your eligibility for future benefits. If scheduled, you will be notified of the date, time, and place to report for your interview. Failure to report may affect further payment of your benefits.

**Quality Control Interview.** Hawaii participates in a national quality control program in which claims are randomly selected each week for intensive review. If your claim is selected, you will be scheduled for an interview to provide information regarding your current and past eligibility status. The interviewer will review the wages used to establish your claims and all determinations made on your claim, verify the reason you are unemployed, and personally verify your job contacts. **Please keep accurate records** of any contacts you make for work by listing them on Form UC-253, Record of Contacts Made For Work. If you cannot report for the interview, call the telephone number on the appointment notice to reschedule another appointment. Failure to report for the interview may result in a disqualification of benefits.



**RECORD OF CONTACTS MADE FOR WORK**

Record the contacts you made to obtain work that you reported on your continued claims. Please give this information to the interviewer during your Eligibility Review Interview or as requested. Your "Record of Contacts Made for Work" is subject to verification by the Unemployment Insurance Division.

Claimant's name	Social security number
-----------------	------------------------

Please provide the information requested or circle the appropriate response.

Date of contact	Employer's name, address & phone number	Method of contact	Name of person contacted	Position applied for	Applica- tion filed?	Result of contact for work
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					
	Name	Telephone Internet In person Résumé			Yes	
	Address				No	
	Phone					

**OVER - CONTINUE YOUR RECORD OF JOB CONTACTS ON THE BACK OF THIS FORM**

**RECORD OF CONTACTS MADE FOR WORK - CONTINUED**

Please provide the information requested or circle the appropriate response.

Date of contact	Employer's name, address & phone number	Method of contact	Name of person contacted	Position applied for	Application filed?	Result of contact for work
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	
	Name Address Phone	Telephone Internet In person Résumé			Yes No	

I certify this information is true and correct to the best of my knowledge. I am aware the law provides penalties for false statements made for the purpose of obtaining benefits.

Claimant's signature \_\_\_\_\_ Date \_\_\_\_\_



**RECORD OF CONTACTS MADE FOR WORK**

Record the contacts you made to obtain work that you reported on your continued claims. Please give this information to the interviewer during your Eligibility Review Interview or as requested. Your "Record of Contacts Made for Work" is subject to verification by the Unemployment Insurance Division.

Claimant's name	Social security number
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Please provide the information requested or circle the appropriate response.

Date of contact	Employer's name, address & phone number	Method of contact	Name of person contacted	Position applied for	Applica- tion filed?	Result of contact for work
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person Résumé				

**OVER - CONTINUE YOUR RECORD OF JOB CONTACTS ON THE BACK OF THIS FORM**

**RECORD OF CONTACTS MADE FOR WORK - CONTINUED**

Please provide the information requested or circle the appropriate response.

Date of contact	Employer's name, address & phone number	Method of contact	Name of person contacted	Position applied for	Applica-tion filed?	Result of contact for work
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				
	Name	Telephone			Yes	
	Address	Internet			No	
	Phone	In person				
		Résumé				

I certify this information is true and correct to the best of my knowledge. I am aware the law provides penalties for false statements made for the purpose of obtaining benefits.

Claimant's signature \_\_\_\_\_ Date \_\_\_\_\_

## Filing Weekly/Bi-Weekly Claim Certifications

### How Do I File My Weekly/Bi-Weekly Claim Certifications?

Unless exempted from telephone filing, you should file your weekly or bi-weekly claims by telephone using Hawaii Tele-Claim. (Refer to the "Instructions on Using Hawaii Tele-Claim" booklet for specific information.)

#### Weekly/Bi-Weekly Claim Certifications

Call

**643-2222**

from anywhere in Hawaii, or

**1-877-215-5791**

toll-free from outside the State of Hawaii

Sunday through Saturday 6:30 a.m. to 12 midnight,  
Hawaii Standard Time.

If you are hearing-impaired, call your Telecommunications Relay Service and ask the assistant to call 643-2222.

