

Reemployment Assistance

Benefit Rights

Information Handbook

2025 EDITION

FLORIDACOMMERCE

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Notice

This handbook explains your rights and responsibilities when you apply for and claim reemployment assistance benefits. If you don't understand it or have questions, call 833-352-7759 for help. Free interpretive services are available to answer your questions if you don't speak English.

You are responsible for understanding this information. You may be denied benefits if you don't follow the instructions in this handbook. If you knowingly break the rules, you could be denied benefits for committing fraud, which may lead to serious consequences, including civil and criminal penalties.



Reemployment Assistance (RA) Program Icons

Icons are used to help guide you along your journey through the Reemployment Assistance process. From applying for benefits to what to do next, and so much more; these icons will represent the different steps along your journey that you may take and categorize the important information that you need for each one of those steps. Here is the list of icons and the categories they represent:



Reemployment Assistance Reconnect Login

- Creating Reconnect login credentials
- Verifying through ID.me



Apply for Reemployment Assistance Benefits

- Initial claim filing
- Work registration



Preferences

- Language
- Correspondence type
- Payment method
- Income taxes
- Proactive notifications



Payment Information

- Requesting benefit payments
- Non-Payable waiting week requirement
- Reporting work and earnings
- Work search requirements
- Receipt of benefit payments
- Payment statuses
- Overpayments

Reemployment Assistance (RA) Program Icons



CareerSource Florida

- CareerSource Florida appointment



Eligibility Review

- Claim review for potential issues (Adjudication process)
- Fact-findings (Requests for additional information)



Ineligibility Options

- Reconsideration
- Appeal rights



End of Benefits

- Returning to work
- Exhaustion of claim
- Claim expiration



Fraud or Identity Theft

- RA fraud
- Identity theft



Resources

- RA Resource Center (FloridaJobs.org)
- RA Help Center
- RA FAQs
- RA guides
- RA informational or RA instructional videos



Resource: Language Assistance

ENGLISH

It is not necessary to use friends or family members for interpretative services. If you do not read or understand Spanish, English, or Creole, call 1-800-681-8102 for free translation assistance regarding your Reemployment Assistance claim.

SPANISH / ESPAÑOL

No es necesario depender de amigos o familiares para servicios interpretativos. Si no lee o entiende Inglés, llame al 1-800-204-2418 para asistencia de traducción gratuita en relación con su solicitud de Asistencia de Reempleo.

HAITIAN CREOLE / KREYÒL AYISYEN

Li pa nesèsè pou itilize zanmi oswa manm fanmi pou sèvis entèpretasyon yo. Si ou pa li oswa konprann anglè rele 1-800-204-2418 pou sèvis tradiksyon gratis konsènan reklamasyon Asistans Reyanbochaj ou.

FRENCH / FRANCAIS

Il n'est pas nécessaire d'utiliser des amis ou des membres de la famille pour des services d'interprétation. Si vous ne lisez ni ne comprenez l'anglais, veuillez composer le numéro de téléphone 1-800-681-8102 pour obtenir une traduction gratuite par rapport votre demande d'aide au réemploi.

ITALIAN / ITALIANO

Non è necessario utilizzare amici o familiari per servizi interpretativi. Se non legge o comprende l'inglese, chiamare il numero 1-800-681-8102 per assistenza gratuita alla traduzione a proposito della richiesta di reimpiego.

GERMAN / DEUTSCH

Es ist nicht notwendig, Freunde oder Familienmitglieder für interpretative Dienste zu verwenden. Falls Sie Deutsch nicht verstehen oder nicht lesen können, wenden Sie sich für eine kostenlose Übersetzungshilfe hinsichtlich Ihres Wiedereinstellungshilfsanspruchs an 1-800-681-8102.

SERBIAN / SRPSKI

Није неопходно користити пријатеље или чланове породице за услуге интерпретације. Ако не можете прочитати или разумјети енглески језик, позовите 1-800-681-8102 за бесплатну помоћ с пријеводом везано за ваш захтјев за помоћ при поновном запошљавању.

VIETNAMESE / TIẾNG VIỆT

Không cần phải sử dụng bạn bè hoặc thành viên gia đình cho dịch vụ thông dịch. Nếu quý vị không đọc hoặc hiểu được tiếng Anh, hãy gọi đến số 1-800-681-8102 để được hỗ trợ biên dịch miễn phí về đơn đề nghị Hỗ Trợ Tìm Việc Làm của quý vị.

