



**COLORADO**  
Department of  
Labor and Employment



# Your Guide to Unemployment Benefits

## Overview

This handbook is designed to provide a basic understanding of the unemployment benefit process. Unemployment benefits are **funded by employers** and may be paid to any worker who has lost a job through no fault of his or her own and who meets the eligibility requirements set forth by the law. These benefit payments help job seekers focus on the path to reemployment and help lessen the negative impact of unemployment on the economy.

The initial processing time for a claim usually takes four to six weeks; then, if it is determined you qualify to receive payment, you are paid every two weeks. The first payment you may receive is postponed by one week's worth of payment, called the waiting week. Note: You may cancel your claim **within 12 calendar days** of filing it. Find out more under Step 1, Getting Started.

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## Sharing Your Information

We check with federal and other government programs to make sure your information is correct. This includes your name, social security number, employer's name and address, and wages. Through this process, we may share your information with other government agencies if the law allows.

### IMPORTANT!

It is critical that you understand your unemployment insurance compensation rights, responsibilities and/or benefits. **If you need assistance in understanding this document and/or you need interpretation services, call 303-318-9000 or 1-800-388-5515 (outside Denver metro area).**

It is against the law to discriminate against any individual in the United States on the basis of race, color, religion, gender, national origin, age, disability, political affiliation or belief; and it is against the law to discriminate against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or on the basis of his or her participation in any WIOA Title I financially assisted program or activity.

### ¡IMPORTANTE!

Este documento contiene información importante sobre sus derechos, obligaciones y/o beneficios de compensación por desempleo. Es muy importante que usted entienda la información contenida en este documento. **Si necesita asistencia para traducir y/o entender la información contenida en el documento que recibió, llame al 303-318-9333 o al 1-866-422-0402 (fuera del área metropolitana de Denver).**



## Reemployment

We are here to help you with your work-search efforts! With more than 50 workforce centers across Colorado, we provide a variety of free services to job seekers. We may audit your records for up to two years from the start of your claim to be sure you are meeting all of your eligibility requirements.

### Step 1: Prepare for Your Job Search

Begin your work-search efforts by registering with our job-search database, [connectingcolorado.com](http://connectingcolorado.com). **This step is required in order to be eligible for benefits.**

Upon registering, review your contact information, skill sets, occupational goals, and other information to help the workforce center match you to job openings. Once you are prepared to apply for jobs, let us help you upgrade your résumé and improve your interview skills.

### Step 2: Research

As a next step, evaluate your current industry and career path by checking labor market information at [www.colmigateway.com](http://www.colmigateway.com). Your local workforce center representatives can help you access career and salary trends in your area.

### Step 3: Training

Assessing your need for training, and being willing to make a career change if needed, can be important steps to help you become employed. To find out what programs and training services may be available to you, go to [www.coloradoui.gov/training](http://www.coloradoui.gov/training) or meet with a workforce center representative in person. If you are already in a training program, contact the Customer Service Center at 303-318-9000 or 1-800-388-5515

### Contact a Workforce Center

Contact your local workforce center to find out about all of our no-cost services or talk to a representative. In addition to job-search assistance, your local workforce center can help with understanding today's job market, résumé writing and reviewing, interview skills, and training assistance. Find a local workforce center at [www.coloradoui.gov/workforce](http://www.coloradoui.gov/workforce).

### Once You're Hired

Once you are hired as a full-time employee, you do not need to call us to tell us that you found work; simply stop requesting payment. Request payment only for any weeks you are unemployed or worked fewer than 32 hours. If you do work part of a week, report all hours and earnings before taxes, including any tips. **Do not request payment while you are working full time, even if you have not been paid yet.**



Check out the fastest-growing industries by consulting with a workforce center professional. Find your workforce center at [www.coloradoui.gov/workforce](http://www.coloradoui.gov/workforce).



The best way to increase your chances of getting hired is by standing out from the competition, and that is what our workforce professionals can help you do! Find your nearest workforce center at [www.coloradoui.gov/workforce](http://www.coloradoui.gov/workforce).



Finding and prosecuting cases involving unemployment fraud are high priorities. If you receive benefits fraudulently, you **must repay** the benefits **plus** a 65 percent monetary penalty, and you may be disqualified from receiving future benefits. You may also be **charged with a crime** in state and/or federal court.

#### Ways to avoid fraud:

- Always **tell the truth**.
- Report **all** hours worked and earnings if you work while requesting payment of unemployment benefits. Learn more on page 12.
- Contact employers for new work and keep accurate records of your efforts. Learn more on page 7.
- Tell us about any job you are offered but decide to turn down.
- Tell us right away when you stop working or separate from a job.
- Tell us any time you are unable and/or unavailable to work while requesting payment of unemployment benefits (for example, if you are ill or injured, out of the area, on vacation, incarcerated, etc.). Learn more on page 7.
- **Do not** make false statements or be dishonest in order to receive or increase benefits.
- **Do not** use another person's identity (e.g. name, social security number, address) to work or to file for unemployment benefits.
- **Do not** help someone to fraudulently file a UI claim or request payments.



