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- Benefits Plus Learning Center, a program of CSS
  - COVID-19 Comprehensive Guides: https://bplc.cssny.org/benefit_tools/15
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Presenter

Diane Wenzler
Director, Benefits Plus Learning Center
The Basics of Traditional UI Benefits in NYS

- Description of Traditional UI Benefits
  - Benefit Year: 52 weeks
  - Can receive up to a maximum of 26 weeks during the benefit year
    - A minimum benefit amount of $104 per week
    - A maximum benefit amount of $504 per week
  - Visit: https://labor.ny.gov/benefit-rate-calculator/
The Basics of Traditional UI Benefits in NYS

- **Qualifying for UI**
  - Must have lost job through no fault of their own.
  - Must have earned a certain amount of money over a certain period of time. (In NYS, have earnings in at least two previous calendar quarters, been paid at least $2,600 in one calendar quarter, total wages must be at least 1.5 times the amount paid in claimant’s highest quarter). (relaxed rules under the expanded UI).
  - Must be ready, willing and able to work (more on this below).
  - Claimants must be employed by a covered employer (relaxed rules under expanded UI).
  - Lawful permanent resident, or otherwise authorized to work (work authorization) in the United States – were legally working when job was lost and are currently legally allowed to take a new job.
The Basics of Traditional UI Benefits in NYS

Home > Unemployment Insurance

Estimate Weekly Unemployment Insurance Benefits

You can use this tool to estimate a weekly Unemployment Insurance benefit amount.

**NOTE:** This tool gives an estimate only. It does not guarantee that you will be eligible for benefits or a specific amount of benefits. You must file an Unemployment Insurance claim to find out if you are eligible and learn your actual benefit amount.

When will you file for Unemployment Insurance benefits?: *

Enter your gross earnings for each of the calendar quarters. Gross earnings are your wages before taxes and other deductions.

- **Basic Base Period**
  - 1st Quarter
  - 2nd Quarter
  - 3rd Quarter
  - 4th Quarter
  - 5th (Alternate) Quarter

- **Alternate Base Period**

[Calculate]
The CARES Act

• How Unemployment Insurance Benefits Expanding under the CARES Act
  o Pandemic Unemployment Compensation
  o Pandemic Unemployment Assistance (PUA)
  o Pandemic Emergency Unemployment Compensation (PEUC)
Pandemic Unemployment Compensation

• Description of PUC

  o Provides Expanded Benefits
    ▪ An additional $600 per week for 4 months beginning April 5th through July 31st.
    ▪ This benefit is for both traditional UI beneficiaries, as well as PUA.
    ▪ This includes those who receive at least $1 in partial benefits.

  o Once approved for benefits no additional action is required; it is automatically granted.

  o Will not be used when determining eligibility for Medicaid, the Essential Plan or Child Health Plus.
    ▪ HRA released guidance informing us that both traditional UI benefits and PUC benefits will be counted as unearned income for Cash Assistance and SNAP benefits.
Pandemic Unemployment Assistance

**Description of PUA**

- Expanded Benefits to Those Not Traditionally Eligible to Apply for UI.
- The minimum PUA benefit amount is $182 per week and the maximum payment amount is $504 per week; please note the minimum amount is higher than for regular UI benefits. This is because a different formula is used.
  - In addition, PUA recipients will also be entitled to the Pandemic Unemployment Compensation of $600 per week.
Pandemic Unemployment Assistance

- Expanded Guidelines to Include Workers Not Eligible for Traditional UI
  - Self employed
  - Independent contractors
  - Freelancers
  - Gig workers
  - And others who are unable to work as a direct result of COVID-19

- Financial Guidelines Loosened – no minimum income
  - Workers with a limited recent work history or those with limited earnings.
  - That is, employees who do not have sufficient wages to qualify for traditional UI.
Pandemic Unemployment Assistance

• Who Qualifies
  
  o [https://www.labor.ny.gov/ui/pdfs/pandemic-unemployment-assistance.pdf](https://www.labor.ny.gov/ui/pdfs/pandemic-unemployment-assistance.pdf)
  
  o Employees whose employers temporarily closed down their place of business due to COVID-19 (furloughed) may also apply for benefits.
  
  o Employees whose hours have been reduced if they work less than 4 days a week and earn less than $504/week may receive partial benefits.
Pandemic Unemployment Assistance

