



Delaware JobLink
<https://joblink.delaware.gov>

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Welcome to the

Delaware Department of Labor

Rapid Response Presentation

Division of Employment and Training And Division of Unemployment Insurance Services and Benefits



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Workshop Objectives



What are the Services?



What are the Benefits?



**What Rights and Responsibilities
do you have?**

Division of Unemployment Insurance Services and Benefits



UI Mission

<https://ui.delawareworks.com/>

To assist in the promotion of statewide economic stability and vitality by providing temporary, partial income maintenance to workers who become unemployed through no fault of their own, and by making referrals of unemployed workers to re-employment services.

Ensure adequate funding for the payment of unemployment benefits through the collection of employer taxes.

Contribute to the development of an adequate workforce by collecting a statewide training tax from employers to provide funds for the training of dislocated workers, school-to-work transition, industrial training and other training initiatives.

YOU CAN OPEN A NEW CLAIM FOR UNEMPLOYMENT BENEFITS 1 of 2 WAYS:

Via the Internet ~or~ Self App

TO begin, you will need to have the following information available:

- **Your Social Security Number**
- **Your state issued driver's license or a state motor vehicle agency issued identification card.**
- **The names, addresses, and phone numbers of all your employers for the last 18 months.**
- **The name and local number of your union hall, if applicable.**
- **Your mailing address, a telephone number and an email address to receive confirmation of your successful application.**

<https://ui.delawareworks.com>



FILING VIA THE INTERNET

• This site permits an unemployed Delaware workers to file an initial or additional claim for unemployment insurance benefits via the Internet.

- To start filing your claim for unemployment insurance benefits via the Internet, go to <https://ui.delawareworks.com> and click on the red/orange *"File an Unemployment Insurance Claim"* .
- The Delaware Department of Labor's Division of Unemployment Insurance has some assurances about the privacy and security of the information submitted for an unemployment insurance claim. To read these assurances, press the "Assurances" button.
- If you are having difficulty using this site or need to view information for the Delaware Department of Labor's Division of Unemployment staffed and automated hotlines, as well as the local offices, press the "Contact" button.
- The last page of the Internet application will state that your claim has been completed and will give you a confirmation number. You will then enter JobLink to complete the required registration with the Division of Employment & Training.



UI Office Locations and Phone Numbers

Wilmington Local Office

4425 North Market Street
Wilmington, DE 19802

Dover Local Office

Blue Hen Corporate Center
655 S. Bay Road, Suite 2H
Dover, DE 19901

Newark Local Office

University Office Plaza
252 Chapman Road,
Christiana Building, Ste 210
Newark, DE 19702)

Georgetown Local Office

8 Georgetown Plaza
Suite 2
Georgetown, DE 19947

HOTLINE NUMBERS: (800) 794-3032 Kent & Sussex Counties
(302) 761-6576 New Castle County

Contact Information DUI:

Due to COVID-19, DE Dept. of Labor has suspended public access to our offices until further notice. For assistance, please contact us through our live chat option at

<https://Vocal.Delaware.Gov>

from 8am to 4:30pm M-F

or visit

<https://UI.DelawareWorks.Gov>



<https://ui.delawareworks.com/>

Filing your UI claim in your Home State?

Contact your States Local UI Office:

State:

Maryland

New Jersey

Pennsylvania

Phone:

410-334-6800

888-795-6672

888-313-7284

Hours:

8:00AM - 3:00PM

8:00AM - 4:00PM

7:00AM - 5:00PM

DELAWARE DEPARTMENT OF LABOR				MONETARY DETERMINATION				DOC NO. 60/06/89/01/0					
YOUR BASE PERIOD				BEGINS 04/07/2018		ENDS 03/31/2019		NAME AND SOCIAL SECURITY NUMBER					
YOUR BENEFIT YEAR				BEGINS 07/07/2019		ENDS 06/30/2020		L.O. 1 F.C. 10		ssn # J A SMITH			
BASE PERIOD QUARTERS AND WAGES								EMPLOYER NAME AND NUMBER					
QRT	YR	QRT	YR	QRT	YR	QRT	YR	A B C COMPANY					
02	18	3	18	4	18	1	19						
11402.74		7190.89		6494.90		10467.70		CLAIMANT ADDRESS UC-101					
TOTAL WAGES		MAX BENEFITS		WBA		DURATION		J A SMITH					
35,556.23		10400.00		400		26 WEEKS 400 LAST WK							
MESSAGE								PROCESS DATE		REDET		CLAIM DATE	
								07/08/2019				07/07/2019	

Severance and Pensions

- Severance and Pensions are **handled through a claims adjudication process** as they are each very unique.
- There could be claims with one or the other, both, or neither.
- Please keep all information you receive from your employer available that pertains to severance packages or pensions as this will help to expedite your claim process.

