

Unemployment for Individuals - Frequently Asked Questions

Frequently Asked Question	Answer	Subject Matter
<p>How do I apply for unemployment benefits?</p>	<p>To apply for unemployment benefits, go to Uplink CSS, the online system for unemployment insurance claims or if you don't have internet access, go to your nearest full-service WorkOne Career Center as soon as you become unemployed. You will be required to report your last employer's name, mailing address, phone number & dates of employment as well as your address, social security number & phone number.</p>	<p>Unemployment Insurance</p>
<p>How Much Will My Weekly Payment Be?</p>	<p>Your weekly benefit amount (WBA) is shown on your Monetary Determination of Eligibility. Your WBA is based on total wages you earned in the base period.</p> <p>You can determine your weekly benefit amount by dividing your total base period wages by 52. Then, multiply that number by 0.47. Your weekly benefit amount should be rounded down to the next whole dollar amount, up to a maximum of \$390.00</p> <p>For example, if your total wages in the base period was \$30,000 then your WBA would be: $\\$30,000 \div 52 = \\$576.92 \times 0.47 = \\$271$ (weekly benefit amount rounded down to the next whole dollar amount)</p> <p><u>Base Period Defined:</u></p> <p>Your base period includes the first four of the last five completed calendar quarters before the week you file an initial claim application for a new benefit year. The last quarter worked is called the lag quarter, and no wages from that quarter count in your base period</p>	<p>Unemployment Insurance</p>
<p>What is the Maximum Weekly Benefit Amount for regular unemployment insurance?</p>	<p>The maximum weekly benefit amount is \$390. This amount is set by Indiana law.</p>	<p>Unemployment Insurance</p>

<p>I have an Uplink Claimant Self-Service account but I cannot log in to file my claim or voucher because I forgot my username or password?</p>	<p>Visit the Uplink Claimant Self-Service home page and choose “Forgot Username” or “Forgot Password” to reset it yourself. You will be prompted to enter your SSN, date of birth and other information. You will then be able to create a new username or password. If you need additional user name or password assistance, please email us at UsernameReset@dwd.in.gov. Include your full name, the last four of your SSN, current mailing address and a phone number where you can be reached. Please be sure to let us know if you need username or password assistance or both. We will get back with you as soon as possible.</p>	<p>Unemployment Insurance</p>
<p>When will I receive my first payment?</p>	<p>You should receive your first payment within 3 weeks if there are no issues on your claim for benefits. You are not paid benefits for the first week you claim after filing for benefits (the first voucher you submit) because this is your waiting period week. During the COVID-19 Pandemic, this waiting period has been waived.</p>	<p>Unemployment Insurance</p>
<p>What are issues, and why are there issues on my claim?</p>	<p>An issue can be associated with your claim if circumstances occur such as being terminated from your last employer or you were eligible for severance or vacation pay at the time of separation. Other issues may occur due to how you answered the questions on your voucher. These issues must be resolved before payments can be released. A DWD claims investigator will contact you to resolve these issues. You do not need to call the Contact Center as they cannot resolve any issues of your claim.</p>	<p>Unemployment Insurance</p>
<p>How will DWD notify me about changes, determinations or decisions on my claim?</p>	<p>DWD routinely delivers notices to claimants via e-mail. Claimants are entitled to receive notice by US Mail once they have informed the Agency that they are requesting notice by US Mail. Complete, sign, and return SF56627 to document your request or call the Contact Center. Once the request has been processed, you will receive notices by US Mail. Please note that you are still required to file new claims and weekly vouchers online via DWD Uplink filing system. Decisions or determinations are placed on your home page under “Unemployment Claims.”</p>	<p>Unemployment Insurance</p>
<p>Why don't I receive payment for my first voucher?</p>	<p>Indiana law requires a one waiting period week, which means you do not receive a check for the first week of your claim if you meet eligibility requirements. During the COVID-19 Pandemic, this waiting period has been waived.</p>	<p>Unemployment Insurance</p>

<p>Why is my claim being reviewed?</p>	<p>Issues associated with your claim will cause a review of your claim and could delay payment of benefits. A claims investigator will contact you with questions.</p>	<p>Unemployment Insurance</p>
<p>What is my Benefit Year-End (BYE) date?</p>	<p>Your Benefit Year-End (BYE) date is the Saturday that ends the 52nd week after you filed your claim for unemployment benefits. Also, it is located on your monetary determination that was mailed to you after filing your claim.</p>	<p>Unemployment Insurance</p>
<p>I received a "Notice of Overpayment" and can't afford to pay all this back at once. Can I make payments?</p>	<p>Yes, to talk to someone about a repayment agreement, call 317-233-4838 or 317-233-4839.</p> <p>Also see Frequently Asked Questions about overpayments</p> <p>Where do I send my repayment of unemployment benefits overpayment? Send any repayment of overpayment benefits to:</p> <p style="text-align: center;">Department of Workforce Development Trust Fund Accounting - Overpayments 10 North Senate Avenue Indianapolis, IN 46204</p> <p>Remember to include your Social Security Number on your check or money order.</p>	<p>Unemployment Insurance</p>

<p>Can money be deducted from my benefits for child support payments?</p>	<p>Yes. If you owe child support, this money can be deducted from your weekly benefits. Federal law requires state child support agencies to enforce the payment of child support in Title IV-D cases through withholding from unemployment benefits. If you owe current child support, past-due child support or both, AND you have a Title IV-D child support case, up to 50% of your benefits may be withheld and applied towards your current support payment and any arrears you owe.</p> <p>For additional information about Indiana's Title IV-D Child Support Program, visit the Indiana Child Support Bureau online at www.in.gov/dcs/support.htm. For specific information about the amount of child support withheld from your benefits, contact your county Title IV-D Prosecutor's child support program. Contact information for local child support programs can be viewed online at www.in.gov/dcs/3215.htm.</p>	<p>Unemployment Insurance</p>
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