Instruction Guide for Claimants

Completing a Work Search Questionnaire





Questions & Answers

What is a Work Search Online Interview Notice?

This is a notice you will receive when you have not completed a work search activity for a particular week for which you have filed for unemployment insurance benefits.

What should you do when you receive one of these notices?

The notice will instruct you to login to your ReEmployME portal account to complete the online questionnaire. The same place you login to file your Weekly Claims.

Why are you being asked to complete an interview questionnaire online?

We hope that by providing you with an online interview questionnaire we are able to provide you with the flexibility to answer these questions when it is convenient for you. It can also lessen the wait time for us to process your decision.

Questions & Answers

Are you required to complete this online?

No, you are not required to complete this online. However, it is the method we recommend to assist in addressing this issue as soon as possible for you.

What are your options if you cannot or do not want to complete this interview questionnaire online?

<u>Option 1</u>: Login as the letter instructs you to and answer <u>**No**</u> to Question 1 to have a telephone Fact-Finding Interview scheduled.

<u>Option 2</u>: You can call our Call Center and one of our Eligibility Agents can assist you with completing the interview questionnaire over the phone.

<u>Option 3</u>: If you do not respond to the Work Search Online Interview Notice after 14days, a telephone Fact-Finding Interview will be automatically scheduled.

Questions & Answers

How can I access the interview questionnaire on my computer?

To complete your *Work Search Online Interview* questionnaire, go to the Maine.gov website, at <u>www.maine.gov/reemployme</u> and select *Work Search Online Interview* from the option menu.

The next pages will provide you with step-by-step instructions of how to access and complete the Work Search Online Interview Questionnaire.





Step-by-Step Instructions

Complete the Work Search Online Interview Questionnaire

- <u>Step 1: Review</u> <u>your Work</u> <u>Search Online</u> <u>Interview</u> <u>Notice</u>
- Locate the website address of the Work Search Online Interview Questionnaire
- Locate your unique Authorization Code

MAINE DEPARTMENT FOR LABOR	MAINE DEPARTMEN Bureau of Unemploymer Work Search Online In	F OF LABOR t Compensation terview Notice	ŵ
Date Mailed: 12/24/202)		
	CLAIMANT INFORM	IATION	
Claimant Name:		Claima	ant SSN:
Benefit Year: 12/05/20	1		Claimant ID:
Why are you receiving	this notice?		
For the week(s) ending the work search activity for unemployment bene	12/19/2020, you indicated that you did not do a work s you listed on your weekly certification. Conducting a v its.	earch activity, or the Department needs mo ork search or related activities is required	ore information about in order to be eligible
What do you need to	now?		
This is an opportunity for provide will be used to will receive a written de appeal the decision.	r you to explain in more detail the reason why you did ecide if you were eligible for benefits for the week(s) i ision. If you have already been paid benefits for the w	not do a work search or related activities. nding 12/19/2020. If you are found ineligib eek(s), you may have to repay them. You I	The information you le for benefits you have the right to
What are the next ste	s?		
You can provide the inf	rmation online by doing one of the following:		
1. Go to www.maine.	ov/reemployme		
2. Click the Work Sea	h Online Interview Link		
3. Enter Authorization	code and other requested information and cl	ck Next	
 Select the week(s) multiple weeks are 	n which the work search issue was detected, complet sted.	e the questionnaire and click Submit. Repe	at as needed if
or			
1. Go to www.maine.	ov/reemployme		
2. Click on Claimant L	gin and enter the required information		
3. Click the Online Inte	view – Work Search		
 Select the week(s) multiple weeks are 	n which the work search issue was detected, complet sted.	e the questionnaire and click Submit. Repe	at as needed if
Thank you.			

Step 2: Navigate to ReEmployME website

• Enter <u>www.maine.gov/reemployme</u> into your web browser

New Tab	× +	- 0 X	
$\leftrightarrow \rightarrow c$	S www.maine.gov/reemployme	θ:	

Step 3: Select Work Search Online Interview



Step 4: Enter your Social Security Number and Authorization Code. Then select Next.

elcome	
Work Search Online Interview	VC-678
* Required Information	
Enter your SSN and Authorization Code to proceed with the e-adjudication process to address your work search activities per the notification received. The individual week(s) under review will display after you click Next.	
1. * Claimant SSN	
2. Autionzation code	
I'm not a robot	
Privacy - Terms	
Select this checkbox.	

Note: You may also access the Work Search Online Interview Questionnaire if you have already logged into ReEmployMe as a claimant.