We regularly audit unemployment insurance claims to ensure that benefits were properly paid in accordance with state and federal law.

# STEP 01

## Getting Started

You've already filed a claim for unemployment benefits. Next comes registrations, some paperwork, verification of information, and then we will determine whether you meet the legal qualifications and are eligible to receive benefit payments or not.

**Note:** You may cancel your claim **within 12 calendar days** of filing it. You must call and notify us of your wish to cancel. If you do not cancel within 12 calendar days of filing, your claim will remain on file for the duration of the claim year whether or not you keep it active.

### Register with your Local Workforce Center

You must register with your local workforce center within **four weeks of the start of your claim**. Failure to register may result in a loss of benefits. To register, go to [www.connectingcolorado.com](http://www.connectingcolorado.com), a work-search website that can connect you to more than 10,000 job openings. Be sure to select "recently filed an unemployment claim" when you register.

You can also register in person at any workforce center located throughout the state. These centers offer reemployment assistance, résumé writing and interviewing help, and can review your job-search strategy for today's job market. To find a list of workforce centers go to [coloradoui.gov/workforce](http://coloradoui.gov/workforce).

### When does my claim start?

Your claim starts based on when you file the claim. If you file a claim Sunday through Wednesday, your claim starts the week you file. If you file a claim on Thursday through Saturday, your claim starts the following week. You cannot be paid unemployment benefits for any weeks before the start date, determined by when you successfully file a claim for benefits.

### Benefit Year

Your claim lasts for one year; however, benefit payments generally last about 6 months and may run out before the benefit year ends (most claims have approximately 26 weeks of benefits). You cannot file a new claim until after the end of the benefit year. After the benefit-year-end date, we cannot pay any more unemployment benefits on the claim, even if there is money remaining on the claim.

### Waiting Week

After your claim is processed and if you qualify to receive benefits, the first eligible week on every claim is an unpaid waiting week. This will postpone your first payment by one week.

### Personal Identification Number

We also send you a **personal identification number (PIN)**, which you must use to access unemployment benefits and services. It is your responsibility to keep your PIN in a safe and secure place. Do not share this PIN with anyone. If your PIN is used without your authorization, you may be held responsible.

**Register with MyUI** to manage your claim online at [www.coloradoui.gov/myui](http://www.coloradoui.gov/myui). To register, you will need the PIN we send to you. MyUI will provide you with the status of your claim and will allow you to request payment online.

### Verification of Personal Information

We send a request for Verification of Personal Information, which requires your signature verifying your identity, as well as affirming you are a U.S. citizen or are legally present in the U.S. Be sure to return this form. Failure to return it could impact your claim for benefits.

### Taxes

Your unemployment benefits are taxable by both the federal and state governments. You can decide to have taxes automatically deducted from your payments, or you can pay the taxes later. You may change from one option to the other only once during your unemployment claim.



You are required to register with your local workforce center in order to be eligible to collect benefits. To register, go to [www.connectingcolorado.com](http://www.connectingcolorado.com).



Failure to return the Verification of Personal Information form could impact your claim for benefits.



# STEP 02 The Basics

If you did not earn at least \$2,500 during the standard base period, **you may be eligible to use an alternate base period** if you earned wages during this period (the most recent four completed calendar quarters).

So you've filled out all your paperwork and returned it to us. Next, we will verify whether or not you qualify for benefits as we process your claim.

### Wages to Determine Benefit Amounts

**You must have earned at least \$2,500** during the standard base period. A standard base period is the first four of the last five completed calendar quarters before the start date of your claim. A calendar quarter is equal to 3-month segments of the year, beginning in January.

For example, if you file your claim in October 2018, the last five completed calendar quarters are [2017 - Q3] [2017 - Q4] [2018 - Q1] [2018 - Q2] [2018 - Q3].

QTR 1	QTR 2	QTR 3	QTR 4
Jan Feb Mar	April May June	July Aug Sep	Oct Nov Dec

This does not include the current quarter you filed your claim because it has not yet been completed (October is at the beginning of the fourth quarter). The base period would be the third quarter in 2017 through the second quarter of 2018.

We will send a form called Statement of Wages and Possible Benefits that shows how much you earned in the base period and how much you may receive in benefits.

#### Example

		Standard Base Period			
File Date		Must have earned at least \$2,500			
Qtr 4 2018	Qtr 3 2018	Qtr 2 2018	Qtr 1 2018	Qtr 4 2017	Qtr 3 2017

#### Example

		Alternate Base Period			
File Date		Must have earned at least \$2,500			
Qtr 4 2018	Qtr 3 2018	Qtr 2 2018	Qtr 1 2018	Qtr 4 2017	Qtr 3 2017

Some additional factors we consider while processing your claim include work in other states, federal civilian wages, and military wages.