Severance- Claimants are not eligible to collect UI benefits for any week that is covered by severance. This includes the total number of weeks covered even when severance is paid in a lump sum payment.

Pensions- If you are or will be collecting a pension from an employer that is not in your base period, it will not affect your claim. Pensions (the amount contributed by the employer) when that employer is within your base period are deductible.

YOU CAN FILE FOR YOUR WEEKLY BENEFITS 1 of 2 WAYS:

TELEBENEFITS ~or~ WEBBENEFITS

Whichever way you choose to file for your weekly benefits, the following questions will be asked. Please answer the questions as they apply to the calendar week beginning **Sunday** and ending **Saturday**. You must answer the questions truthfully; any attempt to obtain benefits by entering false information could result in a loss of benefits.

Both systems are available 7 days a week, 24 hours per day.

- Were you able to work and were you available for work each day? **Yes or No**
- Did you actively seek work? If yes, please choose the date of your most recent employer contact (work search date). **Yes or No [Must give date of contact/work search]**
- Did you refuse any work or refuse or fail to go for a job interview? **Yes or No**
- Did you attend school or training? **Yes or No**
- Since your last claim, have you applied for retirement or pension or has your pension changed? **Yes or No**
- Have you returned to full time work? **Yes or No**

WEEKLY BENEFITS REQUESTS CONTINUED...

- Did you have any earnings, or income during your benefit week? **Yes or No**
*You must report all earnings you had or any income you received for the calendar week beginning **Sunday** and ending **Saturday**. Gross wages must be reported when earned, not when paid. Please round amounts up to the nearest dollar. For additional information, refer to **Reporting Wages When Collecting Unemployment Benefits**. A wages/earnings calendar is provided in the back of the UI Claimant Handbook. The name and information for the employer will be asked.

Example: INCOME

- **Total Earnings:** \$ _____ (gross earnings)
- **Retirement Pay:** \$ _____
- **Wages in Lieu of Notice:** \$ _____
- **Other Income:** \$ _____

For both TeleBenefits and WebBenefits, be sure to read the information in the UI Claimant Handbook which provides more detailed instructions.

WEEKLY BENEFITS REQUESTS CONTINUED...



TELEBENEFITS

**File for your weekly benefits via the phone.
The information hotline for Kent and Sussex Counties, DE or Out of
State is (800) 794-3032; New Castle County is (302) 761-6576.**

*You will create your own personal PIN the first time you call in.

WEBBENEFITS

**File for your weekly benefits via the internet.
Go to <https://ui.delawareworks.com>
and choose WebBenefits to start your request.**



*Your PIN will be 9999 the first time you log on. You will be prompted to change this to your own personal PIN at that time.

YOUR WEEKLY BENEFITS ARE PAID 1 of 2 WAYS:

DIRECT DEPOSIT ~or~ DEBIT CARD

DIRECT DEPOSIT: You can have your unemployment check deposited directly into your checking/savings account.

- The Delaware Division of Unemployment Insurance is pleased to offer Direct Deposit of unemployment insurance benefits to new and existing claimants. With Direct Deposit your weekly unemployment insurance benefits payment is electronically deposited into your checking or savings account as long as your financial institution participates in the Direct Deposit program.
- It is your responsibility to verify that your financial institution will accept Direct Deposit to your account. Some banks and credit unions will not accept Direct Deposit or they require that a special account number be used for Direct Deposit. Many brokerage accounts will not accept electronic transactions of any type.
- Enroll for Direct Deposit online at :
<https://ui.delawareworks.com>



DEBIT CARD



How to Enroll

A Debit Card is a convenient, safe and reliable way to receive your UI benefits.

If you are filing a claim online you can select Debit Card directly in the application.

Your US Bank Relicard will arrive in a plain white envelope with a return address from Indianapolis, IN. Information on “How to Use Your Card” and a “Fact Sheet” will be included.

ACTIVATE YOUR CARD IMMEDIATELY UPON RECEIPT!

What are the advantages of a Debit Card?

- A Debit Card is easy and provides quick access to your payments without waiting in line to cash or deposit a check.
- A Debit Card is convenient – it allows withdrawal of cash at ATMs 24 hours a day and you can make purchases anywhere Mastercard is accepted.
- A Debit Card saves money by reducing check cashing and money order fees.
- A Debit Card tracks spending – free account information and customer service 24 hours a day.
- A Debit Card is reliable – receive your payments timely – no lost or stolen checks.
- Account alerts- you may elect to receive account alerts informing you of when a deposit is made.
- View your account online www.usbankreliacard.com

Please note: Your account will automatically be set up for Debit Card if you do not set up to receive your benefits via Direct Deposit.