- There are two ways to access the Work Search Online Interview Questionnaire if you have already logged into ReEmployMe as a claimant:
 - 1. Select Online Interview in the Quick Links column
 - 2. Select the Online Interview tab in the top menu, then select Work Search

REEMPLOY ME Unemployment System Alliance Partner	MAINE DRAGOMINISTEOR LABOR Junus of Unerplayment Congregative	Home Log out
Unemployment Claim Weekly Certification Update Address Benefit Maintenance	e Inquiry Correspondences File App	eal View & Print 1099
Provide PUA Proof of Earnings Online Interview *		
Work Search	Claim I Weekly Certification Status	
 Attention: Claimants receiving Extended Benefits (EB) - The week ending 11/14/2020 is the last payable week for EB because Maine is no longer eligible for the program based on current unemployment rates. Please check the email you have on file with ReEmployME for an email from MDOL, which contains important details on how this may affect you. ATTENTION: We have been made aware, bad actors are logging into unemployment accounts across the country and changing payment accounts. To ensure this doesn't happen to you, go to Benefits Maintenance > Payment Options and verify your payment information is correct. Also, click on the link in Benefits Maintenance to verify your email address. After verifying your email, we recommend you change your password to one that you are not using in any other online system. Starting October 4, Work Search Related Activities will be required to continue to qualify for weekly unemployment benefits. This requirement is the same no matter which unemployment program you are receiving unemployment benefits from. For a list of work search related activities visit https://www.maine.gov/unemployment/faq/worksearch/index.shtml for details. 	 Your Claim Period: 11/15/2020 to 11/14/2021 Maximum Weekly Benefits: \$272.00 Total Amount of Benefits for Your Claim Period: \$2702.00 Remaining Balance of Benefits: \$6800.00 Your weekly certification for 11/21/2020 was used as your waiting period for the current claim period and will not be paid. 	 Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099 Provide PUA Proof of Earnings Online Interview

<u>Step 5: Select one week from the list of</u> <u>Pending Fact Finding weeks. Then select Next.</u>

• <u>There may be more than one week displayed</u>. You must complete the questionnaire for each week one at a time. Once you have finished one week, you may return to complete the questionnaire for the next week.



<u>Step 6: Complete the first question of the</u> <u>Online Fact-Finding Questionnaire.</u>

- If you would like to complete the questionnaire now, select yes.
- If you would like five days' advanced notice before completing the questionnaire, select No. If you select No, a telephone fact-finding interview will be scheduled. You will not complete the remaining questions.

ſ	WC-989
	DEPARTMENT OF LABOR ONLINE FACT-FINDING QUESTIONNAIRE * Required Information
	Claimant SSN Claimant Name
	Under Maine Law, you are entitled to receive a five-day written notice of a (telephone) fact-finding interview if there is a question about your fulfillment of the work search requirement.
	If you respond to this questionnaire within 7 days of receipt AND check "Yes" below, you are agreeing to waive this right and you will not receive a telephone fact finding interview. We will decide your eligibility for benefits for the week of 12/05/2020 based on the information that you provide on this questionnaire.
	If you are found not to be eligible for benefits for the week of 12/05/2020, you will receive a written decision. If you disagree with that decision, you have the right to file an appeal.
	If you do not wish to fill out this questionnaire, or would prefer to discuss the issue in a fact-finding interview, select "No" below. You will be scheduled for a telephone fact- finding interview and will receive notification in the mail with the date and time.
	 * By checking "Yes" below, you agree to waive your right to five-day notice of fact-finding and understand that you will not receive a telephone fact finding interview: (If you select "No", you will not be able to submit this form and you will be scheduled for a telephone fact-finding interview.) Yes
Τ	
	PLEASE COMPLETE THE QUESTIONS BELOW TO PROVIDE ADDITIONAL INFORMATION ON YOUR WORK SEARCH ACTIVITIES.

Step 7: Complete the remaining questions.

The questionnaire begins here and must be completed in one sitting. You will not be able to save your progress and return to complete the questionnaire at a later time.
 Were you self-employed prior to applying for unemployment benefits? (If you select "No", skip to Question =3)
Yes
No
 a. If you selected YES to being self-employed: Have you either partially or wholly re-opened your business since applying for unemployment benefits? Yes
No
 (Potential activities include marketing your business, hiring employees, participating in relevant workshops, networking, and researching resources for small businesses.) Yes No
i. Please detail any actions you have taken to re-open your business below: (Max 1000 Characters)
c. If you selected YES to being self-employed: If you have a confirmed start date to re-open, partially or wholly, please provide the date you will reopen your business.
MM / DD / YYYY ()