### Work in Other States

If you worked in or have wages in more than one state, you may choose to use these wages on your Colorado unemployment claim. In order to use the out-of-state wages on your claim, you must also have wages in Colorado during the base period. We will contact your previous employer(s) and that state to determine whether or not they are included in your claim based on Colorado's law. If you have not already told us about your employment in another state, call the Customer Service Center at 303-318-9000 (Denver metro area) or 1-800-388-5515 (outside Denver-metro area) to add an employer to your claim.

### Federal Civilian Wages

The federal government does not report your wages to us, so we request your federal wages after you file for unemployment. Those wages are added to your claim after they are verified by the federal agency for which you worked, which means they may not appear on your first Statement of Wages and Possible Benefits. You must sign and return the Claimant's Affidavit of Federal Civilian Service, Wages, and Reason for Separation and the Unemployment Compensation for Federal Employees forms.

# STEP 02 The Basics

## Other Pay: Vacation, Severance, Pension or 401(k), and more

When the federal wages are added, you will receive a new Statement of Wages and Possible Benefits. If you have not already told us about your federal employment, call the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area) to add this employer to your claim.

### Military Wages

Your branch of service does not report your wages to us, which means those wages may not be reported on your first Statement of Wages and Possible Benefits. In order to report the military wages, you must mail or fax a copy of your DD Form 214, Member 4 (this form does not need to be notarized). If you do not have a copy of your DD Form 214, you can request one here: [archives.gov/veterans/military-service-records/](http://archives.gov/veterans/military-service-records/).

Send the form to:  
Unemployment Insurance Operations  
P.O. Box 400  
Denver, CO 80201-0400  
Fax: 303-318-9014

When we add the wages to your claim, you will receive a new Statement of Wages and Possible Benefits.

### Job Separations

In order to qualify for benefits, you must have lost your job through no fault of your own (for example, a layoff, reduction in hours, or reduction in pay not related to performance). We will contact your previous employer(s). The circumstances of **why** you stopped working for each employer will determine if and when you will receive benefits. See Processing Your Claim on page 9 for more information.

You may receive other types of payment from your former employer when you stop working, such as vacation, severance, pension/ 401(k), short or long-term disability, or some other type of pay. You must **promptly and accurately** report all types of other pay when you:

- File your claim.
- Receive a payment from an employer after you file your claim.
- Request payment of unemployment benefits.

Report the gross amount (amount before taxes are taken out), date received, type of pay, and name of employer who paid you for each type of payment you receive.

The other pay you receive from your employer when you stop working may reduce or delay your benefit payments. And if you don't promptly and correctly report the other types of compensation you receive, it may cause an overpayment that you will have to repay. Learn more about overpayments on page 11.

### Types of other pay:

- Workers' compensation benefits (call us to report this)
- Short- or long-term disability pay
- Distributions from a retirement account
- Severance
- Vacation pay
- Wages-in-lieu-of-notice



If you have not already told us about your federal employment or military service, call the Customer Service Center at 303-318-9000 or 1-800-388-5515.



Report all additional payment types, e.g., vacation or severance pay. Failure to do so may affect your claim.



In order to qualify for benefits, you must have lost your job through no fault of your own.



Learn about high-demand occupations and salaries for different levels of education. Go to [www.colmigateway.com](http://www.colmigateway.com).



## STEP 03 Maintaining Your Eligibility

To get paid you must maintain your eligibility. In order to remain eligible and continue to receive benefit payments, you must:

- Request payment every two weeks starting two Sundays from the time you file a claim.
- Respond truthfully when requesting payment of benefits.
- Actively seek work and keep track of your work-search activities.
- Be physically and mentally able to work.
- Be willing to accept suitable work.
- Be available to begin work immediately if a job is offered.
- Report all hours you worked and gross wages you earned each time you request payment.
- Register with your local workforce center or at [www.connectingcolorado.com](http://www.connectingcolorado.com) within four weeks of filing your claim.
- Report to a workforce center if you receive a notice to do so.

You must comply with each of the tasks listed above in order to avoid possible overpayments or a fraud investigation. **Learn more about fraud on page 3.**

### Requesting Payment

Request payment online through MyUI at [coloradoui.gov/myui](http://coloradoui.gov/myui) or by phone at 303-813-2800 (Denver-metro area) or 1-888-550-2800 (outside Denver-metro area). See the Payment Request Schedule on pages 15 and 16 for more details.

### Work-Search Activities

To maintain eligibility, you must follow a course of action reasonably designed to result in prompt reemployment and be willing to accept suitable work. Various factors are considered when determining if work is suitable, such as the rate of pay, your prior experience, and the length of time you have been unemployed.

Examples of work-search activities include:

- Applying or interviewing for a job for which you are qualified.
- Taking an exam as part of an application process for a job for which you are qualified.
- Participating in reemployment services at a state workforce center or other location where similar services are provided, including resumé building.

Learn more at [www.coloradoui.gov/eligibility](http://www.coloradoui.gov/eligibility).