Unless otherwise specified, a "week" means a calendar week that starts on Sunday and ends on Saturday midnight. A week claimed is referred to by the date on which it ends. (Example: The week that ends on Saturday, January 7<sup>th</sup> is referred to as the weekending January 7.)

### What Weekending Date(s) Do I File For?

After you file a new claim or reactivate your claim, you need to file a claim certification each week for the first two weeks. (See **Weekly Filing**) After that you should file a claim certification every two weeks (see **Bi-Weekly Filing**).

When you file your new, additional, or reopen claim, the customer service representative will advise you what week or weeks you should next file for and when you should file for such week or weeks. Also, whenever you file a claim certification, you will receive a benefit check/claim certification form in the mail. Refer to the third part of the claim certification form to see what is the next week or weeks that you should file for and the dates within which your claim certification should be filed to be considered timely. **Do not submit that form if you use Hawaii Tele-Claim to file your claim certifications.**

**Note:** If you are filing a Total or Part-Total claim and stop filing claim certifications for *two or more consecutive weeks*, you must reopen your claim or file an additional claim (if you returned to work and become unemployed again) before filing any more claim certifications. If you do not first file a reopen claim or additional claim, you may be denied benefits for weeks claimed that are prior to the effective date of your additional or reopen claim.

(See the section on **Additional Claim and Reopen Claim**.)

**Weekly Filing.** If you are filing a weekly claim, you should be filing for the previous week that started on Sunday and ended on Saturday.

In **Example A**, below, if the month is January and the week you are filing for ended on the 7<sup>th</sup> (the week began on the 1<sup>st</sup>), then you need to file the claim within the 7 day period shown in gray. If you file your claim certification *more than 7 days* after the weekending date, you can be denied benefits for late filing.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14

**Example A. Weekly Filing.** You must file for the weekending January 7th between January 8th and January 14th (the period shown in gray).

**Bi-Weekly Filing (filing for 2 weeks at a time).** If you are filing a bi-weekly claim, you should be filing for the prior two weeks that started on Sunday and ends two weeks later on Saturday.

In **Example B** below, if the month is January and the two weeks you are filing for are the weekending January 21st and the weekending January 28th (the two week period that starts on Sunday January 15th and ends on Saturday January 28th), then you should file for that bi-weekly period during the 7-day period (shown in gray) immediately after the end of the second week. If you file your claim certification *more than 7 days after the bi-weekly period*, you can be denied benefits for late filing.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

**Example B. Bi-weekly filing.** You must file your bi-weekly claim certification for the weeks ending January 21st and January 28th between January 29th and February 4th (the period shown in gray).

**IMPORTANT:** When you use the Hawaii Tele-Claims service to file for a bi-weekly period, you must file for each week separately. You should first start with the earlier week, answer all of the questions relating to that week, and file a claim for that week. Next, you should file for the second week, answer all of the questions relating to that week, and file a claim for that week. (After you file for the first week, the system will ask if you wish to file for a second week. Press 1 for 'yes' to begin filing for the second week.) **You must file for both the first week and the second week to receive credit for those weeks.**

## How Soon Can I Expect My First Check?

If you meet all eligibility requirements and are not disqualified, you will usually receive your first check about three weeks after you file your new claim. See table, below.

Week	Action
1 <sup>st</sup> Week	File your new claim. (Waiting period week)
2 <sup>nd</sup> Week	File your claim certification for the 1 <sup>st</sup> week. (No benefits paid for 1 <sup>st</sup> week since it is your waiting period week.)
3 <sup>rd</sup> Week	File claim certification for 2 <sup>nd</sup> week. Receive check for the 2 <sup>nd</sup> week.