RUSSIAN / РУССКИЙ

Нет необходимости использовать друзей или членов семьи для интерпретационных услуг. Если Вы не можете прочесть текст на английском языке или не понимаете английский язык, позвоните по номеру 1-800-681-8102, чтобы получить бесплатные услуги перевода в отношении Вашего заявления о помощи в получении новой работы при увольнении.

JAPANESE / 日本語

解釈サービスのために友人や家族を使う必要はありません。英語を読むことも理解することもできない場合は、お電話（1-800-681-8102）にてお問い合わせになり、再雇用支援の申し立てに関する無料の翻訳支援を受けてください。

CHINESE (TRADITIONAL) / 中國

沒有必要使用朋友或家人來提供口譯服務。如果您不閱讀或聽不懂西班牙語、英語或克里奧爾語，請致電 1-800-681-8102 獲取有關您的再就業援助申請的免費翻譯幫助。

CHINESE (SIMPLIFIED) / 中文

沒有必要使用朋友或家人來提供口譯服務。如果您不閱讀或聽不懂西班牙語、英語或克里奧爾語，請致電 1-800-681-8102 獲取有關您的再就業援助申請的免費翻譯幫助。

ARABIC / لغة ال عرب ية

ليس من الضروري استخدام الأصدقاء أو أفراد العائلة للحصول على خدمات تفسيرية. إذا كنت لا تقرأ أو تفهم الإسبانية أو الإنجليزية أو الكريولية، فاتصل بالرقم 1-800-681-8102 للحصول على مساعدة ترجمة مجانية بخصوص مطالبة ريمبلويمنت أسيسنانس

PERSIAN / FARSI

استفاده از دوستان یا اعضای خانواده برای خدمات تفسیری لازم نیست. اگر بخواید اسپانیایی، انگلیسی یا کریول را بخوانید و درک نکنید، به شماره 1-800-681-8102 برای کمک به ترجمه رایگان در مورد ادعای کمک به بازپرداخت کمک کنید.

Reemployment Assistance Program Overview

You may know the term “Unemployment Insurance,” which is a name used in many states. That type of help is called “Reemployment Assistance” in Florida. The main goal of Reemployment Assistance is to help you find employment. Reemployment Assistance provides benefit money along with job services at CareerSource Florida centers.

RA Program – **What it is:**

- Temporary, partial wage replacement for people who qualify and lost their job through no fault of their own
- Provided at no cost to the workers who receive the benefits

RA Program – **What it is not:**

- An automatic entitlement like Social Security benefits
- A temporary loan
- Based upon your home situation or personal need
- Intended to fully replace your previous income
- Funded by any deductions from wages you have earned
- Payment for disability or illness



Reemployment Services and Job Training at CareerSource Florida

Returning to Work

Reemployment Assistance provides benefit money while you look for a new job. We know you want to get back to work as soon as you can, and we encourage you to contact your local CareerSource Florida center. The staff at the center can help you find job opportunities and training for work.

To search for work, please visit: [EmployFlorida.com](https://www.employflorida.com). Our website is linked to many local, state, and national employment databases.

If you live in another state, go to [careeronestop.org](https://www.careeronestop.org) to find a Career One Stop in your area for assistance in locating job opportunities and training.

Can I get help finding a job?

Yes! Florida has free services to help you find job opportunities and training for work.

CareerSource Florida offices provides job training and employment services to connect employers to people who are looking for work. These career centers offer:

- Employment counseling
- Testing and assessment
- Job search workshops
- Referral to potential employers
- Job training assistance

Additionally, if you need access to a computer, fax machine, telephone, printer, or copier for applications and resumes, a CareerSource Florida office will help you.

Visit your local center today to get started on your job search. To find your local CareerSource Florida center, go to [CareerSourceFlorida.com](https://www.CareerSourceFlorida.com).





Reemployment Assistance Reconnect Login

FloridaCommerce provides secure access to the Reemployment Assistance system called Reconnect. To protect you and your personal information, FloridaCommerce has set up multi-factor authentication as part of the log in process. Multi-factor authentication is a common tool that is used to secure your sensitive and personal information for websites and software where you use two or more credentials to verify your identity for login. Multi-factor authentication adds more security to protect your information to help protect against identity theft.

You will also need to create an account with ID.me and use your account to verify your identity. ID.me is a company that keeps people's personal information safe and is a trusted partner of FloridaCommerce.