**NOTE:** Seeking work in one's own business is not considered a valid work search.

We regularly audit unemployment insurance claims. If you are audited, you will need to provide proof of your work-search efforts. Failure to make your required number of work-search activities each week and document your work searches with information that can be confirmed may cause the denial of benefits and may result in an overpayment.

### Register for Work

To begin, you will need to register with a workforce center, which you can do online at [connectingcolorado.com](http://connectingcolorado.com) or in person at your local workforce center. You will be required to complete up to **5** work-search activities each week.



## Job Attached / Union Attached

Job attached means that you are expected to return to your most recent employer after a separation of **not more than 16 weeks** from the date of separation. If you are job attached, your requirements to seek work and to register with your local workforce center may be waived, but you must be available to return to work during this time frame. Union attached is the same except the union must find work for you within 16 weeks from the effective date of your initial or reopened claim for unemployment insurance benefits. If your work-search requirements are not waived, we may conduct an audit of your claim up to two years from the start of your claim and you may be asked to provide proof of your work-search activities at that time.

## Working and Reporting Your Hours and Earnings

When you have an open unemployment claim but are still getting some hours of work, we can pay part of your weekly benefits, but you must have earned less than your weekly benefit amount. The law states that you can earn up to **25 percent** of your weekly benefit amount and still be paid your **full benefit** payment. After that, we must reduce your benefit payment by one dollar for each dollar you earn. Instead of waiting until you are paid, we require that you report the time and gross earnings **when you request payment**.

**Any** money received in exchange for work or services **MUST** be reported as earnings on your claim, even if it's just one hour worked or one dollar earned. **Tips must be reported as wages**. Be sure you are reporting for the week you worked, not when you get paid.

### Payments you must report as earnings or wages include:

- Cash
- Commission
- Tips
- Contract/1099
- Earnings from temporary jobs
- Earnings from part-time employment

If you make a mistake when reporting your earnings, you will need to call customer service to correct the amount or time reported. Failing to accurately report wages, earnings, or other types of payment may be considered fraud and could result in penalties or denial of benefits.

## How Do I Report?

When requesting payment of benefits, you must report your hours worked and gross earnings (i.e., earnings before tax withholdings, child support, etc.) for each week that you request payment, so it is important that you keep a record of all of your hours and earnings.

1. Report hours and earnings for each week. Weeks are always Sunday through Saturday.
2. Report hours and earnings for the week that the hours were worked, not when you were paid.
3. Report the total amount that you earned, **not** your hourly wage.
4. Report hours and earnings before any withholdings or deductions.
5. Report all your earnings from any type of work you did, including tips, commission, paid orientation/training, self-employment, temporary work, seasonal work, day labor, and any other part-time work.

Note: If you do not correctly report your hours and earnings, it could result in an overpayment, which you must pay back, in addition to penalties. Learn more about overpayments on page 11.

## Self Employment

Self employment is considered work. You will need to report your hours worked and profits or gross earnings for the hours worked each week when you request payment (not when you get paid), so be sure to keep track of all of your hours and earnings. You must also maintain your eligibility by meeting all the requirements described on pages 7 and 8 in order to be paid benefits.

## Commission Earnings

Commissions are considered earnings. You will need to report your hours worked and estimate your commissions earned for each week you request payment, so be sure to keep track of all your hours and earned commissions. Instead of waiting until you are paid, we require that you **report the estimated commissions as they are earned (when you request payment)**. You must also maintain your eligibility by meeting all the requirements described on pages 7 and 8 in order to be paid benefits.



Remember, **any** money exchanged for services provided (e.g. cash, tips, contract/1099, temporary jobs, part-time, etc.), whether one hour or \$1 dollar, needs to be reported as earnings.



## STEP 04 Processing Your Claim

Processing your claim usually takes **four to six** weeks to complete. After you file your claim, we request separation information from your previous employer(s), evaluate your previous wages, and review any additional income. When processing is complete, you will begin to receive your requested payment(s) if you qualify. You may also receive a Notice of Decision explaining why you will or will not receive a payment. You may appeal any decision you disagree with through an appeal process. See Appeals on page 12 for more information.

### While Your Claim is Processing

During the processing time frame, you may be sent notices regarding your claim. If you gave us an email address, we may contact you via email. Check your email and/or mail, and respond to any requests for information by the due date.

You must **request payment every two weeks** and meet all eligibility requirements even while you wait for your claim to be processed. Your first request for payment will be on the Sunday immediately following the first two weeks of your claim. Learn more on page 7.

### Reopen Your Claim

If you stopped requesting payment and need to reopen your claim, go to [www.coloradoui.gov/reopen](http://www.coloradoui.gov/reopen). To avoid delays on your claim, you should reopen your claim as soon as you stop working or when you begin meeting all the eligibility requirements. If you have tried to reopen your claim online but need additional assistance, you may contact the Customer Service Center at 303-318-9000 or 1-800-388-5515 (outside Denver-metro area) during the hours of operation for claim-filing services.



Check your mail for your PIN, debit card and other notices.



