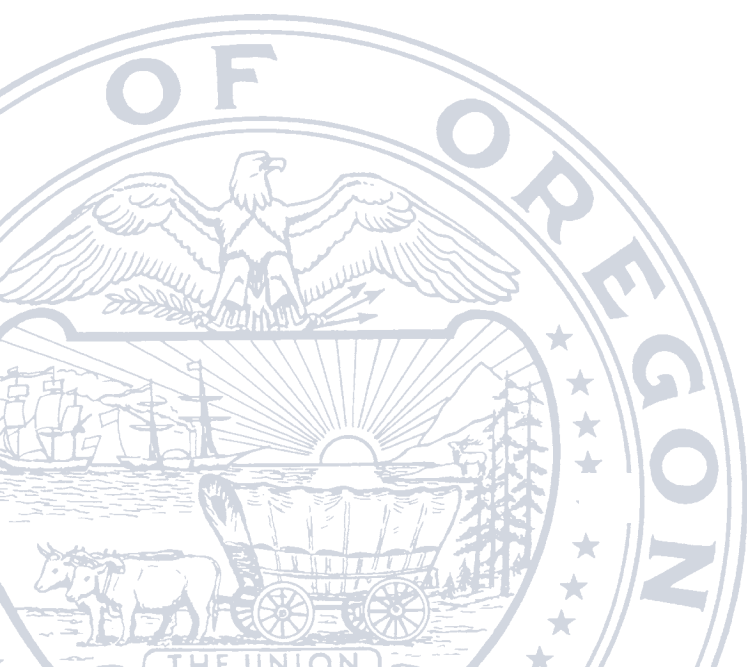


# WORK SHARE CLAIMANT HANDBOOK



Helping employers strategize, not downsize

## A guide to your benefits



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Need help?

The Oregon Employment Department (OED) is an equal opportunity agency. OED provides free help so you can use our services. Some examples are sign language and spoken-language interpreters, written materials in other languages, large print, audio, and other formats. To get help, please go to [unemployment.oregon.gov](http://unemployment.oregon.gov) and click on [Contact Us](#) or call us at 877-345-3484. TTY users call 711.

(The Oregon Employment Department (OED)) إدارة توظيف ولاية أوريغون وكالة متكافئة الفرص. تقدم OED مساعدة مجانية بحيث يمكنك استخدام خدماتنا. تشمل بعض الأمثلة مترجمين فوريين للغة الإشارة واللغات المنطوقة و مواد مكتوبة بلغات أخرى ومطبوعات كبيرة الخط وملفات صوتية وصيغ أخرى. للحصول على مساعدة، يُرجى الذهاب إلى [unemployment.oregon.gov/ar](http://unemployment.oregon.gov/ar) والنقر فوق [تواصل معنا](#) أو اتصل بنا على الرقم 877-345-3484. يتصل مستخدمو الهاتف النصي على الرقم 711.

¿Necesita ayuda?

El Departamento de Empleo de Oregon (OED) es una agencia de igualdad de oportunidades. El OED proporciona ayuda gratuita para que usted pueda utilizar nuestros servicios. Algunos ejemplos son intérpretes de lengua de señas e idiomas hablados, materiales escritos en otros idiomas, letra grande, audio y otros formatos. Para obtener ayuda, vaya a [unemployment.oregon.gov/es/](http://unemployment.oregon.gov/es/) y haga clic en [Contact](#) o llámenos al 877-345-3484. Usuarios de TTY pueden llamar al 711.

도움이 필요하시나요?

오레곤 주 고용부(OED)는 기회균등 기관입니다. OED는 서비스를 이용할 수 있도록 무료로 도움을 제공합니다. 일부 예시로는 수화, 통역 서비스, 다른 언어 번역 서비스, 큰 활자, 오디오 및 기타 형식의 자료 제공 서비스 등이 있습니다. 도움이 필요하시면, [unemployment.oregon.gov/ko](http://unemployment.oregon.gov/ko)에 접속해 [OED에 연락하기](#)를 클릭하거나 877-345-3484로 연락주시기 바랍니다. TTY 사용자는 711로 연락주시시오.