When creating your Reconnect login for the first time, there are several steps you will need to complete:

- **Enter a personal email address** – This email address:
 - cannot be used by anyone else filing for benefits, and
 - will be added to your Contact Information in Reconnect, replacing any other email address you have used with Reemployment Assistance.
- **Create a password** – It should NOT be:
 - Shared with anyone else,
 - Less than 12 characters long, or
 - Include your name, email address, birthdate, or anything easy to guess.
- **Select your preferred verification method for multi-factor authentication** – Your options include:
 - Authenticator App (the App will need to be installed and kept on your personal cell phone for use each time you login),
 - Text Message, or
 - Phone Call.

Creating your Reconnect login additional steps:

- **Create an ID.me account** (if you don't already have one) **and complete verification** – For more information, please review ID.me's guide: [How to Set Up and Protect Your ID.me Account](#).



Your RA Account password should be kept confidential. Sharing your password compromises your account security as you are responsible for improper or fraudulent activity.

For more information and step by step instructions concerning your Reconnect login, please review our [Guide for Accessing Reconnect](#) on FloridaJobs.org.



Apply for Reemployment Assistance Benefits

You will submit your application for Reemployment Assistance benefits in Reconnect. You can do this at [FloridaJobs.org](#).

Before you start your online application, you should get the following documents ready.

- Your Social Security number.
- Driver's license or State identification (ID) card or another ID that:
 - Was issued by a federal, state, or local government agency, or a school, and
 - Has your photograph, and other identifying information like your name, date of birth, sex, or address.
- Your job/employment history for the past 18 months, including:
 - Federal Employer Identification Number (FEIN - this number is on your W2 or 1099 tax form), if available.
 - Employer name(s).
 - Employer address(es).
 - Employer phone number(s).
 - Reason(s) for separation from your employer(s).
 - Your first and last day of work.
 - Gross earnings (pay before taxes are taken out).

If you are one of the following, make sure you have this additional information available:

- **Not a U.S. Citizen:** Alien Registration Number or other work authorization form
- **Military employee:** DD-214 Service 2 or Member 4 may be used
- **Federal employee:** SF-8 and SF-50, with W-2 previous tax year and/or a Leave and Earnings Statement
- **Union member:** Union name, hall number, and phone number

You establish a PIN and security questions during your first time filling an application for Reemployment Assistance benefits. You are required to use a 4-digit PIN to access your claim information through the automated phone system 1-833-352-7759 and the Reemployment Assistance ChatBot on [FloridaJobs.org](https://www.floridajobs.org).



Preferences: Payment Method

During the application process, you will have the opportunity to select your preferred method of payment. You have two options:

Option 1: Debit Card – the Florida Way2Go MasterCard™

Option 2: Direct Deposit – Your personal account (Checking or Savings or Prepaid card)

Way2Go Card:



You may change your payment method option at any time:

1. Log in to Reconnect.
2. Find the **Payment Method** preference in the lower right section of the Dashboard screen.
3. Click **Change** to edit your payment method.

You can reach the Way2Go automated service line toll-free at 1-833-888-2780. For callers outside the United States, call collect at 1-210-334-6615. Fees may apply when speaking with a GoProgram customer service representative.

Note: You can check your card balance for free, review the fee schedule and other program details at GoProgram.com.



Preferences: Income Taxes

RA benefits are taxable income. You may choose to withhold income taxes in the application. If you do, we will withhold 10 percent of the benefits paid for each week.

You may change your tax withholding option at any time:

1. Log in to Reconnect.
2. Find the **Tax Withholding** preference in the lower right section of the Dashboard screen.
3. Click **Change** to select **yes** or **no** to tax withholdings.

You may also change your tax withholding option through the automated phone system 1-833-352-7759 and the Reemployment Assistance ChatBot on FloridaJobs.org.

Per Section 443.151 Florida Statutes, you can only change your tax withholding option two times in a calendar year.

We will send you a document (Form 1099-G) at the end of January every year. This document will show how much money was deducted and withheld during the previous calendar year.



It is important that you keep your mailing or email address on your claim current so that the Form 1099-G will be sent to the correct address, based on your preferred method of contact.



Preferences: Proactive Notifications

You can register for notifications that let you know of important steps in your claim process. While filing your application, you will be given the option to opt-in for proactive notifications. You can receive these notifications by email, text, or voice. Here are some examples of what you could receive:

- Reminder when to request benefit payments.
- Notification of important documentation sent to you.
- Payment confirmation details.