The effort you put into the first four weeks of your job search drastically improves your chances of employment.



Register online at [www.coloradoui.gov/myui](http://www.coloradoui.gov/myui) to access your unemployment benefits information.



Learn about high-demand occupations and salaries for different levels of education. Contact your workforce center professional at [www.coloradoui.gov/workforce](http://www.coloradoui.gov/workforce).



# STEP 05 Getting Paid

Payment is made after your claim is processed, it is determined you qualify for benefits, and you request payment on time. In order to be paid benefits, you must **request payment every two weeks even while you are waiting for your claim to be processed and also during any appeals process.** Remember that the first qualifying week on your claim will not be paid as it is the mandatory waiting week.

If you are eligible for benefits, payment will be deposited to an unemployment prepaid debit card, called a ReliaCard®, supplied by U.S. Bank. After claim processing, payment may take two to three business days to receive from the time you submit your payment request. You should read a form that contains information you'll need to know before using your ReliaCard®. You can find the form on the "Debit Card Fees" page on our website.



Request payment online through MyUI at [www.coloradoui.gov/myui](http://www.coloradoui.gov/myui).



You are responsible for knowing when you are scheduled to request payment. Use the calendar in the back of this guide to help you keep track of the dates. Requesting payment too early or late will result in your claim being closed. If this occurs, you must reopen your claim before future benefits can be paid.

## Receiving Payment

There are two ways you can receive your unemployment benefit payments

- Prepaid Debit Card
- Direct Deposit

### Prepaid Debit Card

Everyone who signs up for unemployment benefits receives a prepaid debit card from U.S. Bank. You can make purchases, get cash, and pay bills everywhere Visa® debit is accepted.

For security, your card comes in a plain, white, windowed envelope with an Indianapolis, IN return address. A cardholder agreement, activation instructions, usage guide, and list of fees will be included with your new card. You are responsible for protecting your card and for notifying U.S. Bank if it is lost or stolen.

Your debit card is valid for three years, so you should keep your card in case you open another unemployment claim.

### Transactions and Fees

You will be required to create a 4-digit Personal Identification Number (PIN) to use for transactions with your debit card. The unemployment PIN sent to you is **not** the PIN for your debit card.

# STEP 05 Getting Paid

You are responsible for keeping your PIN safe and secure. Do not share your PIN with anyone!

ATM withdrawals at U.S. Bank or MoneyPass ATMs are free. Find the nearest ATM at [www.usbank.com/locate](http://www.usbank.com/locate) or [www.MoneyPass.com](http://www.MoneyPass.com).

You may have to pay fees when using your debit card. Any such fees will be deducted from the money in your debit card account. To avoid paying fees, use a U.S. Bank or MoneyPass ATM to withdraw money from your debit card account or get the fund balance. This service is free.

### Transaction fees for the U.S. Bank ReliaCard:

ATM – In network (U.S. Bank or MoneyPass)	Free
ATM – Out of network, domestic	\$2.00 each
ATM – International	\$2.00 each
Purchases with Signature	Free
Purchases with PIN	Free
Online Bill Pay	Free
Monthly Statement – Paper	Free
Card Replacement – Standard	Free
Card Replacement – Expedited	\$15.00
Inactivity (After 365 days)	\$2.00

### Direct Deposit

It's easy to have your benefit payments deposited directly to your checking or savings account. Keep reading to find out how to update your payment method.

Click on the Set Up Direct Deposit button at [coloradoui.gov/directdeposit](http://coloradoui.gov/directdeposit). You will need your social security number and unemployment insurance PIN (learn more on page 4), and you will need to have a check handy. Enter the bank routing number and checking account number as each appear on your check



Provide truthful information on your claim to help avoid overpayments.

**Note:** Do not use a deposit slip for your bank routing number or your account number. Those slips may include numbers that do not apply to direct deposit.

**Tip:** If your bank recently merged, your bank routing number and/or your account number may have changed. Contact your bank to get the new routing and account numbers before you register for direct deposit.

**Important:** If you had a Colorado unemployment claim at any time in the past and used the direct deposit option, be sure to **update your payment selection** after you receive a PIN from us. The bank account information you provided on your previous claim may no longer be valid, and you will need to make updates to your bank account information or switch to the prepaid debit card.

### Overpayments

An overpayment occurs when unemployment benefits are paid, and it is later determined that benefits should not have been paid (not eligible or entitled). You are required to repay these benefits no matter what caused the overpayment

- A hearing officer's decision reverses a previous award of benefits.
- You incorrectly report information when requesting payment, and the information is corrected later.
- Your wages were incorrectly reported by your employer, and the wages are corrected later.
- Your claim is incorrectly processed, and it is corrected later.

If you cannot repay the entire amount immediately, contact us to ask if you can set up a repayment plan at 303-318-9035 (Denver-metro area) or 1-877-464-4622 (outside Denver-metro area).

Overpayments caused by fraudulent activity are handled differently and may be subject to penalties. Learn more about fraud on page 3.