Нужна помощь?

Управление занятости штата Орегон (OED) является агентством по обеспечению равных возможностей. Управление занятости штата Орегон (OED) оказывает бесплатную помощь, чтобы вы могли воспользоваться нашими услугами. В качестве примера можно привести услуги сурдо- и устных переводчиков, предоставление письменных материалов на других языках, материалов с использованием крупного шрифта, а также материалов в аудио- и других форматах. Чтобы получить помощь, перейдите на веб-сайт [unemployment.oregon.gov/ru](http://unemployment.oregon.gov/ru) и нажмите [Контактная информация](#) или позвоните нам по телефону 877-345-3484. Пользователи телетайпа могут позвонить по номеру 711.

ຕ້ອງການຊ່ວຍເຫຼືອບໍ່?

ກົມຈັດການເຊັນຕີນອໍ ອໍເຣັກອນ (OED) ຄື ຫົວໜ້າການໃຫ້ໂອກາດຢ່າງເທົ່າທຽມກັນ. OED ຈັດໃຫ້ມີ ການຊ່ວຍເຫຼືອ ອັນ ບໍ່ເສຍຄ່າ ເພື່ອ ອວ່າທ່ານຈະສາມາດໃຊ້ບໍລິການຂອງພວກເຮົາ. ບາງຄັ້ງ ວ່າຢ່າງແນ່ນອນວ່າມາດຕະການ ແລະ ພາສາຕົວ ທີ່ ບໍ່ອາດຈະ ກວ້າງຂວາງ ຫຼື ພາສາອື່ນ ທີ່ ບໍ່ມີ ມາດຕະການ ສຽງ ແລະ ຮູບ ບັນທຶກ ທີ່ ບໍ່ສາມາດ ຈັດການ ໄດ້. ເພື່ອ ອໍ້າ ບໍາການຊ່ວຍເຫຼືອ ອໍເຣັກອນ ທີ່ [unemployment.oregon.gov/lo](http://unemployment.oregon.gov/lo) ແລະ ອໍ້າ ອໍ້າ ທີ່ ຕິດຕໍ່ ພວກເຮົາ ທີ່ ໂທຫາພວກເຮົາ ທີ່ ຫາຍາດຕາ 877-345-3484. ຫຼື ໃຊ້ TTY ໃຫ້ 711.

Cần trợ giúp?

Cơ quan Việc làm của Tiểu bang Orego (Oregon Employment Department, OED) là một cơ quan cung cấp cơ hội công bằng. OED cung cấp trợ giúp miễn phí để quý vị có thể sử dụng các dịch vụ của chúng tôi. Trong đó bao gồm thông dịch viên ngôn ngữ ký hiệu và ngôn ngữ nói, các tài liệu bằng văn bản với các ngôn ngữ khác, bản in khổ lớn, âm thanh và các định dạng khác. Để được trợ giúp, vui lòng truy cập [unemployment.oregon.gov/vi](http://unemployment.oregon.gov/vi) và nhấp vào [Liên hệ với Chúng tôi \(Contact Us\)](#) hoặc gọi cho chúng tôi theo số 877-345-3484. Người dùng TTY xin gọi 711.

እርዳታ ይፈልጋሉ?

የአራጎን የቅጥር ምምረጫ (The Oregon Employment Department, OED) የእኩል እድል አጀንዳ ነው። አገልግሎቶቻችንን ለማቀድ እንዲችሉ OED ነፃ እንደሚሰጥልዎት። አንዳንድ ምሳሌዎች የምልክት ቋንቋ እና የንግግር ቋንቋ አስተርጓሚዎች፣ በሌሎች ቋንቋዎች የተጻፉ ጽሑፎች፣ ትልቅ ሀትሞች፣ አዲስ እና ሌሎች ቅርጸቶች ናቸው። እገዛ ለማግኘት፣ እስከዛ ወይ [unemployment.oregon.gov](http://unemployment.oregon.gov) ይሂዱ እና [Contact Us](#) የሚለውን ጠቅ ያድርጉ ወይም በ 877-345-3484 ይደውሉልን። የ TTY ተጠቃሚዎች 711 ይደውሉ።