As shown in the table, the first week on your claim is the week during which you file your application for a new claim. This first week will serve as your “waiting period” week for which no benefits are paid. During the second week, you will file a claim certification for the first week (your waiting period week). During the third week, you will file a claim certification for the second week for which you will be paid benefits. However, if there are any questions regarding your eligibility or job separation, benefits may be delayed pending fact-finding investigation or denied because of ineligibility or disqualification. (See the preceding sections on **Am I Eligible for Unemployment Insurance Benefits, Disqualifications, and Appeal Rights.**)

### Courtesy Claim

If you leave Hawaii temporarily and cannot return to file your claim certification on a timely basis, call toll-free 1-877-215-5791. You might still be able to file a “courtesy claim” for two consecutive weeks. (If you were filing your claim certifications by mail, then contact the nearest unemployment insurance office in the state where you are located for assistance in filing your claim certification. Do not mail the form directly to your local office in Hawaii.)

If you are relocating or will be staying for more than two consecutive weeks, you will need to transfer your claim. See the section below on **Liability Interstate Benefits.**

## Returning to Work and Reopening Your Claim

### What Should I Do If I Return to Work?

If you go back to work, you can report your employment when you file your claim certification via the Hawaii Tele-Claim service. Any and all employment must be reported when claim certifications are filed. (If you file your claim certifications by mail, you should report the back-to-work information on your claim form.)

If you earn less than your weekly benefit amount and work less than full-time hours during the week that you return to work, you may still be eligible to receive benefits for that week. You can receive the difference between your weekly benefit amount and your gross earnings over \$50.

If you file a claim certification for the week that you return to work, be sure to report that you are working and your **gross earnings** (the amount before any deductions) for that week even though you have not yet been paid. If you do not report your employment and gross earnings, and are paid unemployment benefits that you are not entitled to receive, you can be disqualified and prosecuted for fraud.

If you return to work and subsequently become unemployed again and wish to receive unemployment insurance benefits, you will need to reactivate your claim. See the next section on **Additional Claim and Reopen Claim.**

### Additional Claim and Reopen Claim

If you filed a claim for unemployment insurance benefits, return to work full-time or part-time, and become separated from employment due to layoff, quit, discharge, etc., you must file an **additional claim** to reestablish your eligibility for benefits. You must also file an additional claim if you have a Part-Total Claim (i.e., working part-time and receiving reduced benefits) and become separated from work, or have a Partial Claim (i.e., working less than your regular full-time hours for your employer) and become separated from that employer.

Do not delay filing your additional claim, as it starts only from the week in which it is filed. Claims for prior weeks will be considered to be improperly filed and ineligible for payment. (To file your additional claim by telephone, see the box below.)

#### Hawaii Tele-Claim

To file an additional claim or reopen claim, call 643-5555 from anywhere in Hawaii or 1-877-215-5793 (toll-free) outside Hawaii.

Days/Hours: Sunday through Thursday 6:30 a.m. to 12 midnight, and Friday 6:30 a.m. to 4:30 p.m. Hawaii Standard Time. (If Friday is a holiday, then Thursday's hours will be from 6:30 a.m. to 4:30 p.m.)

If you stop filing for benefits for two or more consecutive weeks because of illness, disqualification, unavailability, or any other reason besides employment, you must file a **reopen claim. Do not delay reopening your claim, as your claim will be reactivated only from the week in which you file the reopened claim. Claims for prior weeks will be considered to be improperly filed and**

**ineligible for payments.** (See preceding box for Hawaii Tele-Claim number.)

### Partial Claims

If you were still attached to your regular employer, worked less than your full time hours, and earned less than your weekly benefit amount during a week, then you may be eligible to file an initial claim for partial benefits, which can be backdated 28 calendar days to a week of less than full-time employment.

To qualify for partial benefits for a week, you must have accepted all work offered by the employer, file a claim certification for that week within 28 calendar days from the weekending date, and have your employment status, earnings, and acceptance of all work offered verified by the employer. A "Weekly Report of Low Earnings" must also be completed by the employer and submitted before you can be paid for a week of partial unemployment.

When you file an initial claim for partial unemployment, a supply of low earnings report forms will be provided to you. If necessary, additional forms can be obtained from your unemployment local office.