Use the earnings log in the back of this guide to help you keep track of your hours and earnings.



Avoid debit card fees by setting up direct deposit: [www.coloradoui.gov/directdeposit](http://www.coloradoui.gov/directdeposit)



To reopen your claim online, visit [www.coloradoui.gov/reopen](http://www.coloradoui.gov/reopen) or contact our Customer Service Center at 303-318-9000 or 1-800-388-5515 during the hours of operation for claim-filing services.



## Appeals

We may send you decisions, often called a **Notice of Decision**, the entire time your claim is active. If you receive a Notice of Decision that you disagree with, you may submit an appeal. An appeal may be filed by any party who is part of the claim.

Next, a hearing may be scheduled where the decision is reviewed and a new decision is made. If you disagree with that decision, it may then be appealed to the Industrial Claim Appeals Office. The Industrial Claim Appeals Office provides opportunities to submit information about the appeal, and then a panel reviews and makes a final decision. Any additional appeals take place through the Colorado Court of Appeals.

### Submit an Appeal

Your appeal must be received **within 20 calendar days** of the date the Notice of Decision was mailed, so you should submit an appeal right away. If the 20th calendar day is a Saturday, Sunday, or legal holiday, the due date of the appeal becomes the next business day.

All you need to provide initially is a detailed description of the reasons you disagree with the decision. You can provide additional documents or records (evidence) prior to your hearing. **You must continue to request payment every two weeks and continue to meet all eligibility requirements even while you wait for your appeal to be processed.**

You can submit your appeal online using MyUI ([www.coloradoui.gov/myui](http://www.coloradoui.gov/myui)), or complete the form on the back of the decision and mail or fax it to us. If you need more room to provide specific details, attach additional pages to the form. If you fax your

appeal, the date on the fax will be used to determine timeliness. Request and keep the fax confirmation page as proof of transmission.



During the appeal process, make sure you continue requesting payments and are meeting your weekly eligibility requirements. **If you stop requesting payment while your appeal is being processed, your claim may be closed.**



You can submit your appeal online through MyUI at [www.coloradoui.gov/myui](http://www.coloradoui.gov/myui).



Mail your appeal to:  
Unemployment Appeals Section  
PO BOX 8988  
Denver, CO 80201-8988



Fax your appeal to: 303-318-9248  
Make sure to include the front and back of the decision.

### Late Appeal

Any written appeal received after the 20-calendar-day deadline is considered late. If you file your appeal late, **send in a detailed reason for your late appeal before your scheduled hearing.** The Appeals Unit will send you a hearing notice with a date and time for a hearing. At the beginning of the hearing, the other party may object to the late appeal. During the hearing, you must explain in detail the reasons you filed the appeal late (this is called "showing good cause"). If the



# Appeals

Review the information in the hearing packet before the hearing and be sure to have it with you for the hearing. If you have witnesses, bring them with you or provide their names and telephone numbers to the hearing officer.

The hearing officer will explain the hearing process and the issues to be discussed in the hearing. The hearing officer will also question the parties and witnesses. You may question the other parties and they may question you. After all testimony is taken, the hearing officer will conclude the hearing.

## Decision

The hearing officer issues a written decision that is mailed as soon as possible to all interested parties. If you disagree with a hearing officer's decision, you may appeal that decision to the Industrial Claim Appeals Office. For more information about appealing this decision, go to [www.coloradoui.gov/icaa](http://www.coloradoui.gov/icaa).

hearing officer determines that you do not have good cause for the late appeal, the hearing will be dismissed, and the deputy's original decision will become final. In the event that your appeal is received more than **180 days** late, a hearing will not be scheduled, the appeal will be dismissed, and the deputy's decision will become final. late appeal is accepted.

## Before the Hearing

We send you a hearing packet with information about the hearing, including documents you submitted. Be sure to thoroughly read the hearing packet.

If you have any additional evidence or documents you would like to reference, you must provide copies to all interested parties (those who may have a stake in the outcome) listed in your hearing packet before the date of the hearing. **Before the hearing is the only time you will be allowed to submit any evidence** (documents or records) throughout the entire hearing process.

If there are documents from the other party that you would like to review, or witnesses you would like to have testify, you can **request a subpoena in writing**. If you want a subpoena for documents, you must provide a detailed description of the documents you want and an explanation of how the documents relate to the issue you are appealing. If you want to **subpoena a witness**, you must provide the person's full name, address, and a detailed description of why that individual's testimony is important or related to the issue you are appealing.

## Hearing Process

Hearings begin at the time stated on the Notice of Hearing and typically last about an hour. **You must participate in the hearing**. The hearing officer will make a decision based only on the testimony and evidence given at the hearing. If you are participating in person, arrive at least **15 minutes early** so that you have enough time to check in for the hearing. If you are participating by telephone, call at the time indicated on the Notice of Hearing. If you or any of your witnesses do not speak English, check the box on the appeal form indicating that you need an interpreter. If you or your witnesses need special services, such as for deaf or hard of hearing participants, request those as well, or call Appeals at 303-318-9299 or 1-800-405-2338 to make arrangements in advance.