نیاز به کمک دارید؟

اداره اشتغال اورگان (OED) یک مؤسسه ارائه فرصت برابر است. OED کمک رایگان ارائه می دهد تا بتوانید از خدمات استفاده کنید. زبان اشاره و مترجمان شفاهی، مفاد کتبی به سایر زبان ها، چاپ درشت، صوتی و سایر قالب ها مثال های از این کمک ها هستند. برای دریافت کمک لطفاً به آدرس [unemployment.oregon.gov/fa](http://unemployment.oregon.gov/fa) بروید و بر روی [Contact Us](#) کلیک کنید یا با ما به شماره 877-345-3484 تماس بگیرید. کاربران TTY با شماره 711 تماس بگیرید.

需要帮助?

“Oregon州就业部 (OED)”是一个提供均等机会的机构。OED提供免费帮助，便于您使用我们的服务。服务内容示例包括手语和口语翻译、其他语种的书面材料、大字体、音频以及其他格式文档。如需帮助，请访问 [unemployment.oregon.gov/zh](http://unemployment.oregon.gov/zh)，并点击 [联系我们](#) 或者致电 877-3445-3484。TTY用户请拨打711。

需要幫助?

「Oregon州就業部 (OED)」是壹個提供均等機會的機構。OED提供免費幫助，便於您使用我們的服務。服務內容示例包括手語和口語翻譯、其他語種的書面材料、大字體、音頻和其他格式文檔。如需幫助，請訪問 [unemployment.oregon.gov](http://unemployment.oregon.gov)，並點擊 [聯繫我們](#)，或者致電 877-345-3484 聯繫我們。TTY用戶請撥打711。

Ma u baahan tahay caawimaad?

Waaxda Shaqaalaynta ee Oregon (The Oregon Employment Department, OED) waa wakaalad leh fursad loo siman yahay. OED waxay ku siineysaa caawimo bilaash ah si aad u isticmaasho adeegyadeena. Tusaalooyinka qaarkood waa luqadda dhegoolaha iyo tarjumaannada luuqada lagu hadlo, agab ku qoran afaf kale, far waaweyn, maqal iyo qaabab kale. Si aad caawimo u hesho, fadlan ku dhufo [unemployment.oregon.gov/so](http://unemployment.oregon.gov/so) oo guji [Contact Us](#) ama naga soo wac 877-345-3484. Isticmaalayaasha TTY waca 711.

# About the Work Share Claimant Handbook

## Purpose of this handbook

This handbook is a supplement to the Unemployment Insurance Claimant Handbook and provides important information about benefits from the Work Share program. You must read and understand the information in this handbook. If you do not understand or if you have questions, please contact our agency for help.

## Contact information

There are many ways to contact us:



*Go to our website...*

Visit **unemployment.oregon.gov** and click the “Contact Us” button in the upper right hand corner.



*Call us...*

Salem, Oregon: 503-947-1800, option 4

Toll free: 800-436-6191, option 4

## Language assistance

Free services are available to assist you if you do not speak English.

We have bilingual staff who speak Spanish. If another language is needed, call and ask for an interpreter.

You may also email us at **language@employ.oregon.gov**. Please give your name, phone number and preferred language. We will call you back with an interpreter. **DO NOT** provide your Social Security Number (SSN) in the email.

TTY Relay Service – 711 or **sprintip.com**

# Overview of benefits

## Benefits from the Work Share program

Work Share is a program that offers employers an alternative to laying off their employees. Instead of a lay-off, the employer reduces work hours for selected employees. The employer reduces payroll expenses while workers may receive a portion of Unemployment Insurance benefits to partially offset their reduced wages.