ACTIVE WORK SEARCH

Your eligibility to receive benefits depends upon your showing the Division that you have made a reasonable effort to find work each week. You will be required to make **at least one new work search contact each week** and indicate the employer's name, address, type of work sought, result of the contact and the date when you request your weekly benefits.

While it is often necessary to return to a previously contacted employer, a new work contact must also be made on a weekly basis.

If you are required to make an active work search during a week and fail to do so, you will be ineligible to receive benefits for that week.

When claiming your weekly UI benefits through TeleBenefits or WebBenefits, you will need to supply work search date information.

You are required to complete the Work Search Log each week you are receiving UI benefits. The Division will review this log periodically. Failing to complete this log could result in denial of benefits (see "Work Search Log" on page 28).

Review and Reminders

- Claims are dated **Sunday** of the week in which you file. File for your new claim after you become unemployed either in person or via the internet.
- **Keep your information up to date** with our UI office and Employment and Training office (address, phone number, etc.) to ensure proper mailings to you. DOL mail is not forwarded.
- **Register** with Employment and Training within 3 business days and keep your resume' up to date (at least every 90 days). Utilize their services on a regular basis. Attend orientation, classes and workshops as scheduled. Missing an appointment will put a hold on your claim.
- **Choose** either Direct Deposit or Debit Card for the receipt of your weekly benefits.

Review and Reminders continued...

- Start requesting your weekly benefits through **TeleBenefits** or **WebBenefits** the first Sunday after you file your claim, and **weekly** thereafter until you return to FT work. All questions asked pertain to the benefits week (Sunday – Saturday). We strongly suggest you request your benefits each Sunday, but any day that week works.
- Use the Wage Calendar in the back of the Handbook to calculate any earnings.
- Keep track of your **work search efforts** in the Claimant UI Handbook (you will be required to provide proof of your active work search when you are audited).
- YOU must read the UI **Claimant Handbook**. <https://ui.delawareworks.com/claimant-handbook.php>
- Watch the **UI Videos** (Eligibility, Work Search, Reporting Earnings and Consequences of an Overpayment).
- **Ask questions:** Please call 302- 761-8446 if you have any questions.

Division of Employment and Training



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DET Mission

To provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

We're Here To Assist YOU!



Bridging Job Seekers and Employers

DET SERVICES and Programs

- Delaware JobLink (DJL) Job Search Assistance
 - Resume Development/Job Referrals
- Job Clubs (networking)
- Workshops:
 - Career Planning; Interviewing Strategies
- Computer Training Workshop
 - Basic
 - Job Surfing
- Resource Room



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DET SERVICES and PROGRAMS cont.

- Veterans' Services
- Federal Bonding Assistance
- Labor Market Information
- Funds for Training
- Adult Basic Education(ABE)/GED
- Ticket to Work

Choose a service that interests you!



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Funds for Training may include:

- ⌘ Tuition and Fees
- ⌘ Books
- ⌘ Required Equipment or Tools
- ⌘ Assistance in finding the right training for you
- ⌘ Supportive Services

Supportive Services for training may include;

- ⌘ Child care expenses
- ⌘ Mileage for training (tolls/parking)
- ⌘ Employment Physicals
- ⌘ Training related Tools or Clothing
- ⌘ Licensing or Testing fees
- ⌘ One-time small-item purchase