• Who Qualifies
  
  o New guidelines from U.S. DOL released late Tuesday, 4/28/2020 indicate that workers who
    ▪ Have taken unpaid medical leave may be able to collect if they took leave for reasons related to the COVID-19
    ▪ Can’t work because they are the primary caregiver of a child whose school year has closed
      • But these workers can’t keep collecting after the school year ends, absent some other qualifying circumstance.
Pandemic Unemployment Assistance

- **Who Does Not Qualify**
  - Employees who telework with full pay.
  - Employees who are receiving sick leave or other paid leave benefits.
  - Quitting work without “good cause” to obtain additional benefits, which may be considered fraud.
    - If an employee refuses to return to work because they are at high risk of complications from the virus and their employer cannot make reasonable accommodations for them, or if they were being asked to return to work at reduced hours that result in them earning less than they did before the pandemic, DOL staff would review those reasons and make determinations based on the facts of their individual cases.
    - Important to document worker’s request for accommodations and employer’s failure to accommodate.
    - Could be subject to fines and paying back benefits received fraudulently.
Pandemic Unemployment Assistance

  o https://www.law360.com/articles/1268474/attachments/0
Pandemic Unemployment Assistance

- Possible Retroactive Benefits
  - PUA claimants who were not eligible for regular UI prior to the outbreak may be eligible for PUA beginning from January 27, 2020.
  - That is, individuals who became unemployed before the outbreak and who were not eligible under regular UI benefits, may be eligible for PUA and should apply.
Pandemic Emergency Unemployment Compensation

- Description

  - Expanded Time Frame:
    - An additional 13 weeks of UI benefits through December 31, 2020.

  - This extends UI benefits from 26 weeks to 39 weeks.

  - Includes Claimants
    - Who remain unemployed after their state’s UI benefits end, including those on PUA.
    - Whose UI benefit year expired after July 1, 2019
    - Whose UI benefit year has not yet expired, regardless of whether exhausted their 26 weeks of UI benefits or not.
Pandemic Emergency Unemployment Compensation

• When Benefit Year Has Not Expired
  o If a previous claimant exhausted their 26 weeks of benefits
    ▪ The claimant will receive a letter from DOL advising them to begin certifying again
  o If a previous claimant has not exhausted their 26 weeks of benefits
    ▪ For example the claimant went back to work before 26 ran out, but became unemployed again, they should start certifying again

• When Benefit Year Expired after July 1, 2019
  o File a new claim to receive the 13 additional weeks.
  o Claimants should receive a letter in the mail from DOL
The experience of claimants applying for Unemployment Insurance/Pandemic Unemployment Assistance can vary from one claimant to another. The system is in flux and has been changing frequently. Please keep in mind the information provided in today’s presentation could change.

The application experience depends on when applicants applied, how they applied, and whether they are eligible for UI or PUA.
Filing a Claim

• When to File
  o The first week the claimant worked less than 4 days and earned a gross income of less than $504.

• How to File
  o Claimants should file online; most phone applications are NOT accepted at this time.
    ▪ Exception for those who cannot apply online or who do not speak English or Spanish.
    ▪ May contact the Telephone Claims center by phone at 1-888-209-8124
    ▪ Claim Center Hours: Monday through Friday: 8 am to 7:30 pm
      Saturday & Sunday: 7:30 am to 8:00 pm
Filing a Claim

- **Hearing Impaired**
  - Helper call the Telephone Claims Center at 1-888-783-1370.
  - TTY/TDD: Call a relay operator first at 1-800-662-1220, and ask the operator to call the Telephone Claims Center at 1-888-783-1370.