If you are not scheduled for work for 4 consecutive weeks, or do not have a definite recall date within 4 consecutive weeks, you may be considered to be totally unemployed and will be required to register for work with the Workforce Development Division and to make an active search for work. If you expect to obtain work through your union, you will need to register for work and verify that you are a member in good standing. If your regular employer terminates your employment, file an additional claim immediately via Hawaii Tele-Claim. (See preceding section on **Additional Claim and Reopen Claim.**)

### Part-Total Claims

If you are working part-time on a regular basis while seeking full-time employment, you must file your claim certifications within 7 calendar days after the weekending date of your weekly claim, or after the second weekending date of your biweekly claim.

You must report your gross earnings from your part-time job for each week that you claim even if you have not yet been paid. A "Weekly Report of Low Earnings" to verify your earnings and acceptance of all work offered must be completed by your employer for each week that you file and submitted to your local office before payment can be made.

Any casual employment, such as yard work, must also be reported and the gross earnings deducted from the week in which you worked. These earnings do not need to be verified with a low earnings report.

## Payment of Benefits

### Deduction of Earnings from Your Unemployment Benefit Amount

You may still receive unemployment benefits for a week if your gross earnings are less than your weekly benefit amount, you did not work full-time hours, and you meet all eligibility requirements and are not disqualified. You are responsible for correctly reporting your gross earnings (before taxes are deducted) when filing claim certifications.

The amount of benefits payable equals the difference between your weekly benefit amount and your gross earnings, plus \$50. (See example below.) If the result is not an even dollar amount, it is raised to the next higher dollar but cannot be more than your weekly benefit amount.

<b>Example:</b>	
If your weekly benefit amount is .....	\$120.00
Gross earnings for the week.....	-60.50
Difference .....	59.50
Plus \$50.....	+50.00
Partial benefit amount.....	109.50
Raised to next higher dollar .....	110.00

If you reported earnings but receive an unemployment check for your full weekly benefit amount, **do not cash the check!** Instead, contact your local office immediately for verification.

### Unemployment Insurance Benefits Are Taxable

Any unemployment compensation you receive is taxable income and it is your responsibility to determine the amount of your tax liability and to pay the amount due on your annual income tax return.

Starting January 1, 1997, you may elect to have federal income taxes withheld from unemployment insurance benefits payable to you. If you choose this option, then 10% of your weekly benefit amount will be deducted for this purpose. If you are liable for Hawaii income taxes, you may also elect to have State income taxes withheld at a rate of 5% of your weekly benefit amount.

You can elect withholding of federal and/or State income taxes when you file a new claim or anytime later during your benefit year. If you elect withholding, you are permitted only one change during your benefit year to stop withholding of your federal and/or State income taxes.

If you do not elect withholding, it may be necessary for you to make estimated tax payments. For more information on estimated tax payments and schedules:

- See IRS Publication 505, "Tax Withholding and Estimated Tax," or the instructions on Form

1040-ES for federal income tax requirements.

- Contact the taxing authority in the state where you are receiving unemployment benefits.

You will be furnished with a statement, Form 1099-G, at the end of January, reporting benefits paid to you from the State of Hawaii, Unemployment Insurance Division, and any federal or Hawaii State income taxes withheld.

**Make sure that the Unemployment Insurance Division has your most current mailing address.**

Sufficient information will be furnished to meet your federal, State, and personal income tax needs.

The total amount of benefits reflected on Form 1099G has not been reduced by any repayment that you may have made for overpaid benefits. Therefore, if you repaid benefits to the UI Division, you must save your record of payments, such as receipts, canceled checks, and/or billing statements to make adjustments in your taxable income and to provide verifiable documentation for the Internal Revenue Service or the State Tax Office when you file your tax returns. If you have not kept your receipts, request assistance from your local claims office.

Address tax questions to the Internal Revenue Service for federal tax information, and to the Department of Taxation, Taxpayer Services Branch, for Hawaii State tax information.