Preferences: Receiving Correspondence

You can choose how Reemployment Assistance sends documents to you. While filing your application you can choose to receive electronic or U.S. Mail correspondence. We will always provide a copy of all documents in Reconnect on the Documents screen.

- If you choose electronic correspondence, we will send you an email about new correspondence in Reconnect. You will need to log in and select Documents from the menu to see the correspondence.
- You must keep your U.S. mail or email address current.

You may change your address or email at any time:

1. Log in to Reconnect.
2. Find and select the **Contact Information** tab in the middle of the Dashboard screen.
3. Click **Change** to make any updates.

Some documents require a response. If you do not respond on time, you might not receive benefits.



After Applying for Benefits (Checklist)

You may be required to complete additional items. You can use the checklist below to track your progress. There is more information about these topics on the following pages:

[Review your notice of monetary determination](#)

This notice will tell you if you earned enough wages to qualify for a claim. It provides details on the amount of benefits you can receive per week, for how long, and your wage history (we use that history to establish your claim).

[Complete fact-findings received as soon as possible](#)

After you submit your application, we will start your eligibility review and may have more questions for you. We will send those questions to you in a “fact-finding” questionnaire. You might receive multiple fact-findings – please look often!

[Complete work registration with Employ Florida](#)

You are required to register with [Employ Florida](#). Employ Florida is a free state-wide online resource for job listings, education and training opportunities, career building assistance and much more. When creating (or updating) your profile, you must provide a valid email address, complete background history, and upload or create a current resume.

[Complete work search requirements](#)

You are required to provide five work search contacts for every week of benefits you request. Report these contacts during your biweekly request for benefits.

(Checklist is continued on next page.)

- [Request benefit payments](#)

You are scheduled to return to your Reconnect account every two weeks and request your benefit payment. This submits your request for payment during the weeks you are unemployed, even when your claim is pending for review.
- [Report work and earnings](#)

You must tell us about all earnings for any work you did during each week you are requesting, even if you haven't been paid.
- [Attend your appointment with your local CareerSource Florida center](#)

If you are unemployed for several weeks, you may be scheduled for an appointment with CareerSource Florida. If you are, you will be notified by mail of the date, time, and location for your appointment.





Review Your Monetary Determination

When you complete your Reemployment Assistance application, we will review your wage history as the first part of the process to determine eligibility. The review of your wage history may take several business days to process, and you may experience a delay if we need to request your wage information because of one or more of the following:

- You worked for an employer in another state.
- You worked for the Federal government (supporting documents – SF-8 and SF-50, with W-2 previous tax year and/or a Leave and Earnings Statement).
- You were on active duty in the military (supporting documents – DD-214 Service 2 or Member 4 may be used).

For federal government or military wages, please fax supporting documents to 850-617-0442.

When we have completed the review, we will post your Monetary Determination in Reconnect on the Documents screen and also mail it to you if you chose that method of correspondence.

The Monetary Determination will tell you:

- How your total Benefit Amount is determined.
- Your Weekly Benefit Amount (WBA), which is the amount of money you can get each week.
- Your Maximum Benefit Amount (MBA), which is the maximum amount of money you can get in the Benefit Year.
- Your Benefit Year End date, which is approximately one year from the date you submitted your application.

Report errors on the Monetary Determination by requesting a monetary reconsideration. Please refer to the back, or page 2, of the Monetary Determination for instructions on requesting reconsideration in Reconnect or visit the [Reemployment Assistance Help Center](#).



You must tell us about errors within 20 days of the distribution date of your Monetary Determination. After 20 days, our determination will be final, and you cannot change it.



Fact-Finding

When we review your claim, we might have questions for you. We will send you a fact-finding questionnaire for every issue that might affect your claim.

You will usually complete fact-finding forms when you apply for benefits, or when you request benefit payments, but we might have questions for you at any time. Please check the Documents screen in Reconnect regularly for any incomplete or new fact-findings.

Respond to fact-findings as soon as you can and be as accurate and detailed as possible.



Be sure to complete each fact-finding by the due date on the form. If your fact-finding response is late, it could delay your claim or result in an incorrect determination.

Fact-finding can take several weeks to complete. This is part of the adjudication process and the ongoing review of your eligibility for benefits.