- **Helping a Person Apply**
  - Visit: [https://labor.ny.gov/formsdocs/factsheets/pdfs/P808.pdf](https://labor.ny.gov/formsdocs/factsheets/pdfs/P808.pdf)
Filing a Claim

• How to File a Claim

  o For an introduction to filing for UI benefits, visit:
    https://dol.ny.gov/unemployment/file-your-first-claim-benefits

  o Claimants must establish a NY.gov ID by creating username & password, if the claimant does not already have one.

  o File on the day according to last name:
    https://labor.ny.gov/ui/how_to_file_claim.shtm
    ▪ If claimant missed their date they should file on Thursday-Sunday

  o Claimants must agree to check and respond to messages and questionnaires sent via the NY.gov secure message system and all messages, forms and letters sent by mail.
Filing a Claim

• Where to File
  o DOL created a new system for filing claims as of April 10th (a streamlined application) that allows New Yorkers to apply for both traditional UI or PUA.
    ▪ The new streamlined application will determine which program, traditional UI or PUA, the claimant is eligible for and will prompt the individual to answer program specific questions.
  o To Start the Application Process
    ▪ To Log In Visit: https://unemployment.labor.ny.gov/login
  o DOL will process the application and contact the claimant if any additional information is required typically through their NY.gov ID account, or they may contact the claimant via a phone call.
Filing a Claim

• Have the Following Information when Ready to File
  o Social Security number
  o Driver’s license or Motor Vehicle ID card number
  o Complete mailing address and zip code
  o A phone number where DOL can reach the claimant from 8 am - 5 pm, Monday –Friday
  o Alien Registration card number (if not a U.S. Citizen and claimants has a card)
  o Names and addresses of all your employers for the last 18 months, including those in other states
  o Employer Registration number or Federal Employer Identification Number of most recent employer (found on your W-2 forms)
  o If a federal employee, copies of forms SF8 and SF50,
  o Most recent separation form (DD 214), for military service
Filing a Claim

- To Log In Visit: https://unemployment.labor.ny.gov/login
- Click “Login”
- NYS DOL recently redesigned the Unemployment portion of their webpage

Will be Brought to this Page
Filing a Claim

- Ten Pages to the Application
  - A Sample

![Application for Unemployment Insurance Benefit](image)
Filing a Claim

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you currently live in New York State?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If ‘no’, In the last 18 months, did you commute on a daily basis from another state to work in New York State?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you commuted on a daily basis, are you willing to continue to commute daily to New York State for work?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Were you discharged from the military within the last 18 months?</td>
<td></td>
<td></td>
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<tr>
<td>Was your last employment as a federal civilian employee whose last duty station was outside the United States?</td>
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</tr>
</tbody>
</table>

Do not use your browser’s back button as you may lose information. Review the “Review of Application Responses” section.

Continue
Filing a Claim

- Confirmation Notice
  - Upon completing the application, the claimant will receive a confirmation notice, with a confirmation number.
  - Individual should also receive a confirmation in their account’s ‘In Box’
Filing a Claim

• When Filing for PUA
  - An individual who is eligible for PUA will receive an additional set of questions that they must answer.
  - Will likely receive a link in their “In Box” on their NY.gov ID account.
You may be eligible for Pandemic Unemployment Assistance (PUA). Please click the link below to complete the online application for PUA. You may also reach My Online Forms from the My Online Services homepage.

https://apps.labor.ny.gov/OnlineServices/

Please note: If you have already completed the PUA Online Form you do not need to do it again.

Thank You,
NYS Department of Labor
Filing a Claim

- PUA Questionnaire
Filing a Claim

<table>
<thead>
<tr>
<th>Certification for the Week: Monday 03/23/2020 - Sunday 03/29/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Including self-employment, did you work? *</td>
</tr>
<tr>
<td>Did you receive sick leave or other paid leave benefits? *</td>
</tr>
<tr>
<td>Did you refuse any job offer or job referral for any reason other than the following? *</td>
</tr>
<tr>
<td>- Personal or family illness due to COVID-19.</td>
</tr>
<tr>
<td>- Lack of childcare during the closure of a school or facility due to COVID-19.</td>
</tr>
<tr>
<td>- Quarantine restrictions issued by authorities or a medical provider.</td>
</tr>
</tbody>
</table>

**Pandemic Unemployment Insurance covers people who are unable to work because they meet one or more of the following conditions:**
- Diagnosed with COVID-19.
- Being tested for COVID-19.
- Member of household was diagnosed with COVID-19.
- Caring for someone diagnosed with COVID-19.
- Caring for a child or other person who is unable to attend school or another facility that is closed due to COVID-19.
- Can’t reach place of employment due to a quarantine imposed by authorities.
- Can’t reach place of employment due to a self-quarantine ordered by a medical provider.
- Workplace closed due to COVID-19.
- Became the primary breadwinner of the household because the head of the household died of COVID-19.
- Scheduled to start work but don’t have a job due to COVID-19.
- Quit a job because of COVID-19.