### Child Support Deductions

The Child Support Enforcement Agency (CSEA) is responsible for collecting child support obligations from unemployment insurance benefits. The amount withheld is determined by an agreement between CSEA and the affected parent, or by court action.

If you have any questions regarding the deductions made to your check or wish to make arrangements to take advantage of this program, please contact:

Child Support Enforcement Agency

Oahu: 692-8265

Neighbor Islands and Out-of-State:

1-888-317-9081 (toll-free)

### Liable Interstate Benefits

If you move to another state, the District of Columbia, Puerto Rico, Canada, or the Virgin Islands, you may still receive benefits from Hawaii, provided you meet the eligibility requirements of the Hawaii Employment Security Law. To file your claim against Hawaii, call the Hawaii Tele-Claim Service. (See the section on **How to**

**File a Claim for Unemployment Insurance** at the beginning of this handbook.)

When you establish a claim against Hawaii while residing out of State, the state you are filing from is called the “agent state,” since it acts as the agent for Hawaii in processing your claim. Hawaii is your “liable state,” and will make all determinations and payments on your claim. In most cases you should deal directly with Hawaii’s Liable Interstate Unit, which you can contact by phone or in writing for assistance on your claim.

If you have any questions regarding your interstate claim or need assistance, contact directly:

Hawaii Liable Interstate Unit  
PO Box 4090  
Honolulu, HI 96812-4090  
Phone: (808) 586-8960 / Fax: (808) 586-8980

Your Responsibilities as an Interstate Claimant:

- 1) Report any changes in your name, address, phone number, etc. immediately.
- 2) If you are instructed to report to, or contact, the agent state employment service or local office where you are residing, follow the specific instructions provided by that office. Your failure to comply with such directions may affect your receipt of benefits.
- 3) Keep an accurate record of your work search by listing your job contacts on Form UC-253, Record of Job Contacts Made for Work. (Copies are provided in this handbook.)
- 4) Keep a record of the benefit checks that you receive from Hawaii in case you need to inquire regarding any missing checks. Call or write directly to the Hawaii Interstate Liable Unit if you did not receive a check that you were expecting.
- 5) If you are self-employed, or employed on a commission basis, and made no earnings during a week for which you are claiming benefits, you must still report the number of hours that you worked during that week.
- 6) If you stopped filing claim certifications for two or more consecutive weeks for reasons other than employment (such as taking a trip) and wish to claim benefits again, call the Hawaii Tele-Claim Service to reactivate your claim. (See the preceding sections on **How to File a Claim for Unemployment Insurance**, and **Additional Claim and Reopen Claim**.)
- 7) If you return to work, be sure to report that information when you file your claim certification for that week. Also be sure to report your gross

earnings (including any tips, room and board) for that week even if you have not yet been paid.

- 8) If you return to work, are subsequently terminated, and wish to claim benefits again, call the Hawaii Tele-Claim Service as soon as possible to reactivate your claim. (See the preceding section on **How to File a Claim for Unemployment Insurance**, and **Additional Claim and Reopen Claim**.)

## Combined Wage Claims

If you worked in Hawaii and another state or states during the 18 months before you file your initial claim, you might be able to combine your out-of-state wages to qualify for a valid claim, or to increase your weekly benefit amount. When you file your claim, the local office will explain your options for combining your wages.

## Federal Unemployment Benefits

### Unemployment Compensation for Federal Employees (UCFE)

If you worked as a civilian employee for the federal government, you may receive unemployment compensation based on your federal wages. Be sure to have **Standard Form 8** and **Standard Form 50** personnel action forms with you when you file your claim; however do not delay filing your claim if you cannot locate those documents as your claim will start only from the week in which you file your claim.

The customer service representative will advise you on how to file a UCFE claim and determine the state to which your federal wages will be assigned. If your federal wages are assigned to Hawaii, your eligibility will be determined under Hawaii Law and you must comply with all of our requirements to receive benefits. If your claim is filed against another state then your eligibility will be determined under that other state's laws.