Employment & Training

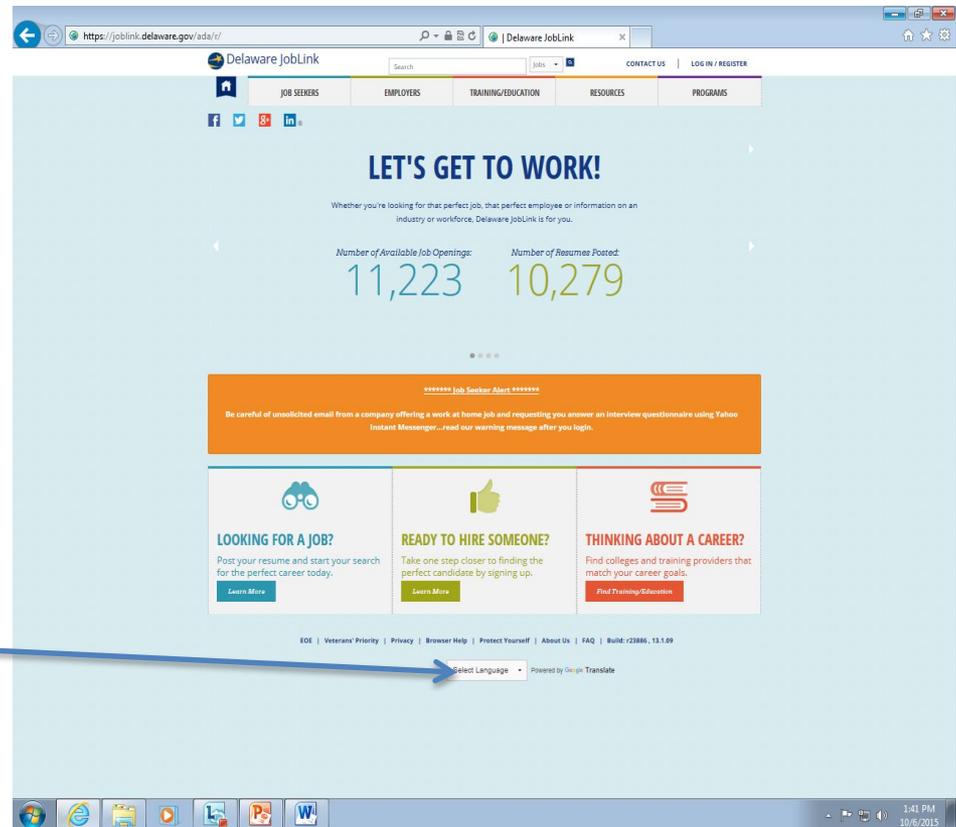
Delaware JobLink <https://JobLink.Delaware.Gov>

Comprehensive, web-based workforce development system connects:

- ✓ **Businesses to qualified talent**
- ✓ **Job Seekers to jobs**
- ✓ **Career Explorers to information**

You can select from 90 languages available

<https://JobLink.Delaware.Gov>



Delaware Job Link (DJL)

<https://joblink.delaware.gov>

Use DJL to conduct job-search:

1. By Resume
2. By Occupation
3. By Keyword



Also,

- Create multiple resume's in DJL
- Ensure resume's target your 'work wanted'

Keep resume's active in DJL!

Delaware Job Link (DJL)

<https://joblink.delaware.gov>

Delaware JobLink is working for you 24/7. When you have an active resume in DJL you will receive...

- Automatic email notifications when a job match is made specific to your skills
- Job referral specialists at each location work with employers to match resumes in DJL to their hiring needs
- This tool was designed for job seeker/career changers like **YOU!**



Delaware Job Link (DJL)

Featured Tool in DJL: Delaware Adult Career Lattice

Career lattices are available in six industries and feature:

- Provide a web-based interactive career planning map housed in Delaware JobLink (DJL)
- Show job progression opportunities within growth industries or across sectors based on knowledge, skills and abilities
- Inform jobseekers about training, education, and developmental experiences that enables them to accomplish career objectives
- Help jobseekers identify opportunities, short and long term employment goals
- Encourage a path of lifelong learning and career development

Delaware JobLink

Search [] Jobs [] CONTACT US | LOG IN / REGISTER

JOB SEEKERS EMPLOYERS TRAINING/EDUCATION RESOURCES PROGRAMS

ENGINEERING

Zoom: 96

Manufacturing Engineer Manager

Manufacturing Engineer Career, Expert, Master

Entry-level Electrical Engineer

Entry-level Industrial Engineer

Entry-level Materials Engineer

Entry-level Mechanical Engineer

Investigate Other Tracks »

Back To Manufacturing Lattice

12:17 PM 10/14/2015

Click on a job title to research that occupation

Computer training

Basic Computer:

- Covers how to use a mouse, using a cursor, scroll, understanding links, Microsoft Word basics, save documents, copy and paste, printing, accessing Delaware JobLink and its resources, creating a G-Mail account.

Computer Workshop 2

- Job Search using the internet, how to apply for jobs online, how to complete your resume in JobLink

ALL FREE to you!



What Responsibilities Do You Have ?

- ✦ Register with DET
- ✦ Apply for Unemployment Insurance
- ✦ Meet UI work search requirement
- ✦ Maintain regular contact with DET for follow-up

<https://Joblink.Delaware.Gov>

For more information...

Please visit....

<https://Joblink.Delaware.Gov>

and

<https://UI.Delawareworks.com/>

Contact Information DET:

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<https://Joblink.Delaware.Gov>

Good Luck !

We Look Forward to Working With You!



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