Other than for these reasons, were there any other days that you were not ready, willing, or able to work? *

Yes ☐ No ☐

Yes ☐ No ☐

Yes ☐ No ☐
Filing a Claim

Documents

I will upload supporting documents now.
I do not have supporting documents to upload.

Add Document

Maximum 10 file(s). Total file size limit 10 MB (Acceptable file types include: .csv, .doc, .docx, .jpg, .jpeg, .pdf, .png, .tif, .tiff, .txt).

E-Signature Disclaimer

I certify that the information I have given on this form is correct. I understand that I may be asked to provide proof to verify the correctness of this information. I have supplied the information voluntarily in order to claim PANDEMIC UNEMPLOYMENT ASSISTANCE. I know that Federal funds are provided and that penalties are prescribed by law for willful misrepresentation or concealment of material facts in order to obtain assistance payments which I am not entitled to receive under the act.

By checking this box, I certify that I have read and understand the e-signature disclaimer above.
Filing a Claim

- Sample of PUA Application Confirmation
  - PRINT for or Screen Shot for Claimant’s Record

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Application Confirmation

Thank you.

You have successfully completed the Pandemic Unemployment Assistance (PUA) Application, on 04/18/2020

IF I AM APPROVED, HOW DO I CLAIM WEEKLY BENEFITS?

Claim PUA benefits online by using the Department of Labor’s website: www.labor.ny.gov/actgprt, enter your NY.gov username and password, click “Unemployment Services,” and then choose “Claim Weekly Benefits.”

Please note: You will not be able to view this confirmation summary again once you close this web page. To keep a copy for your records there is a Print Button on the bottom.

4/29/2020
Filing a Claim

• When Eligible
  o Will receive notification to begin weekly certification in their In Box.

Secure Message

Sent Date: 04/02/2020 09:28 AM
From: Department of Labor
To: [Redacted]
Priority: NORMAL
Subject: This is an important message about the Unemployment Insurance claim that you just filed

We have received the claim you recently filed on our website. Your claim is complete; there is no need to speak to an agent at this time.

There are two steps you must take now:

* Step 1: Claim weekly benefits (also called “certify for benefits”) for this first week you are unemployed. The easiest way to do this is online. Go to www.labor.ny.gov/signin [http://www.labor.ny.gov/signin] and sign in to your account. From your “Account Overview” page, click on the “Unemployment Services” button, then “Claim Weekly Benefits” and follow the instructions. You can also claim weekly benefits by calling our Tel-Service phone line at 888-581-5812.
* Step 2: Continue to claim weekly benefits each week you are unemployed. If you are eligible, it will take three to six weeks to receive your first payment.

If we need additional information, we will contact you by phone or mail. Please respond immediately to any requests for information so that we can process your claim as quickly as possible.
Filing a Claim

- Monetary Determination
  - DOL should also send a *Monetary Determination* through the U.S. mail informing claimant of their weekly benefit rate, the base period used to establish their claim, and the employers and wages used to calculate their weekly benefit rate.
Filing a Claim

- Previously Submitted Claims Prior to April 10th
  - New Yorkers who have filed claims under the old UI filing system, and whose claim is still pending and were told to call the call center to finish their application should NOT call.
  - Instead the NYS DOL call center will contact the individual directly or they may receive notice on the NY.Gov ID account.
Filing a Claim

• Trouble Shooting
  o If having trouble logging into the DOL account, visit: https://www.labor.ny.gov/ui/Authentication/general/technical-support-solutions.shtm for tips on problem solving.
  o Individuals who have a NY.gov ID account who are having trouble logging in should call 888-469-7365, and press the number associated with their language.
Filing a Claim

• IMPORTANT NOTE
  - All claimants should check their “InBox” daily.
  - They must respond to any additional questions, forms and instructions that appear in their “InBox.”
Claimant’s InBox: DOL Contacting Claimant

A system error has occurred. Please go to your InBox to view your messages.