Pay for unused leave at the time of separation can be used as wages for your current claim if you received it during your base period; otherwise, it may be used on a later claim.

Lump sum payment for unused civil service leave and/or severance pay will not delay payment on your claim. You can receive benefits during the period covered by these types of payments.

### Unemployment Compensation for Ex-Servicemembers (UCX)

If you are an ex-servicemember, you may be eligible for unemployment benefits:

- 1) If your discharge or release was "Honorable" or "Under Honorable Conditions (General)", (or if you

were an officer, you did not resign for the good of the service), and

- 2) You completed your first full term of active service that you initially agreed to serve.

Your weekly benefit amount will be based on your pay grade at the time of discharge.

If you were discharged or released before completing your first full term of active service, your military service and wages may still be usable if your discharge or release was:

- 1) For the convenience of the government under an early release program, or
- 2) Because of medical disqualification, pregnancy, parenthood, or any service-incurred injury or disability, or
- 3) Because of hardship, or
- 4) Because of personality disorders or inaptitude but only if the service was continuous for 365 days or more.

If you were a National guard/reservist who performed active duty for a continuous period of 90 days or more, your service and wages could be used to establish a claim.

Be sure you have your **Member 4, Form DD-214 Report of Transfer or Discharge**, when you file your claim for benefits. If you do not have your DD-214, a copy can be obtained from the National Personnel Records Center at [www.archives.gov/research\\_room/index.html](http://www.archives.gov/research_room/index.html).

Regardless of where you were stationed while in the military, if you file your initial claim in Hawaii, your benefits will be paid by Hawaii.

Wages and accrued leave pay for the quarter following the base period (i.e., the lag quarter), may be used for establishing a later claim.

## Extended Benefits (EB)

The Hawaii Employment Security Law provides for the payment of extended benefits to Hawaii claimants who have exhausted their regular benefits during periods of high unemployment. The Director of the Department of Labor and Industrial Relations will publicly announce the beginning and ending dates of the EB period. Extended benefits will be payable only during an EB period.

- 1) Extended Benefit Amount

The maximum EB amount payable is one-half of the regular maximum benefit amount on the parent

claim. EB's are payable at the same weekly rate as on the regular claim.

## 2) Eligibility Requirements

- a) You must be partially or totally unemployed.
- b) You must have exhausted all benefit rights on your last Hawaii claim.
- c) The EB period must be within the benefit year of your latest Hawaii claim.
- d) You must file a claim for extended benefits.
- e) Your claim for EB must be effective in the EB period.
- f) You must not have rights to regular unemployment compensation under any state, including the District of Columbia or Puerto Rico; or under any Federal law; or be claiming regular benefits under the laws of Canada or the Virgin Islands.
- g) You must satisfy all eligibility requirements of the Hawaii Employment Security Law for receipt of regular benefits.
- h) You must not be receiving additional benefits under Chapter 385, Hawaii Revised Statutes.
- i) You must be filing claims for EB in a state that is in an EB period (otherwise, only the first two weeks of your EB award are payable).

3) In addition, the law provides for an indefinite disqualification of EB payments to any EB claimant who does not meet the following requirements. The disqualification will remain in effect until you have been re-employed for at least 4 weeks (whether consecutive or not) and earned at least 4 times your weekly benefit amount.

- a) You must make a systematic and sustained effort to obtain work. Ask your local office about what you must do to meet this requirement.
- b) You must provide tangible evidence of your work search every week which includes: name and address of employer; date of contact; name of person contacted; type of work applied for; and result of the contact. You will be issued special forms to record this information, and the completed forms will be required for receipt of your EB payments in addition to filing your claim certifications.
- c) You will be expected to accept any offer of "suitable work" listed with the State Workforce Development Division or offered in writing by the

prospective employer if your prospects for obtaining work in your usual occupation are not good.