Work Registration with Employ Florida

Most people who apply for Reemployment Assistance must complete work registration with Employ Florida. You can go to [EmployFlorida.com](https://www.employflorida.com) and create your personal profile. If you complete your Reemployment Assistance application before you register with Employ Florida, you will have a partial registration. You can access your registration from Reconnect – log in, then select the Work Registration Information tab in the middle of the Dashboard screen.

When you register with Employ Florida or update your profile, make sure you:

- Provide a **valid email address**.
- **Complete the background history**.
- Upload or **create a current resume**.

There are [step-by-step instructions on the website](#) to help you.

If you do not complete the full work registration, you might not receive any benefit money – so it is very important!

You are **exempt** from the work registration (you do not have to register) if you:

- Are not able to complete the online registration because you cannot read, understand, or write in English, Spanish, or Creole well enough to use a computer.

- Have a physical or mental disability.
- Do not currently live in Florida.
- Are on a temporary layoff, which will not be longer than eight (8) consecutive weeks since your last day of work.
- Are a union member, and normally find work through your union hiring hall.
- Are part of an approved Short Time Compensation plan.
- Are legally prohibited from using a computer.



Work Search Requirements

You must continue to look for work while you receive Reemployment Assistance benefits. You must tell us about your work search activities.

Your weekly activities must include:

- Contacts with prospective employers,
or
- Meeting with a representative at your local CareerSource Florida center.

Contacts with Prospective Employers

If you live in a **county with more than 75,000 people**, you must contact **at least five (5)** prospective employers every week.

If you live in a **county with 75,000 people or fewer**, you must contact **at least three (3)** prospective employers every week. To look up how many work searches you are required to complete each week, select the Required Weekly Work Search tab in the middle of the Dashboard screen

When you tell us about your contacts with employers, you must tell us:

- The date of each contact,
- The name of the contact (a prospective employer, an agency, a website, etc.),
- The method of contact (in person, online, phone, etc.),
- The telephone number, website name (URL), physical address, or email address,
- The type of work you were looking for, and
- The result of each contact.

Meeting With a Representative at Your Local CareerSource Florida Center

You can make an in-person visit to your local CareerSource Florida center and meet with a representative for a qualifying service. The representative can help you with resources and other assistance for your job search. Go to [CareerSourceFlorida.com](https://www.careersourceflorida.com) to find your closest location. Get more information about services in the [Work Search Requirements Guide](#).

Request Benefit Payments

Plan to log in to your Reconnect account every two (2) weeks to request your benefit payment. It is important that you submit a request for payment within seven (7) days of your scheduled date. You should do this regardless of the status of your claim. **We cannot send you any benefit money if you do not request it on time.**



Also, if you do not complete your full work registration before requesting benefit payment, your benefits may be delayed or denied.

We will send you reminders about requesting your benefit payment. You can see your next scheduled request date:

- On your Reconnect Dashboard in the Request Benefit Payment tile.
- Via proactive notifications (text message, email, or call).

When you request your benefits, we will ask you questions about:

- Your availability for work.
- Your work search contacts.
- Any work you did that week.
- Any money you earned that week.

To receive benefits, you must meet all availability and work search requirements each week. You will not receive any benefits if you do not meet the requirements, make a false statement, or misrepresent facts. You will have to repay any benefits you received that you should not have received.

Waiting Week Requirement – No Benefits Paid in First Week

The Waiting Week is the first week of your claim that you meet eligibility requirements. By state law, you are not paid for this required waiting week at any point and no money is deducted from your benefit limit. You will still be required to claim the waiting week as your first eligible week and provide your work search contacts.



Reporting Work and Earnings

When you request benefit payments, you must report all your work, and the pay you earn every week, even if you have not been paid yet. If you do not report all your earnings, that can be considered fraud and your benefits could be denied.

You must report your gross pay (before tax or other deductions are taken out). If you earn more in a week than your weekly benefit amount, you will not get benefits that week.

If your Reemployment Assistance benefits are based on full-time work, and you accept part-time work, you might be eligible for full or partial benefits. You must also keep looking for full-time work.



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

Important things to know:

- A claim week for Reemployment Assistance starts on Sunday and ends on Saturday.
- Report the employer information and dates worked when you request benefit payment.
- Report the gross income earned each week when you worked and not in the week you were paid. Gross income is your total weekly earnings which include taxes and other deductions.
- Report all your earnings for the work you do during the week you earned the money. This includes:
 - Any number of hours – one hour, one day, or more.
 - Self-employment.
 - All tips and gratuities.
 - A paid training or job orientation.
- If your employment doesn't follow a regular pay schedule, such as a commission job, report your earnings in the week you were paid.
- If your part-time earnings are less than your weekly benefit amount, you may receive a full or partial benefits for that week.