Go to My Inbox

NYS Labor Department Forms Available for Filing Include:
- Unemployment Insurance Forms
- Labor Standards Forms
- 15-day Child Performer Permit Application

Go To My Online Forms
Claimant’s InBox: DOL Contacting Claimant

This is an important message about the Unemployment Insurance claim that you just filed.
Claimant’s InBox: Claimant Contacting DOL

This is an important message about the Unemployment Insurance claim that you just filed.
Claimant’s InBox: Claimant Contacting DOL

If this is a second request to your original message, please do not submit. This will cause further delays in responding to all inquiries. All messages are answered in the order in which they are received.
Checking the Status of a Claim

• How to Check the Status

  o Log into the NY.Gov ID account on the DOL website.

  o If the account indicates that the claim is still pending, the claimant should start claiming weekly benefits.

  o If the claim is denied, complete the PUA application link that is the claimant’s mailbox.
    ▪ If there is no link individual may want to apply again.
Checking the Status of a Claim

JobZone
- Manage your career, organize your job search, and plan for the future with JobZone.
- Online tools to explore occupations
- Create or upload resumes
- Search for jobs using keywords or our SMART resume based matching

Unemployment Insurance
- Services
  - File a Claim
  - Claim Weekly Benefits
  - View Payment History
  - Direct Deposit
  - View / Print 1099-Gs
  - Change Tax Withholding

Choose the JobZone button to get started!
Checking the Status of a Claim

You have already claimed benefits for this week. Please select from one of the following:

**Inquire about your payment history**

You will be provided with current claim information, the date your last payment was released, and a history of all benefit payments processed. This online system is available between the hours of 7:30 am to 7:30 pm Monday through Thursday (Eastern Time), Friday, 7:30 am to 5:00 pm, all day Saturday, and Sunday until 7:00 pm.

View Payment History
Status of a Claim

Official Record of Benefit Payment History

Current Claim

- Name:
- Social Security Number:
- Start/Effective Date: 04/13/2020
- Benefit Year Ending Date: 04/18/2021
- Weekly Benefit Amount: $0.00
- Maximum Amount Payable: $0.00
- Effective Days Remaining: 104

Latest Transaction(s) as of 04/22/2020

Your claim is in pending status. No payments have been made on your claim.

Effective Days

Each day in a week (Monday through Sunday) that you qualify for benefits is called an effective day. There is a maximum of 4 effective days each week, and you
Helpful Filing Tips

- NYS DOL Twitter Account: [https://twitter.com/NYSLabor](https://twitter.com/NYSLabor)

- If Sheltering in Another State
  - Claimants who are sheltering in place in another state must notify DOL that they are no longer in NYS.
    - Send notification through a secure e-mail through claimant’s DOL account
  - If residing outside the country, this is likely to be problematic and person may be fined and denied benefits.
Helpful Filing Tips

- Include Phone Number in Application
  - This is crucial so DOL can contact the individual via phone.

- Honesty is the Best Policy
  - If there is a dispute you will be able to provide a defense
  - If information is not accurate and DOL discovers it, it could trigger all kinds of penalties.
Helpful Filing Tips

- **Check Your “InBox” Daily**
  - DOL will communicate messages, instructions, questionnaires through the claimant’s In Box.

- **DOL Representative Phone Calls**
  - Many DOL representatives are working from home, so caller ID may show “PRIVATE CALLER.”
  - Anyone calling from DOL will verify their identity by providing the date of the claim that was filed and the type of claim filed.
Helpful Filing Tips

- Contact a Local Elected Official
  - If application is pended and there are issues that need to get resolved, contact elected official as they may be able to advocate to resolve the log jam.
Receipt of Benefits

• When Found Eligible
  o DOL states that the claimant’s first payment will generally be made two to three weeks from the time they filed their claim.
    ▪ For those whose case is pending or for those applying for PUA it appears to be taking longer.
    ▪ Claimants should certify for benefits while waiting for their application to be processed.
  o Any claim filed will be backdated to the date the claimant became unemployed.
  o If you are eligible, you will be paid for all benefits due.
  o First payment should include retroactive benefits.

