

# Filing Unemployment Insurance Claims during COVID-19

Stay informed on the latest updates to COVID Rule Changes and UI claim instructions here: [COVID-19 Related UI Claims](#)

File a claim here: [UI Claim Center](#) or call: 503.292.2057 (phones are not recommended)

Report any business closures or employee lay-offs to Rapid Response Team: [libans@irco.org](mailto:libans@irco.org) and connect them to daily webinars for: [Laid-off Workers and Businesses](#)

## Who's eligible under COVID-19 Temporary Rule Changes:

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See Full UI Rule Changes here: [COVID Related Situations](#)

- You worked at some point during the last 5 calendar quarters. **Eligibility is based on wages subject to UI tax.**
- You have work authorization (I-9 docs).
- Your employer shuts-down (temporarily or permanently) or reduces hours.
- You cannot currently start new work because of the pandemic.
- You are afraid of gathering in a group and do not want to go to work (ie, voluntarily quit).
- You **quit or are fired**. It is UI's job to evaluate, and every case can be different. If due to COVID-19, more than likely claim is accepted.
- You're **self-employed**, "Gig-worker", or LLC member.
- You're a **student** or employed **part-time**
- Schools are out and no other **childcare** option
- You have **symptoms** of COVID-19, were **exposed** to it, are **immune-compromised**, and/or caring for sick family member.

## Quick facts about UI:

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- Regular Weekly Benefit Amount (WBA): \$648 maximum, \$151 minimum
- The federal stimulus adds \$600 to the regular WBA for a few months.
- Wages used to calculate WBA: First 4 of the last 5 completed calendar quarters. If a claim is filed on 4/9/20 (2<sup>nd</sup> Qtr of 2020), wages paid from Jan. 1 – Dec. 31, 2019 used.
  - Total the wages and multiply by 0.0125. Ex.: \$32,000 x 0.0125 = **\$400 WBA**.
- When filing an initial claim, you can decide to have state and federal taxes taken out or not. It's your choice. Note: UI is income, and it will likely affect tax liability.
- Your employer can't tell you that you should or shouldn't file for UI. Employers do not control who gets UI, that is only determined by the Oregon Employment Department.
- Do not file a claim under false pretenses. Claims may be denied if facts are disputed by the state. Always back up your reasons for claiming through documentation, journals, witnesses, etc.
- Applicants can currently receive support over the phone\* in Spanish, Russian, and Vietnamese, if needed. Oregon uses AT&T Interpreter services.
- File weekly, even if you haven't received your first payment yet.

## Common Claim Questions and Answer Guidelines

Did you fail to accept offer to work last week?

Yes, regardless of the reason you did not accept new work. (ie, if you answered Yes, because you are staying home due to Governor's guidelines.)

No, if you were not offered new work or did not turn down new work.

Did you quit a job last week?

Yes, regardless of reason. Covid-19 temporary rule changes allow this answer.

No, if you didn't quit.

Were you fired or suspended from a job last week?

Yes, if you were fired or suspended regardless of the reason. Under the COVID-19 emergency temporary rule changes, this answer will be allowable.

No, if you were not fired or suspended.

Were you away from permanent residence for more than three days last week? This is to ensure you were not unable to work in your labor market (Portland Metro) because you were not present.

Yes, if you were traveling/staying elsewhere unrelated to Covid-19.

No, if you did not travel or leave the area more than 3 days. No, if you were traveling/staying elsewhere due to Covid-19 (ie, staying with family in The Dalles during quarantine)

Were you both physically and mentally able to perform the work that you sought last week?

Yes, if you sought work that you are able to do.

No, if you didn't seek the work that you're able to work in.

Are you available for work Full Time or Part Time?

Yes, If you're impacted by Covid-19 and are willing to work both PT and FT when emergency ends. Also yes, if you normally work PT and are willing to return to PT when emergency ends.

No, if you don't want to work any hours now or when this emergency ends. No, if hospitalized or institutionalized.

Is there a reason you can't work Full Time?

No, if impacted by Covid-19 and can work FT when emergency ends. No, if you normally work PT and are willing to work PT when emergency ends.

Yes, if hospitalized/institutionalized or the reason you can't work is unrelated to Covid-19.

Are you actively seeking work?

Yes, if you WOULD actively be seeking work when this emergency ends. Yes, if you are still seeking any open positions at this time.

No, if you don't intend to seek work when this emergency ends.

Are you willing to accept that type of work now? This refers the job you included in your employment information.

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| <p>Yes, if Covid-19 impacted your employment and you're willing to seek, accept, or return to the employer or similar work when the emergency ends. DO NOT add more information than YES or NO answer.</p> | <p>No, if you don't intend to work in the equivalent job. (This is not recommended as UI is based on previous work, even if it's not your desired work).</p> |
| <p>Are you willing to work all the days and hours normal for that type of work? This refers to the job you included in your employment information.</p>  |  |
| <p>Yes, if the reason you're not working is related to COVID-19 or you intend to return to work when this emergency ends.</p>  | <p>No, if you don't intend to work now or when the emergency ends.</p>   |
| <p>Select: Laid off/Lack of Work</p>   |  |
| <p>Enter date of return only if you are <u>absolutely</u> sure you will return on that date. Your UI claim will automatically end.</p>   | <p>Do not enter a date if the return date unsure or dependent on COVID-19 emergency situation ending (as this end date is unknown).</p>                      |