If you do not report all your work and earnings, we may determine that you have a fraudulent overpayment. Reemployment Assistance fraud is

a third-degree felony and could be prosecuted by the State Attorney's office.

If you have questions about accurately reporting your work and earnings, contact us for help: **1-833-FL-APPLY (1-833-352-7759)**.



CareerSource Appointment

After you have received benefit money for several weeks, you may be scheduled for an appointment with your local CareerSource Florida center. The CareerSource Florida staff will tell you about the resources at the center, and help you complete your plan for returning to work.

These are the steps to complete your appointment:

Step 1. You receive an appointment notice by U.S. Mail – make sure your address is correct in your [EmployFlorida.com](https://www.employflorida.com) account. The notice will tell you the date, time, and location of your appointment.

Step 2. You attend your appointment as scheduled.

Please:

- Dress in business casual clothes.
- Arrive on time.
- Bring your resume if you have one.

Step 3. You complete any follow-up activities - This will help you meet the requirements of the program, keep your benefit eligibility, and help you find a new job.

Follow-up might be:

- Agreements with your local CareerSource Florida center.
- Fact-findings in Reconnect.

If you cannot go to your appointment, contact your local CareerSource Florida center before your appointment to see if they are able to reschedule. If you miss your appointment, please do not contact the CareerSource Florida center. You will receive a fact-finding in Reconnect to review your missed appointment. This review may potentially delay or deny your benefits.





Payment Status

To get automated information about your claim, such as the last date you received benefit money and how much you received, use one of the options listed below.

Option 1: Use your Reconnect account.

1. Log in to Reconnect.
2. Select **Payments** from the menu.

Option 2: Call 1-833-FL-APPLY (1-833-352-7759) and follow the prompts to login for specific information about your claim or use the Reemployment Assistance ChatBot on [FloridaJobs.org](https://www.floridajobs.org).

Option 3: Sign up for Proactive Notifications.

1. Log in to Reconnect.
2. Find the Proactive Notifications preference in the lower right section of the Dashboard screen.
3. Click **Change** to select the notification(s) you want to get: email, text message, or voicemail.

Deductions that may affect your payments:

Part-time Earnings

If you work part-time, your part-time earnings will be deducted from your weekly benefit amount. The first \$58 you earn in a week is exempt (not counted) from the deduction amount.

You will be eligible for the difference (the amount of money left over after the deduction). You must always report your gross earnings each week.

Example:

- ❖ Mark's weekly benefit amount is \$275.
- ❖ He reports that he earned \$100 this week.
- ❖ The first \$58 Mark earned is exempt from the deduction amount, so his deduction amount this week is \$42 (\$100 - \$58).
- ❖ Reconnect subtracts his deduction amount (\$42) from his weekly benefit amount (\$275).
- ❖ $\$275 - \$42 = \$233$
- ❖ Mark will be eligible for \$233 this week.

If you work less than full time and earn less than your weekly unemployment benefit amount in any week, you can continue to file for Reemployment Assistance. You can be eligible for partial benefit if you are eligible in all other ways.

If your earnings are equal to, or more than, your weekly benefit amount, or if you work 32 hours or more in a week, you will not get any payment or waiting week credit for that week.

Child support

If you owe someone child support money, FloridaCommerce may have to withhold some of your weekly benefit money. If you have questions about the amount FloridaCommerce withholds, contact your local Department of Social and Health Services, Division of Child Support.

FloridaCommerce cannot refund benefit money that we withhold for child support.



Eligibility Issues That May Affect Your Claim

To get Reemployment Assistance, you **must**:

1. Be unemployed through no fault of your own, and
2. Be able to work, and
3. Be available for work.

If there is a question about one of these requirements, we will check your claim to determine your eligibility. This is called the adjudication process.

When FloridaCommerce receives information regarding your claim that requires review:

- Your claim will be referred to an adjudicator for further review.
- You may be contacted for additional information by telephone, email, mail, or a fact-finding on your Documents screen in Reconnect.
- A separate determination will be made for each issue that can affect your claim.
- You must request benefits as scheduled even if your claim is under review. If you do not request benefits on time, you will lose your benefits for those weeks.

