

As of September 2021, this document is no longer updated

Unemployment / Reemployment Assistance Fact Sheet

Compiled by Palm Beach County Library Research Services

News from Department of Economic Opportunity [press releases](#):

September 9: DEO seems to have a new login process. Those with existing CONNECT accounts are no longer able to log in with their PIN and claimant number or social security number. The new sign-in page asks for an email and password. Users who have not logged in using a password will need to click on the **Sign up now** link to create a password, and then they may be directed to ID.me to log in (if they have already created an ID.me account) or create a separate ID.me account. Detailed instructions for the new login process are in the DEO's new [Guide for Accessing Your Reemployment Account](#).

July 28: CONNECT regularly scheduled hours are from 8 a.m. to 7:59 p.m. daily, Monday through Friday. CONNECT and customer service phone centers may be **unavailable Saturdays and Sundays** while DEO works to continue to process payments and send necessary correspondence to claimants. Check the [latest press release](#) for specific CONNECT and customer service phone hours. **Those filing new claims can file 24 hours a day, seven days per week [FloridaJobs.org](#) (click on **File a Claim**).**

July 14: DEO's new [Help Center is at this link](#). The DEO recommends all inquiries be submitted only once per issue to help expedite assistance on cases and the processing of payments. If you are experiencing a new issue since your last submission to the DEO Help Center, please submit a new entry to reenter the help queue. The DEO says locked accounts via their Help Center should be solved within days but other inquiries could take upwards of three weeks to be resolved.

May 25: DEO encourages claimants to begin searching for work **before the work search and registration waivers expire on May 29.**

- **New claimants** will be required to register at [Employ Florida](#).
- **New and existing claimants** will be required to complete work search requirements.
- DEO encourages all claimants to register at [Employ Florida](#) and to use [CareerSource Florida](#) (locally at [CareerSource Palm Beach County](#)) to explore new employment opportunities, provide workforce and job-training skills, and provide career advancement assistance.
- [Frequently Asked Questions](#) about work search and work registration requirements
- [Handout listing options for meeting the work search requirement](#)
- [Handout listing county populations](#), to determine how many work searches are required

May 24: For the week beginning **June 27**, eligible Reemployment Assistance claimants **will no longer receive** the supplemental \$300 weekly Federal Pandemic Unemployment Compensation (FPUC) payment. Additional federal benefit programs, including Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), and Mixed Earners Unemployment Compensation (MEUC), are set to expire on **September 6**.

April 26: Work search and work registration requirements are waived through **May 29**, and the waiting week requirement is waived through **June 26**.

If and when the waiver expires, claimants must:

- Complete the work registration through Employ Florida
- Be actively seeking employment
- Report work searches on a weekly basis to meet the work search requirement

A work search record may include, but is not limited to:

- Registering for work and reemployment services with a local CareerSource Center
- Completing a job application in person or online
- Mailing a job application or resume
- Making in-person visits with potential employers, interviewing with potential employers, or registering for work with employment or placement agencies

Claimants **will be required to report these work searches in CONNECT on a bi-weekly basis** if and when the waiver expires.

Mar. 24: As a result of the **American Rescue Plan Act of 2021** signed into law on March 11, Pandemic Emergency Unemployment Compensation (PEUC) and Pandemic Unemployment Assistance (PUA) benefit programs have been extended to **September 6, 2021**. Claimants receiving **PEUC benefits** should begin seeing additional weeks available in their CONNECT account this week. Extensions for claimants receiving **PUA benefits** should be available soon. Federal Pandemic Unemployment Compensation (FPUC), which provides an additional \$300 for eligible claimants, has also been extended to September 6, 2021.

Claimants should **continue to request their benefit payments as weeks become available in their CONNECT account if they remain unemployed**.

Mixed Earner Unemployment Compensation (MEUC) is a federally funded program that provides an additional \$100 per week to eligible individuals in addition to the benefits they are currently receiving. MEUC is not available to claimants who are currently receiving Pandemic Unemployment Assistance (PUA) benefits.

Claimants may be eligible for MEUC if they have received at least \$5,000 in net income from self-employment for the tax year prior to their initial claim.