- d) The local UI office will determine whether your job prospects are "good" or "not good." A job is suitable if it is within your capabilities to perform the job and the pay offered exceeds your EB weekly benefit amount (plus any Supplemental Unemployment Benefits from your former employer, if any) and the State/Federal minimum wage.

## Discrimination

### Discrimination by Claims Office Personnel

It is the policy of the Unemployment Insurance Division to provide fair and equal treatment to all claimants without regard to race, color, religion, sex, sexual orientation, age, national origin, ancestry, disability, marital status, or arrest/court record. If you feel that you have not been treated equitably, please contact the claims office manager.

### Discrimination by an Employer

If your job separation was due to discrimination on the basis of race, color, religion, sex, sexual orientation, age, national origin, ancestry, disability, marital status, or arrest/court record, you may file a complaint with the Hawaii Civil Rights Commission in addition to filing your unemployment insurance claim. Although the UI Division investigates the circumstances and reasons for your job separation, we are not authorized to enforce the State's discrimination laws.

If you are denied benefits and the department's decision is affirmed by the appeals office, continue to file your claim certifications if your complaint with the Hawaii Civil Rights Commission is still pending. Notify the local claims office if the Commission subsequently makes a determination in your favor.

## Disclosure of Information

All information we obtain to determine your eligibility for benefits is confidential, except where disclosure is authorized by department regulations, as follows:

- 1) To any federal or state agency charged with the administration of an unemployment compensation law or the maintenance of a system of public employment offices.
- 2) To the federal Internal Revenue Service.
- 3) To any federal, state, or municipal agency charged with the administration of a fair employment practice

or anti-discrimination law.

- 4) Any other federal, state, or municipal agency if the director deems that disclosure to that agency serves the public interest.
- 5) If you need information from your files, send a written request to the department with the following information:
  - a) Your name
  - b) Your address
  - c) Your social security number
  - d) To whom you want the information released if other than yourself
  - e) Your reason for requesting the information
  - f) Your signature

- 3) Were self-employed (including farmers and ranchers) and are unemployed as a result of general economic conditions in your community or because of natural disaster, or
- 4) Were a homemaker who was providing unpaid services to family members and (1) were dependent on the income of another family member but are no longer supported by that income; and (2) are unemployed or underemployed and having difficulty in obtaining or upgrading employment.

**Please contact one of the following Workforce Development Division (WDD) offices in the next section for more information.**

Or you can call your local claims office for instructions on obtaining information from our records.

## **Employment and Training Services Available to Dislocated Workers**

Under the Workforce Investment Act (WIA), comprehensive employment and training services are available to help workers cope with the trauma of layoff and to assist them with their efforts to become reemployed. These services include:

- 1) Retraining services to improve worker skills and retrain workers for new careers such as:
  - a) On the job training
  - b) Classroom training (basic - vocational)
- 2) Other services to help a worker make the transition to a new job such as:
  - a) Vocational counseling
  - b) Testing
  - c) Job placement
  - d) Support services

If you:

- 1) Have been terminated, laid off, or received a notice of termination or layoff; are eligible for or have exhausted your unemployment benefits; or have been employed for a duration sufficient to demonstrate attachment to the workforce; and are unlikely to return to your previous job or industry, or
- 2) Have been terminated or laid off or received notice of termination or lay off due to permanent closure or substantial layoff at a plant, facility, or enterprise; or have been employed at a facility at which the employer has made a general announcement that such facility will close, or

## **Workforce Development Division (WDD) Offices / One-Stop Centers**

Honolulu Office  
830 Punchbowl St, Rm 112  
Honolulu, HI 96813-5080  
Ph: (808) 586-8700

Waianae Neighborhood Center  
85-670 Farrington Hwy, Rm 6  
Waianae, HI 96792-2407  
Ph: (808) 696-7067

Hilo One-Stop Center  
1990 Kinoole St, Rm 102  
Hilo, HI 96720-5293  
Ph: (808) 981-2860