• Receipt of Benefits
  o Claimants will receive benefits via direct deposit or bank debit card.
Weekly Certification

• Certification Procedures
  • Claimants must certify weekly to obtain their benefits via the phone or online.
  • During the application process claimants were prompted to create a PIN, to use when certifying via the phone or online.
    ▪ So best to certify via online as it is difficult to get through the Claims Center by phone.
Weekly Certification

https://dol.ny.gov/pandemic-unemployment-assistance

- PUA Pending Claimants are Expected to Claim Benefits

<table>
<thead>
<tr>
<th>Pandemic Unemployment Assistance</th>
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<tbody>
<tr>
<td>FAQ</td>
</tr>
<tr>
<td>To File</td>
</tr>
</tbody>
</table>

**What's Next**

After you apply for pandemic unemployment assistance, this is what you can expect:

- After your claim is filed, we must review and process your application for benefits. This is why you may see your claim status as “pending.” Your first payment will generally be made 2-3 weeks from the time you file your claim.
- In some cases, additional information must be obtained before payment can be made and your payment may take longer.
- Any claim you file will be backdated to the date you became unemployed. If you are eligible, you will be paid for all benefits due.
- You must claim benefits for each week you are unemployed and seek benefits, EVEN DURING THE PERIOD YOU ARE WAITING TO BE APPROVED. Learn how to certify each week.
- You should respond to any questionnaires, messages, or phone calls from us as quickly as possible. Failure to do so will delay your claim or result in the denial or suspension of your benefits. PLEASE NOTE: Like many New Yorkers, DOL representatives are working from home, so your caller ID may show “PRIVATE CALLER.” Anyone calling from DOL will verify their identity by providing: (a) the date you filed your application; & (b) the type of claim. Once you have been verified, a representative may ask for your social security number.
Weekly Certification

- Work Search Requirements
- Resources for Families

JobZone
Manage your career, organize your job search, and plan for the future with JobZone.
- Online tools to explore occupations
- Create or upload resumes
- Search for jobs using keywords or our SMART resume based matching
Choose the JobZone button to get started!

Unemployment Insurance
Services
- File a Claim
- Claim Weekly Benefits
- View Payment History
- Direct Deposit
- View / Print 1099-Gs
- Change Tax Withholding

Unemployment Services
Weekly Certification

Unemployment Insurance Benefits Online

Please select from one of the following:

Claim weekly benefits for your current claim

You may use this system to claim benefits for last week, the week beginning Monday, 4/20/2020 and ending Sunday, 4/26/2020. This system is available Monday through Friday from 7:30 am until midnight and all day Saturday and Sunday. To claim benefits for a previous week, you must call the telephone Claims Center at 1-888-209-8124. For help, click on Certification Guide.

Claim Weekly Benefits

Inquire about your payment history

You will be provided with current claim information, the date your last payment was released, and a
Weekly Certification

• Certification Procedures
  
  o Claimants should report any work activity during the previous week when claiming weekly UI benefits, including part-time, temporary or unpaid jobs.

  ▪ Even if working just 1 hour a day.
  ▪ Even if working, but not being paid.
  ▪ If not reported, possible fraud charges
Weekly Certification

• Work Requirements

  o NYS DOL rules state that claimants must be ready, willing and able to work.
  o DOL’s current statement, “We understand that may of you are unable to work due to COVID-19 pandemic and the impact of NYS on PAUSE. If you would otherwise be able to work, you should answer “yes” in order to receive your benefits.”
Get Help

• Legal Aid Society: https://www.legalaidnyc.org/get-help/covid-19/covid-19-information-for-clients/
  o Access to Benefits Helpline: 888-663-6880 (10 am to 3 pm)
  o Unemployment Benefits, also Medicaid, SNAP, Cash Assistance and other benefits and issues related to COVID-19.

• Volunteers of Legal Services (VOLS)
  o Unemployed Workers Project
  o Hotline: 347-521-5720
Get Help

- NY Legal Assistance Group (NYLAG):
  [https://www.nylag.org/gethelp/](https://www.nylag.org/gethelp/)
  - NYLAG COVID-19 Legal Resource Hotline: 929-356-9582
  - Unemployment Benefits, also consumer debt, employee’s rights (paid sick leave, FMLA), Public Benefits and more.

- NYC Legal Services
  - Legal Assistance Hotline: 917-661-4500 (10am to 4pm)
  - For individuals denied UI benefits.
Unemployment Insurance Benefits

The Benefits Plus Learning Center has COVID-19 resources for professionals and the public available on our website:

Go to [https://bplc.cssny.org/benefit_tools/15](https://bplc.cssny.org/benefit_tools/15)

- Resource Guides
Unemployment Insurance Benefits

Contact Us
https://bplc.cssny.org