Work Share does not replace lost wages, but provides a percentage of Unemployment Insurance benefits that match the reduction percentage in the worker's hours.

Benefits may not be available to all workers. Workers who have insufficient work history, who are paid out-of-state wages, or who have an active unemployment claim in another state may or may not qualify for benefits. We review claims on a case-by-case basis.

## We are here to help you

The Oregon Employment Department Special Programs Center (SPC) is here to help you while you are on Work Share. To make sure you are paid benefits in a timely manner, please:

- Send us accurate information.
- Respond to requests for information right away.
- Complete all requirements to maintain unemployment benefit eligibility as outlined in this handbook.
- Keep your contact information up to date.

### **Change of address or phone number**

If you move or change your phone number, let us know as soon as possible. If you do not notify us of your current contact information, your payment may be delayed and your benefits denied.

The easiest way to update your address is to call us directly or submit a request through the "Contact Us" portal.

## Work Share program basics

To participate in the Work Share program, an employer must submit a Work Share application to the Oregon Employment Department that demonstrates they meet the basic program requirements and lists the time period they intend to participate. In addition, the employer provides a list of employees who may qualify for benefits and may be subject to a 10%-50% reduction in their work hours and wages. The employees must be able to qualify for an Oregon Unemployment Insurance claim and are not seasonal, temporary, or intermittent workers. When approved, a Work Share plan is established for the employer and is valid for 52 weeks.

When a Work Share plan is established, the individual employees who participate in Work Share must establish an unemployment claim by completing an Initial claim on Frances Online. If the employee already has a valid claim established, there is no need to submit the Initial Claim as the existing claim will be used while on Work Share.

Initial claims are valid for the week they are submitted and cannot be backdated to claim previous weeks. The claim will be set up the same as a regular unemployment claim and is valid for 52 weeks. Refer to the Unemployment Insurance Claimant Handbook for details on eligibility and benefit amount determination information.

Once employee claims are established, employees will submit weekly claims for themselves. The weekly claim submissions will look very similar to regular unemployment claims, but there will be a few questions specific to Work Share. Employees report any secondary income they earn each week and must explain why they missed any days during that week.

When employee hours are reduced and a weekly claim is submitted, claims will be processed according to whichever program applies. For employees who have their hours reduced by 10%-50%, the claim is processed using Work Share determinations. For employees whose hours have been reduced either less than 10% or more than 50%, the claim is processed using regular unemployment determinations. Please refer to the Unemployment Insurance Claimant Handbook for details on regular unemployment determinations.

Please refer to *How Work Share benefits are calculated* to learn how benefits are determined.

## How Work Share benefits are calculated

Work Share benefit amounts are calculated by multiplying a claimant's weekly benefit amount by the percentage of reduced weekly hours of work.

For example: If the claimant's weekly benefit amount is \$300 and their work hours are reduced by 20%, their weekly Work Share benefits would be  $\$300 \times 20\% = \$60$ .

Additional earnings or income must also be reported for taxable income the claimant has received outside of their Work Share employer.

**Example 1:** A claimant has a second job and has performed some work for that employer during a week that they are going to claim Work Share benefits.

If their earnings from a non-Work Share employer exceed either 10 times the state hourly minimum wage or 1/3 of their weekly benefit amount (whichever is more), the excess amount is deducted dollar for dollar from their Work Share benefit.

**Example 2:** A claimant's weekly benefit amount is \$500. Their employer reduces their hours by 20% for which they receive a potential Work Share benefit payment of \$100. If they earn \$175 from a second employer, the first \$166 is disregarded (1/3 of the weekly benefit amount) then the remaining \$9 is deducted from the \$100 Work Share benefit, resulting in a net payment of \$91.

## Waiting week

Regardless of the program, all Oregon claims must serve a waiting week. The waiting week is the first week you are eligible for benefits. You are not paid for the waiting week. The waiting week applies once through the 52-week life of an individual's unemployment claim.

