

WORK SEARCH REQUIREMENTS AND JOB SEARCH ASSISTANCE

Unemployment Insurance claimants are required to register and create an account at www.jobs.state.nm.us within 14 days of filing an initial claim. You can also visit a New Mexico Workforce Connection Center, and an Employment Representative can assist you with the registration process.

New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.

If you are requesting to certify for your weekly benefits, you are required to report your work search contacts at the time that you certify. Unless exempted by the department, you are required to make a minimum of two different work search contacts every week to qualify for benefits. You will need to report the date of your contact information (such as a phone number or web address), and what the result of your contact was. Please have this information readily available at the time you certify or your benefits may be delayed.

Date of Contact	Type Of Work	Employer/ Agency Name	Percent contacted on Worksheet 1B:	Contact Type	Outcome of Work Inquiry
				1 Email	C Applied
				2 No Decision	C
				3 Mail	C Used
				4 In Person	C Not Working
				5 Phone	C Pending
				6 Other	C Interviewed
				7 Collier	C Interviewed
				8 Accurate	C Interviewed
					C No Response (Case Set)
					C No Response (Case Set) <i>Not Working</i>
				1 Email	C Applied
				2 No Decision	C
				3 Mail	C Used
				4 In Person	C Not Working
				5 Phone	C Pending
				6 Other	C Interviewed
				7 Collier	C Interviewed
				8 Accurate	C Interviewed
					C No Response (Case Set)
					C No Response (Case Set) <i>Not Working</i>
				1 Email	C Applied
				2 No Decision	C
				3 Mail	C Used
				4 In Person	C Not Working
				5 Phone	C Pending
				6 Other	C Interviewed
				7 Collier	C Interviewed
				8 Accurate	C Interviewed
					C No Response (Case Set)
					C No Response (Case Set) <i>Not Working</i>

Job seeker assistance is available at the local Workforce Connection Centers across the state. To find a local Workforce Connection Center near you, visit www.dws.state.nm.us and click on the “Office Locations” at the top of the page.

Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources. Visit www.jobs.state.nm.us and register a username and password to begin using this valuable and convenient service.



EXAMPLES OF UI FRAUD

- An individual returns to work but continues to collect UI benefits.
- An individual works a part-time job but does not report his or her earnings to the state, thereby collecting more benefits than he or she is allowed.
- An individual performs temporary work while collecting UI benefits but does not report the earnings when filing his or her weekly claim.
- An individual holds back information or gives false information to the New Mexico Department of Workforce Solutions.

WHAT ARE THE CONSEQUENCES?

People who commit UI fraud face serious penalties, including:

- Prosecution by government authorities
- Possible jail or prison sentences
- Liens placed on property
- Forced repayment of improperly collected UI benefits – plus penalties and fines
- Garnished wages
- Forfeiture of future income tax refunds
- Ineligibility to collect UI benefits in the future

**To report UI fraud, please call
505-24-FRAUD
(505-243-7283)**

If you think you have committed UI fraud, call the New Mexico Department of Workforce Solutions immediately at 1-877-664-6984. A Customer Service Agent will listen to you and help you address the issue.



Twitter: www.twitter.com/nmdws



YouTube: www.youtube.com/nmdws



Instagram: www.instagram.com/nmdws



Unemployment Insurance

How to File an Unemployment Insurance Claim



WWW.DWS.STATE.NM.US
1-877-664-6984

WHAT IS UNEMPLOYMENT INSURANCE?

Unemployment Insurance (UI) benefit payments are intended to provide temporary financial assistance to unemployed workers who are unemployed through no fault of their own. Each state sets its own additional requirements for eligibility, benefit amounts, and length of time benefits can be paid.

WHAT YOU WILL NEED TO FILE

To determine if you are eligible to receive benefits, you will be asked a variety of questions, such as information about your past employers and the reason you are out of work.

To ensure your claim is filed as quickly as possible, you should have the following information ready before you file your claim:

- Social Security Number
- Mailing address and phone number(s) of employer(s) you worked for in the last 18 months
- The starting and ending dates of your last job (or jobs if you had more than one employer in the last 18 months)
- If non-citizen, have your alien registration number and expiration date
- If you worked during the week you are filing your claim, be sure you know the gross amount (total dollars and cents before any deductions) of your pay before filing
- Pencil and paper to write down questions and instructions

Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.

More information on Unemployment Insurance can be found at
www.dws.state.nm.us

ONLINE

You can file your new Unemployment Insurance claim online at www.jobs.state.nm.us. All individuals applying for and receiving UI benefits are required to log in to the New Mexico Workforce Connection Online System (www.jobs.state.nm.us) **first** in order to access the UI Tax & Claims System. After logging in to www.jobs.state.nm.us, click on "Unemployment Insurance" under the "Quick Menu" on the left-hand side of the screen. You will then log in to the UI Tax & Claims System. UI claimants are required to maintain usernames and passwords for both the online jobs system (www.jobs.state.nm.us) and the UI Tax & Claims System. The online UI Tax & Claims System is available from 4 a.m. to 9 p.m., Sunday through Friday. The system is not available on Saturdays, which serves as a maintenance day. Please allow at least 30 minutes to file an online claim

TOLL-FREE NUMBER

You can also file by phone by calling 1-877-NM-4-MYUI (1-877-664-6984). After following the automated prompts, your call will be transferred to a Customer Service Agent (CSA) who will complete your claim. Our UI Operations Center is open from 8am-4:30pm, Monday – Friday.

WHEN TO FILE

You should apply for benefits as soon as you are unemployed or your hours are reduced. Your claim will be effective on the Sunday of the week you file. All claims have a one-week, unpaid waiting period.

BENEFIT AMOUNT AND LENGTH OF TIME

For calendar year 2017, you can receive a minimum of \$79 to a maximum of \$425 per week for up to 26 weeks depending on your past quarterly earnings. Additional benefit weeks may be available dependent on funding by the Federal Government.

WHAT HAPPENS AFTER YOU FILE YOUR CLAIM?

Once your claim is submitted, you will be sent a *Notice of Initial Determination* which provides you with the following information:

- Your weekly and maximum benefit amounts
- The beginning date of your claim
- Your wages that are to be used for computing for UI claims benefits
- The amounts of wages reported by each employer during each of the four specific quarters that are used for compilation of UI benefits

You must certify weekly in order to receive benefits. The first week you certify on a new claim is your 'waiting week.' No payment will be issued for this week. You can certify online at www.jobs.state.nm.us Sunday through Friday from 4am – 9pm. You can also certify by calling the UI Operations Center at **1-877-NM-4-MYUI (1-877-664-6984)** Monday through Friday from 8am – 4:30 pm, and speaking to a Customer Service Agent.

If there is an issue surrounding the reason of separation from your employer or Unemployment Insurance eligibility requirements, your claim may require adjudication. The adjudication unit will collect all necessary information about your claim, including your and your former employer's statements, and a determination on your claim will be issued within 4-6 weeks.

If you have an outstanding issue or have filed an appeal, you may be able to continue to certify weekly until a determination is sent to you depending on the specific issues on your claim. If you are cleared for benefits, you will be paid for all weeks certified (except for the 'waiting week'). However, please note that if a determination is issued or an appeal is decided not in your favor, you will be required to pay back any overpayments that may have occurred.