For all remaining questions:
 If you answered "YES" to question 2.a <u>OR</u> 2.b above, select "Not applicable – I am self-employed and have opened or made preparations to open my business" for all remaining questions where available.
Otherwise, answer all remaining questions to provide us with additional information about your work search.
3. * During the week of 12/05/2020, which of the following work search-related activities did you complete? Select all that apply. (If you are NOT self-employed: please record all work-search related activities below.
If you are self-employed: If you have opened your business, or made preparations to open your business, please select "not applicable – I am self-employed and have opened or made preparations to open my business" below. If you have NOT begun to re-open your business, or you do not plan to re-open your business, please record all work search-related activities below.)
I worked (including either part-time work or temporary work)
I applied for a job (e.g. submitted an application or interviewed for a job)
I participated in at least ONE work search-related activity (activities listed in question 2b below)
I did not work, apply for work, or complete any work search-related activities during the week in question
Not applicable – I am self-employed and have opened or made preparations to open my business
 a. If you worked OR applied for a job during the week of 12/05/2020, provide additional information below: (please provide Employer name, Address, Phone number, Person you spoke with, Job title, Outcome of job application, if applicable) (Must not exceed 2000 characters)
 b. If you participated in at least ONE work search-related activity during the week of 12/05/2020, mark the work search activity you completed below. Select all that apply. Attend a job fair/virtual job fair hosted by a CareerCenter Participate in CareerCenter virtual reemployment services Participate in a CareerCenter virtual workshop Contact an employer to ask if that employer is hiring Participate in a professional job-related education or skills development program Participate in networking events related to a job or occupation for which you are reasonably qualified
 c. If you did not work, apply for work, or participate in any work search-related activities during the week of 12/05/2020, explain why. (Max 1000 Characters)
 d. If you did not work, apply for work, or participate in any work search-related activities during the week of 12/05/2020, were you under quarantine due to actual or potential COVID-19 exposure? Yes
4. * What type of work did you perform at your most recent job, before filing for unemployment? (Type of work refers to occupation (physician, teacher, nurse, construction manager, self-employed, etc.).)
Not applicable – I am self-employed and have opened or made preparations to open my business

5. * Are you looking for the same type of work? Yes
No
Not applicable – I am self-employed and have opened or made preparations to open my business
a. If you selected NO, why are you not looking for the same type of work? (Max 1000 Characters)
 b. If you selected NO, what type of work are you looking for now? (Max 1000 Characters)
6. * How do you typically search for work? (e.g. job boards, job fairs, networking, referrals, cold calling) Not applicable – I am self-employed and have opened or made preparations to open my business
 7. * Explain how you have been looking for work since becoming unemployed (may include one or more of the work search activities already listed above): Not applicable – I am self-employed and have opened or made preparations to open my business
 8. * Do you have a confirmed date to start new work, or a confirmed date you will return to work for a past employer? (Select "Yes" if the start date has been agreed upon and finalized by your new or prior employer.) Yes
No
Not applicable – I am self-employed and have opened or made preparations to open my business
 a. If you selected YES to having a confirmed start date, please provide the following information: i. Employer name: (Must not exceed 100 characters)

Step 8: Complete remaining questions and select Next.

	ii.	Address: (Must not exceed 200 characters)	
			_//
	iii.	Job title:	
	iv.	Contact person:	
	v.	Confirmed start date:	
		MM / DD / YYYY 🗂	
9.	Is ther (Max 1	re any other information you feel we should know? .000 Characters)	
			,
			//
		< Dack Next>	

Step 9: The week for which you have completed a questionnaire will now display as "Pending Decision" and Questionnaire "Completed".

- If this is the only week for which you must complete a questionnaire, select Home to exit.
- To complete a questionnaire for another week, select Next.
- The Select button for the completed questionnaire will be grayed out and cannot be selected again.

		Work Search	Online Interview				
	Claimant SSN		Claimant Name	_			
A work online d	search fact finding interview is re juestionnaire, select the week yo	equired for each we u would like to resp	ek below. To complete bond to and click Next.	your fact finding	g interview	r through an	
<u>If you h</u>	ave completed all questionnaires	s for each week liste	ed, select Home to exit				
<u>If you h</u> If you d finding below a	ave completed all questionnaires to not complete the online question interview. If you prefer to respor nd your phone interview will be o	<u>s for each week liste</u> onnaire within 7 day nd online, you may f cancelled.	<u>ed, select Home to exit</u> ys of notification, you v fill out the online quest	vill be scheduled ionnaire at any t	l for a tele time before	phone fact the due date	
<u>If you h</u> If you d finding below a Select	ave completed all questionnaires to not complete the online question interview. If you prefer to respor nd your phone interview will be o Week	s for each week liste onnaire within 7 day nd online, you may f cancelled. Correspondence Mail Date	<u>ed, select Home to exit</u> ys of notification, you v fill out the online quest Due date to respond to Questionnaire	vill be scheduled ionnaire at any t Questionnaire Status	l for a tele time before Issue Status	Phone fact the due date Fact Finding Scheduled Date	
If you h If you d finding below a Select	o not completed all questionnaires interview. If you prefer to respor nd your phone interview will be o Week Sunday, November 01, 2020 - Saturday, November 07, 2020	s for each week lists onnaire within 7 day nd online, you may f cancelled. Correspondence Mail Date <u>12/24/2020</u>	ed, select Home to exit ys of notification, you v fill out the online quest Due date to respond to Questionnaire 12/31/2020	vill be scheduled ionnaire at any t Questionnaire Status Completed	l for a telep time before Issue Status Pending Decision	Fact Finding Scheduled Date Not yet scheduled	

Thank you for completing your Work Search Online Interview Questionnaire.

Please call our call center to speak with an eligibility agent if you have any questions. Our phone number is 1-800-593-7660.