Even though a payment is not issued, to qualify for the waiting week credit you must:

- Have a valid claim.
- Claim that week.
- AND meet all eligibility requirements.

You will NOT qualify for waiting week credit if:

- You did not file a claim for the week.
- The week was denied by the Employment Department.

The waiting week applies at the individual claim level and is separate from the employer's Work Share plan.

## Benefit payment options

Once you have established your claim, you have the option to receive benefit payments through:

- Electronic deposit, or
- U.S. Bank ReliaCard®

**Electronic Deposit:** Sign up to have your benefits deposited directly to your bank account with this option. This is the quickest way to receive payment. You will be able to sign up for electronic deposit using Frances Online.

**U.S. Bank ReliaCard®:** The Employment Department pays benefits electronically through a U.S. Bank ReliaCard® Visa debit card. If you don't apply for direct deposit, you will be sent a



ReliaCard®. You can find more information by visiting [employment.oregon.gov](http://employment.oregon.gov) or by visiting the ReliaCard® Visa website for important disclosure information.

## Maintaining eligibility for Work Share benefits

You may not be eligible for Work Share benefits if, during that week:

- Your weekly hours were reduced by more than 50% or less than 10%. (You may be eligible for regular Unemployment Insurance benefits in this situation.)
- You were not available for additional work that your Work Share employer had available.
- You did not remain in contact with your Work Share employer.
- You missed any work with your Work Share employer for any reason.

## Work search requirements

Work Share claimants are only required to accept work with their Work Share employer. You do not have to actively seek or accept work with employers other than your Work Share employer. Also, while participating in the Work Share program you are not required to register with iMatch Skills, the state's job seeker network.

## Layoffs

Brief or temporary layoffs are coordinated between your employer and the Oregon Employment Department's Unemployment Insurance Special Programs Center.

If a temporary layoff exceeds four consecutive weeks, the layoff will not be considered temporary and you will be removed from the Work Share program. If you separate from your Work Share employer, please call the Special Programs Center at 1-800-436-6191, option 4, to transfer your claim from Work Share to regular Unemployment Insurance.

If you have a remaining balance available after your Work Share eligibility ends and your benefit year has not ended, you can continue to claim regular weekly Unemployment Insurance benefits as long as you qualify under regular Unemployment Insurance law and rule. The Work Share benefits that you receive will not affect your weekly benefit amount, but will reduce the maximum total benefit amount for that particular claim.

## Use of leave in the case of an absence

Accrued leave hours may be used and count as hours worked in the following cases:

- The employee is serving jury duty,



- The employee is taking bereavement leave,
- The employee is sick, caring for a member of the employee's immediate family who is sick, or out in response to a declared emergency as defined in OAR 471-030-0071.

However, this does not apply when the employee misses an opportunity to work for other reasons or when they miss an entire week of work. This rule only applies to claimants within the 10-50% Work Share hours reduction range.

## Use of leave to supplement hours worked

If an employee's work schedule is reduced by more than 50% in a week covered by a Work Share plan, the employee may use hours from other paid time, such as vacation time, to bring the work hour reduction within the 10% to 50% range required to receive Work Share benefits. This rule does not apply when an entire week of work is missed for the Work Share employer.

## Accessing your claim information

All claim information will be available through Frances Online. If you have questions about your claim, please contact us by calling the Special Programs Center at 1-800-436-6191, option 4.

## Meeting eligibility requirements for regular Unemployment Insurance

Work Share claimants must meet all eligibility requirements for regular Unemployment Insurance. Refer to the Unemployment Insurance Claimant Handbook for information about:

- What is unemployment?
- How to qualify for a claim including weekly and maximum benefit amounts.
- Customer Identification Number.
- Waiting Week.
- Maintaining Unemployment Insurance benefit eligibility.
- Reporting work and earnings.
- Payment of benefits.
- Tax Withholding.
- Denial of benefits.
- Appeal rights and hearings.
- Fraud.

- Overpayments and underpayments.
- Stopping and restarting claims.
- Employment services and resources.