MEUC benefits are in addition to the \$300 supplemental Federal Pandemic Unemployment Benefits (FPUC) benefit programs, which expires on September 6, 2021.

Florida is one of the few states to fully implement MEUC benefits for eligible claimants.

For information on how to apply for MEUC, click [here](#).

Mar. 12: Claimants who have a locked claim status can verify their identity through ID.me. The link to verify identity can be found on claimants' CONNECT homepage. For more information about ID.me, click [here](#).

The Department provides an [identity theft toolkit](#) with information for victims of identity theft and steps to take to avoid fraudulent activity.

Feb. 23: Claimants can chat online with a live customer service representative. Visit the [claimant homepage](#) and click on the green **CHAT WITH US** button.

Feb. 2: DEO is currently processing **Federal Pandemic Unemployment Compensation (FPUC)** payments which were extended and modified by the Continued Assistance Act.

Beginning the week ending January 2, 2021, claimants who are eligible for at least \$1 of their original unemployment benefit amount will be eligible to receive an additional \$300 FPUC payment supplementing their weekly benefit amount. No additional action is required to receive the FPUC payment, but claimants should continue to request their weekly benefits to receive any benefit payments.

The FPUC program expires on March 14, 2021. This means the last payable week for FPUC is the week ending March 13, 2021.

Feb. 2: Federal assistance requires claimants receiving **Pandemic Unemployment Assistance** (PUA) benefits to upload proof of employment documentation. See this [fact sheet](#) for instructions and description of acceptable documents.

Feb. 1: All claimants should have access to their **1099-G tax forms** in their CONNECT accounts. Those who opted to receive communication by mail should have received their 1099-G tax forms by January 31. See [this FAQ](#) for more information about the 1099-G tax form, and [this link](#) for more information about how to get the form.

NOTE specific to PBCLS public computers: If public computer users are not able to view and print 1099 forms, click on the **Pop-up Blocked** message at the right of the address bar to allow pop-ups.

January 26: Continued Assistance Act assistance is now available for PEUC claimants who had previously exhausted their benefits. The department has added additional weeks of PUA and FPUC benefits.

Claimants who were unemployed or partially unemployed after December 27 and have not exhausted the PEUC maximum weekly entitlement need to continue requesting benefit payments in order to continue receiving PEUC or PUA benefits.

After the Continued Assistance Act extensions are implemented, some claimants may need to submit an application for state Reemployment Assistance benefits if they can establish a new benefit year.

Claimants who will soon exhaust their Reemployment Assistance benefits and remain unemployed should continue to request any benefit weeks available. When extended programs are available, claimants will be able to continue requesting benefit payments. Not requesting benefit payments when weeks are available will delay payments on their claim.

Claimants who are on PEUC or PUA can view [this step-by-step guide](#) to learn how to request weekly benefits.

January 12: Claimants should check their CONNECT accounts every 48 hours for changes and updates and check their email for instructions regarding their CONNECT accounts.

January 6: New claims filed January 1 and forward are eligible for up to **19 weeks** of benefits instead of **12 weeks** of benefits.

December 30: The federal **CARES Act Extension COVID-19 relief package** was signed into law on Dec. 27, to extend and provide additional federal unemployment benefits. The DEO is awaiting guidance from the U.S. Department of Labor before changes can be fully implemented and payments can be issued and will provide more information when it becomes available.

The extension will provide eligible claimants with **additional weeks of benefits as well as \$300 in Federal Pandemic Unemployment Compensation benefits** for each week a claimant receives state or Federal Reemployment Assistance benefits through March 13, 2021. When DEO receives information from USDOL and the programs are fully implemented, claimants will receive benefits for all weeks they are owed.

December 15: **The Extended Benefits application is now available in the CONNECT system** for claimants who have exhausted Pandemic Emergency Unemployment Compensation (PEUC) benefits during the period of **June 7, 2020, through November 7, 2020.**

Click [here for a FAQ on extended benefits](#) and [here for step-by-step instructions](#) on how to apply. [View an instructional video here](#). Claimants who are currently on Pandemic Unemployment Assistance (PUA) will be able to apply for Extended Benefits at a later date.

Extended Benefits is a federal program implemented by the state. Extended Benefits authorizes up to an additional six weeks of benefits to eligible individuals who have exhausted Reemployment Assistance benefits during periods of high unemployment.