When the review is complete, we will send you a written determination by the communication method you selected. This will tell you your eligibility status.

If **you are eligible on all issues**, you will receive benefit payments for any weeks that you requested.

If **you are not eligible**, the determination will explain the reason for the denial, and tell you what rights you have to appeal.

If you disagree with a determination that denies you benefits:

- The determination can be redetermined if you have **new** and **substantial** information about the issue.
- The disqualification can be ended if the ineligibility no longer exists.
Example: If you were disqualified for not being able to work because of an injury, and a doctor has now cleared you to work, you can request to end the disqualification.
- You can ask for an appeal hearing.

Below are examples of various eligibility issues that could result in disqualifying determinations:

Quit Issues – Failure to show a good reason for leaving the job.

Discharge Issues – Behaving in a way harmful to the business that led to a discharge.

Severance and Other Payment Issues – Forms of payment that affect eligibility for Reemployment Assistance.

Ability and Availability Issues – Life situations that prevent looking for and accepting work for most of the week.



Appeal Rights

If we issue a determination to deny you benefits, you may appeal that determination (ask for it to be reviewed and changed). You can do this by requesting an appeal hearing, which will be conducted by a referee from the Office of Appeals. If a determination involving an employer is made in your favor, the employer has the same rights. You must request an appeal hearing within **20 calendar days** after the distributed date of our determination.

You have three options for requesting an appeal hearing:

Option 1: Request an appeal hearing through the [Reemployment Assistance Help Center](#) at FloridaJobs.org.

1. Select **I am a Claimant**.
2. Select **Appeals Assistance**.
3. Select **How do I file an appeal on my Reemployment Assistance claim**.
4. Select the filing method you prefer.

Option 2: Request an appeal hearing using Reconnect.

1. Log in to Reconnect.
2. Select **Eligibility** from the menu.
3. Click **Details icon** for the determination you want to appeal.
4. After you view the determination, you will see the option to appeal

Option 3: Request an appeal in writing, using a Notice of Appeal Form.

Go to the [Reemployment Assistance Help Center](#) or [Form Directory](#) at FloridaJobs.org.

Your date of filing will not always be the date you sent it. The date will be:

- The postmark date (if you mail your appeal).
- The “received” date stamp (if you fax your appeal).
- The date your request was received in the Reemployment Assistance Help Center or Reconnect (if you file online).

When we process your request, we will mail you:

- A [Benefits Hearing Appeals Pamphlet](#) with more information about the procedures for your hearing, and
- A **Notice of Hearing**, with the date and time of the hearing, what will be discussed at the hearing, and other appeal information.

When the appeal hearing is complete, we will send you the decision by mail.





End of Benefits

If you collect Reemployment Assistance benefits and you meet the requirements, your claim can end in one of three (3) ways.

You Return to Work

Congratulations on your new job! The next steps are usually easy. When you are hired:

1. Tell us that you have been hired when you report your work search activities during your request for benefits.
2. Complete any fact-finding we may send you.
3. Request benefits for the weeks when you were still unemployed. If you start work, make sure you report your earnings.
4. You have completed your Reemployment Assistance journey!

Sometimes returning to work is more complex. Here are some examples:

SITUATION: You have a new job, and your start date is within the next six (6) weeks.

ACTION: You should continue to request benefits, but you do not need to provide work searches.

SITUATION: You will start back at work with your previous employer, and your start date is within the next eight (8) weeks.

ACTION: You should continue to request benefits, but you do not need to provide work searches.

SITUATION: You have a new part-time job.

ACTION: You might be eligible to continue to get full or partial benefits if your weekly earnings are less than your weeks benefit amount. Make sure you report your work and earnings when you request benefits.

You Exhaust Your Benefits

When we issue your monetary determination, at the start of your benefits claim, we will tell you your maximum benefit amount for the claim. If you get this maximum amount of money before your benefit year ends, you cannot collect or file for benefits for the rest of your benefits year. We say that your claim for this benefits year is “exhausted.” You can file a new claim after your benefit year end date.

There are other types of help available if your Reemployment Assistance benefits are exhausted. You can get more information at www.usa.gov, or you can dial 2-1-1 on your phone to speak to a person at your local United Way.

Your Claim Expires

Reemployment Assistance claims start the Sunday of the week you filed your claim and expire one year from then. In that year, it is the only claim you can get benefits from. You cannot file a new claim until after the end of your benefit year.