Mail, fax or submit your appeal online so it arrives by the due date. Postmarked dates will not be considered in lieu of due date.



Continue to make an organized effort to look for work and be willing to accept suitable work.



Keep requesting payment while your appeal is being processed.



You must appeal no later than 20 days from the mailing date on the decision letter.

## Quick Reference Guide

[www.coloradoui.gov](http://www.coloradoui.gov) has information to assist you with your unemployment-benefit needs.

### Customer Service Center

303-318-9000 (Denver-metro area)  
1-800-388-5515 (outside Denver-metro area)

Telecommunications Device for the Deaf (TDD):

303-318-9016 (Denver-metro area)  
or  
1-800-894-7730  
(outside Denver-metro area)

Fax: 303-318-9014  
Monday through Friday from  
8:00 a.m. to 4:00 p.m.

### Request Payment

Online: [www.coloradoui.gov/MyUI](http://www.coloradoui.gov/MyUI)

303-813-2800 (Denver-metro area)  
1-888-550-2800  
(outside Denver-metro area)

### Manage your Claim

Check your claim status and benefits eligibility, change your address, review and edit your profile, and view your balances.

[www.coloradoui.gov/myui](http://www.coloradoui.gov/myui)

### Unemployment Insurance Appeals

303-318-9299 (Denver-metro area)  
1-800-405-2338 (outside Denver-metro area)

Monday through Friday from  
8:00 a.m. to 4:00 p.m.

### Colorado Workforce Centers

You are required to register for work-search and job-seeker services

To register go to  
[www.connectingcolorado.com](http://www.connectingcolorado.com) or visit your local workforce center.

For locations go to  
[www.coloradoui.gov/workforce](http://www.coloradoui.gov/workforce).

### U.S. Bank Cardmember Services

855-279-1678  
[www.usbankreliacard.com](http://www.usbankreliacard.com)

### Division of Labor Standards & Statistics

Administers laws and regulations governing wages, minimum wage, youth employment, certain union issues and grievances, and employment-related immigration laws. 303-318-8441

Through the Office of Labor Market Information (LMI), DLSS collects and analyzes information about labor market trends throughout Colorado.  
[www.colmigateway.com](http://www.colmigateway.com)

### Workers' Compensation

Ensures the delivery of disability and medical benefits to injured workers. 303-318-8700 or 1-888-390-7936 (toll free)  
[www.colorado.gov/pacific/cdle/dwc](http://www.colorado.gov/pacific/cdle/dwc)

### Equal Opportunity

U.S. Equal Employment Opportunity Commission (EEOC) enforces federal antidiscrimination laws. 1-800-669-4000 (toll free)

Colorado Division of Civil Rights enforces Colorado antidiscrimination laws. 303-894-2997

If you believe that the Division of Unemployment Insurance discriminated against you on a claim, contact the Equal Employment Opportunity Commission at 1-800-669-4000.

### Assistance Programs

[www.coloradoui.gov/assistance](http://www.coloradoui.gov/assistance)

### United Way

Employment services, affordable housing connections, financial/savings education, other education. Dial 211 or go to [211colorado.communityos.org](http://211colorado.communityos.org) to connect with assistance programs.

### Colorado Department of Human Services

Child care assistance, cash assistance, youth leaving penalty system, families needing help with care of elderly.

[www.colorado.gov/cdhs](http://www.colorado.gov/cdhs)

### Salvation Army

Rent assistance, homeless shelter, holiday assistance

<http://www.salvationarmy.org/>

### Videos

- [www.youtube.com/coworkforce](http://www.youtube.com/coworkforce)
- [www.vimeo.com/cdle](http://www.vimeo.com/cdle)

### Facebook and Twitter

[facebook.com/pages/Colorado-Dept-of-Labor-Employment/311346204371](https://facebook.com/pages/Colorado-Dept-of-Labor-Employment/311346204371)

[twitter.com/ColoradoLabor](https://twitter.com/ColoradoLabor)

# Payment Request Schedule A

Submit your payment requests on the circled day following the 2-week period being claimed.

## Which Calendar Do I Use?

If your first payment request date is circled on the "Payment Request Schedule A" calendar then you will follow "A" calendar and request payment according to this schedule.

If your first payment request date is circled on the "Payment Request Schedule B" calendar then you will follow "B" calendar and request payment according to this schedule.

## Using the Calendar

You are responsible for knowing when you are scheduled to request payment.

Every other Sunday is circled to indicate the earliest that you may request payment for the previous two weeks. We recommend that you file on the indicated Sunday to expedite your payment.

Additional copies are available at [www.coloradoui.gov](http://www.coloradoui.gov).

2019

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JANUARY			1	2	3	4	5
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## Payment Request Schedule B

Submit your payment requests on the circled day following the 2-week period being claimed

### Which Calendar Do I Use?

If your first payment request date is circled on the "Payment Request Schedule A" calendar then you will follow "A" calendar and request payment according to this schedule.