General eligibility

Visit covid19.floridajobs.org for a [detailed and regularly updated \(December 30 is latest\) resource guide](#), the latest information from DEO, and links to applications. [COVID-19 Employment Scenarios fact sheet](#) outlines eligibility under specific situations.

Reemployment Assistance benefits are available to Floridians who have been negatively impacted as a result of the mitigation efforts to stop the spread of COVID-19. Eligible individuals include those who have lost their job through no fault of their own, are quarantined by a medical professional or a government agency, laid off or sent home without pay for an extended period by their employer, or caring for an immediate family member who is diagnosed with COVID-19. The [DEO's resource guide](#) has more details.

How to Apply

Click on the **File a Claim for State or Federal Reemployment Assistance Benefits** button at floridajobs.org.

[CONNECT](#) continues to be down for maintenance from 8pm to 8am.

DEO is encouraging claimants to use the online application if possible but paper applications are available in English, Spanish and Haitian-Creole [online](#).

Work search, online work registration requirements and waiting weeks have been waived, but not all DEO documentation has been changed to reflect that those requirements are no longer necessary, most notably the [Reemployment Assistance Handbook](#) and [Claimant Guide](#). These requirements are waived until **September 5, 2020**.

Reset PIN

If the CONNECT system is working: After entering your Social Security number on the [CONNECT login page](#), select the **Forgot PIN** option to reset your PIN after verifying your information. If you cannot reset your PIN, please contact the Florida Department of Economic Opportunity at **833-352-7759** (choose option 1).

Verifying identity

If DOE requests that you verify your identity, submit documents by email or fax.

Email: IdentityRequest@deo.myflorida.com

Fax: 321-332-6608

Phone: 888-993-9713 (some have reported success getting through on this number)

Please provide a signed copy of your Social Security card and a copy of your valid driver's license or state ID. Please allow three business days for the documents to be reviewed and then contact the Florida Department of Economic Opportunity toll-free at **800-297-0586** to verify your information.

File an Appeal

If you don't agree with your Reemployment Assistance benefit determination, you may file an appeal by submitting the [Notice of Appeal form](#).

Where to call or get online help

- Florida Department of Economic Opportunity: **833-352-7759** or **800-204-2418**
- New number for general information (not claim-specific) as of April 18: **833-353-6799**
- People who need assistance filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities: **800-681-8102**
- Reset PIN: **833-352-7759** (choose option 1) or **800-297-0586**
- Debit card assistance: **888-898-3584**
- Fraud hotline: **800-342-9909**
- [CareerSource Palm Beach County](#): **561-340-1060**, press option 6
- [DEO Reemployment assistance email contact form](#)

Rent and utility payment help

[Palm Beach County Community Services Department](#) provides [emergency rent, utility and food assistance](#) to eligible individuals and families experiencing economic hardship related to COVID-19 because of loss of employment or sickness.

Eligibility information and online application for all services: rentalassistancepbcc.org

Phone numbers:

- General info: **561-355-4700**
- Rent assistance: **561-904-7900**
- Utilities payment assistance (Low-Income Home Energy Assistance Program / LIHEAP): **561-355-4792**
- (Emergency Home Energy Assistance for the Elderly Program) EHEAP: **561-355-4746**

FAQs with more details

[Flow chart](#) outlining Florida unemployment/reemployment assistance benefit programs (updated June 28, 2021)

[Updates, waivers and resources](#)

[DEO Reemployment Assistance Resource Guide](#) (updated December 30, 2020)

[Guide for Claiming Your Reemployment Assistance Weeks](#) (updated April 27, 2021)

[Covid-19 Unemployment Response Effort \(CURE\)](#) is a private Facebook group where people using the Florida unemployment filing system are sharing experiences and news. You must send a request to join the group.

[DEO Workflow Dashboard](#): Updated at least once a day, this link allows you to watch the flow of unemployment applicants and the rate at which they are processed.

[DEO Videos](#)

The [Informational Videos page](#) was created in an effort to answer common questions and cover procedural information on all areas of the Reemployment Assistance (RA) program.

Videos are available in [Spanish](#) and [Creole](#).