Dillingham Shopping Plaza  
1505 Dillingham Blvd, Rm 110  
Honolulu, HI 96817-4822  
Ph: (808) 843-0733 ext. 225

Waialua Shopping Center  
67-292 Goodale Ave  
Waialua, HI 96791-9664  
Ph: (808) 637-6508

Big Island Workplace Connection  
PO Box 1609  
Honokaa, HI 96727-1609  
Ph: (808) 775-0528

Makalapa Community Center  
99-102 Kalaloe St, 2<sup>nd</sup> floor  
Aiea, HI 96701-3800  
Ph: (808) 488-5630

Kaneohe Office  
45-1141 Kamehameha Hwy  
Kaneohe, HI 96744-3224  
Ph: (808) 233-3700

Kailua-Kona One-Stop Center  
74-5565 Luhia St, Ste C4  
Kailua-Kona, HI 96740-3124  
Ph: (808) 327-4770

Waipahu Civic Center  
94-275 Mokuola St, Rm 300  
Waipahu, HI 96797-3369  
Ph: (808) 675-0010

Maui One-Stop Career Resource  
Center  
2064 Wells St, Rm 108  
Wailuku, HI 96793-2251  
Ph: (808) 984-2091

Kauai Workwise!  
3-3100 Kuhio Hwy, Rm C9  
Lihue, HI 96766-1153  
Ph: (808) 274-3060

Kapolei Resource Center  
601 Kamokila Blvd, Rm 588  
Kapolei, HI 96707-2023  
Ph: (808) 692-7630

Molokai Workforce Development  
Division  
55 Makaena Pl, Rm 4  
PO Box 929  
Kaunakakai, HI 96748-0929  
Ph: (808) 553-1755

## **Unemployment Insurance Claims Offices**

Honolulu Claims Office  
830 Punchbowl St, Rm 110  
PO Box 4090  
Honolulu, HI 96812-4090  
Ph: (808) 586-8970 or  
(808) 586-8971  
Fax: (808) 586-8980

Hilo Claims Office  
1990 Kinoole St, Rm 101  
Hilo, HI 9672-5293  
Ph: (808) 974-4086  
Fax: (808) 974-4085

Maui Claims Office  
54 South High St, Rm 201  
Wailuku, HI 96793-2198  
Ph: (808) 984-8400  
Fax: (808) 984-8444

Kaneohe Claims Office  
45-1141 Kamehameha Hwy  
Kaneohe, HI 96744-3224  
Ph: (808) 233-3677  
Fax: (808) 233-3684

Kona Claims Office  
Ashikawa Building  
81-990 Halekii St, Rm 2090  
PO Box 167  
Kealahou, HI 96750-0167  
Ph: (808) 322-4822  
Fax: (808) 322-4828

Molokai Claims Office  
55 Makaena St, Rm 4  
PO Box 1858  
Kaunakakai, HI 96748-1858  
Ph: (808) 553-1750  
Fax: (808) 553-1753

Waipahu Claims Office  
94-275 Mokuola St, Rm 301  
Waipahu, HI 96797-3369  
Ph: (808) 675-0030  
Fax: (808) 675-0025

Liable Interstate Unit  
PO Box 4090  
Honolulu, HI 96812-4090  
Ph: (808) 586-8960  
Fax: (808) 586-8980

Kauai Claims Office  
3-3100 Kuhio Hwy, Rm C12  
Lihue, HI 96766-1153  
Ph: (808) 274-3043  
Fax: (808) 274-3046

## **Employment Security Appeals Referees Office**

830 Punchbowl St, Rm 429  
Honolulu, HI 96813-5080  
Ph: (808) 586-8930  
Fax: (808) 586-8944

### **Website Addresses:**

#### **Department of Labor and Industrial Relations**

<http://www.hawaii.gov/labor>

#### **Unemployment Insurance Division**

<http://www.hawaii.gov/labor/ui/index.shtml>

#### **Workforce Development Division**

<http://www/hawaii.gov/labor/wdd/index.shtml>