If your first payment request date is circled on the "Payment Request Schedule B" calendar then you will follow "B" calendar and request payment according to this schedule.

### Using the Calendar

You are responsible for knowing when you are scheduled to request payment.

Every other Sunday is circled to indicate the earliest that you may request payment for the previous two weeks. We recommend that you file on the indicated Sunday to expedite your payment

Additional copies are available at [www.coloradoui.gov](http://www.coloradoui.gov).

# EARNINGS LOG

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X\$	=\$
Overtime Hours								Overtime	X\$	=\$
Hours at Other Rate								Other Rate	X\$	=\$
Week-Ending Date	Date Requested Payment Filed			Date Received	Payment		Amount of UI Benefit Payment	Total Hours*	Total Earnings*	

  

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X\$	=\$
Overtime Hours								Overtime	X\$	=\$
Hours at Other Rate								Other Rate	X\$	=\$
Week-Ending Date	Date Requested Payment Filed			Date Received	Payment		Amount of UI Benefit Payment	Total Hours*	Total Earnings*	

  

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X\$	=\$
Overtime Hours								Overtime	X\$	=\$
Hours at Other Rate								Other Rate	X\$	=\$
Week-Ending Date	Date Requested Payment Filed			Date Received	Payment		Amount of UI Benefit Payment	Total Hours*	Total Earnings*	

  

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Pay Rate	Gross Pay
Regular Hours								Regular	X\$	=\$
Overtime Hours								Overtime	X\$	=\$
Hours at Other Rate								Other Rate	X\$	=\$
Week-Ending Date	Date Requested Payment Filed			Date Received	Payment		Amount of UI Benefit Payment	Total Hours*	Total Earnings*	

Report all your earnings from any type of work you did, including: tips, commission, cash, paid orientation/training, self-employment, temporary work, seasonal work, day labor, contract/1099 and any other part-time work. Remember, **any** money exchanged for services, whether one hour or \$1 dollar, needs to be reported as earnings. Additional copies are available at [www.coloradoui.gov](http://www.coloradoui.gov).

## Track Your Work-Search Activities

Keep verifiable information for all your work-search activities and download "What is a Work-Search Activity?" at [coloradoui.gov/eligibility](http://coloradoui.gov/eligibility) for more information.

Date MM/DD/YY	Activity Completed		Completed Activity Details Employer Name, Address, Phone, Email Address, Website; Class Name & Location; Networking Event Name & Location	Name & Title of Person Contacted or Confirmation Number	How Contacted	Work Sought or Skills Developed
Example: 5/8/18	<input type="checkbox"/> Submit Application <input type="checkbox"/> Submit Resume <input checked="" type="checkbox"/> Interview <input type="checkbox"/> Test/Exam <input type="checkbox"/> Job Board	<input type="checkbox"/> Referral <input type="checkbox"/> Networking <input type="checkbox"/> Reemployment Service <input type="checkbox"/> Skills Development <input type="checkbox"/> Other	Grayson HVAC 17 Cattail Way Lakewood, CO, 80226 303-999-9999 <a href="mailto:contact@grayvac.com">contact@grayvac.com</a>	J. Gray, Office Manager	<input checked="" type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Web Site	HVAC specialist
Example 5/9/18	<input type="checkbox"/> Submit Application <input type="checkbox"/> Submit Resume <input type="checkbox"/> Interview <input type="checkbox"/> Test/Exam <input type="checkbox"/> Job Board	<input type="checkbox"/> Referral <input type="checkbox"/> Networking <input checked="" type="checkbox"/> Reemployment Service <input type="checkbox"/> Skills Development <input type="checkbox"/> Other	Interviewing Skills Class Jefferson County Workforce Center 3500 Illinois St Golden, CO 80401	Joe, Workforce Specialist	<input checked="" type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Web Site	HVAC specialist
	<input type="checkbox"/> Submit Application <input type="checkbox"/> Submit Resume <input type="checkbox"/> Interview <input type="checkbox"/> Test/Exam <input type="checkbox"/> Job Board	<input type="checkbox"/> Referral <input type="checkbox"/> Networking <input type="checkbox"/> Reemployment Service <input type="checkbox"/> Skills Development <input type="checkbox"/> Other			<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Web Site	
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### Work-Search Notes:

1. Keep copies of email or website confirmations in either paper or electronic form.
2. Attempt to contact people with hiring authority when seeking work.
3. Always submit applications, unless the employer specifically says they aren't accepting any at that time.
4. Reading newspaper, bulletin board, or website job listings do not constitute a valid "job contact." You must apply or attempt to apply for a specific job.

Go to [coloradoui.gov/forms](http://coloradoui.gov/forms) to download additional sheets

Colorado Department of Labor and Employment  
Unemployment Insurance Operations  
P.O. Box 400  
Denver, CO 80201 - 0400

**FIRST CLASS**  

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**FIRST CLASS**