If you are collecting benefits when your claim expires, you can file a new claim, and see if we determine that you are eligible to continue receiving benefits from the new claim. To re-qualify, you must have worked since the beginning of your last benefit year and earned at least three (3) times your new weekly benefit amount.



Reporting Identity Fraud or Reemployment Assistance Fraud

Identity Fraud

Identity fraud is when one person uses another person’s information without their knowledge or consent and pretends to be that person. Identity fraud can include wages, employment information, credit cards, and mail fraud.

Signs of Reemployment Assistance identity fraud:

- You see changes in Reconnect or your other accounts (examples: changes to your phone number, address, or payment method) that you did not authorize.
- You have never filed for Reemployment Assistance benefits, but:
 - You get a Florida Way2Go debit card in the mail, or
 - You get an IRS 1099-G tax form.

- You try to file a Reemployment Assistance claim but cannot because your Social Security number is already being used on a claim you didn't file.
- Your employer gets a request for separation information about why you left your job, but you did not leave your job and you have not filed for Reemployment Assistance.

These are some possible signs of identity fraud. If any of these happen to you, please report it to us. Go to the [Reemployment Assistance Help Center](#) to start your report.

Reemployment Assistance Fraud

Reemployment Assistance fraud is when you knowingly include false information in your application, or leave out information from your claim, so that you can get benefits.

It is fraud if you do any of these things:

- Include false information in your application.
- Decide to leave out information from your application.
- Work while receiving benefits but do not report that work.
- Earn money while receiving benefits but do not report that money.
- Report that you are able and available to work, or looking for work, when you are not.
- File a claim under another person's name, Social Security number, or employment information without their knowledge or consent.
- File a claim for someone who is incarcerated.

Reemployment Assistance fraud is a crime. Penalties for fraud are very serious.

The penalties could include:

- Up to five years in prison for each offense.
- Up to a \$5,000 fine for each offense.
- Paying back all the money you got because of the fraud, plus an extra 15 percent.
- Not being allowed to get Reemployment Assistance benefits in the future and until you pay back the money.
- Your federal income tax refunds being taken to pay back the money.

- FloridaCommerce referring your case to the State Attorney for prosecution, which can result in a charge of grand theft, or a misdemeanor.

If you think you know about a case of Reemployment Assistance fraud, think someone is fraudulently using your identity, or if you are an employer and you think someone is committing benefits fraud, please report it to us immediately. Go to the [Reemployment Assistance Help Center](#) to start your report.



Overpayments

A Reemployment Assistance overpayment is when someone gets more benefit money than they were eligible for. There are multiple ways an overpayment can happen, including an ineligible determination or decision, technical errors, or other circumstances.

If FloridaCommerce determines that you received an overpayment, we will send you a notice to tell you. You will have to repay the extra money you received, including any income taxes that were withheld. If you disagree, and you think there was no overpayment, you have the right to file an appeal.

There are two (2) types of overpayments:

Non-fraud Overpayments

If you received an overpayment because of something that was unintentional or unexpected, then the overpayment is non-fraud. This means you did not intend to get benefits you were not eligible to receive. For example, you received benefits, but then the employer appealed the determination, and it was determined that you were not eligible.

Fraud Overpayments

The most common fraud overpayment is when someone does not tell the truth – they might make false statements, leave out important information, or not include all the facts. This is a serious crime and means you intended to get benefits when you knew you were not eligible or entitled to receive them.

For more information, please review [Overpayments](#) on FloridaJobs.org.



Equal Opportunity Rights

As a recipient of federal financial assistance, it is against the law for this department to discriminate on the following bases:

- Against any individual in the United States based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief.

- Against any beneficiary of, or participant in, programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA).
- Against any individual in the United States based on the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

This department must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity.
- Providing opportunities in, or treating any person with regards to, such a program or activity.
- Making employment decisions in the administration of, or in connection with, such a program or activity.

Discrimination Complaints

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Office for Civil Rights (OCR)

FloridaCommerce
Caldwell Building - MSC 150
107 East Madison Street
Tallahassee, Florida 32399-4129
Phone: 850-921-3205
Fax: 850-921-3122
Email: Civil.Rights@commerce.fl.gov

The Director

Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210
Phone: 1-866-487-2365
Email: CivilRightsCenter@dol.gov



Reemployment Assistance (RA) Claimant Journey Map

