

# What to Watch For When Filing



## Unemployment Filing Instructions for AAUP-AFT Shared Work Program Participants

In anticipation of Program approval from the New Jersey Department of Labor (NJDOLE), we are requesting that participants begin filing Unemployment Insurance (UI) claims **on Monday, April 19, 2021**. Program participants will have the full week to file their claim (i.e. April 19 – April 24). It is important to note that we will be using the standard application for unemployment which DOES NOT have an option for the Rutgers Shared Work Furlough Program. We ask that you carefully read through and follow the instructions provided below in order to assure the accurate completion of your unemployment benefits claim. Within the next few days, you will receive email confirmation from your department chair or designee of your assigned furlough days; however, you may initiate your application process with the information provided by your supervisor today. Please note that given the unprecedented volume of claims filed, we have been advised **there will likely be delays in the payment of claims**.

### NEWLY ADDED 4/21/21

Must call between the hours of 8 a.m. to 3:30 p.m., Monday through Friday. You will first be asked to input basic information into an automated system. After this, you may get to speak to a live agent or get a call back from an agent to complete the application. If you get a message that no agents are available and to call back, **we have been told by NJDOLE that staff will complete the application** for you over the coming week, and there is no need to call back. You can check your claim status by following these instructions.

HOW DO I CHECK THE STATUS OF MY CLAIM? To check Unemployment claim status, please go to: <https://lwdwebpt.dol.state.nj.us/ClaimStatus/claimStatus.htm>

Throughout the entire process, **participants should never certify** for Unemployment Insurance benefits.

## INFORMATION YOU SHOULD GATHER PRIOR TO COMPLETING THE UNEMPLOYMENT APPLICATION

- Your start date at Rutgers University
  - Please go to [myRutgers portal](#), My Dashboard, My Paycheck, Compensation History, Salary History. Hire date is the last line of your salary history.
- Gross earning you have received for the past 12 months - **This information may or may not be asked on the application.**
  - **If employed at Rutgers for the past 12 months**, please go to [myRutgers portal](#), My Dashboard, My Paycheck, Compensation History, Salary History. The exact amount will be verified by Unemployment.
  - **If employed at Rutgers less than 12 months**, please follow the instructions above to estimate gross earnings while at Rutgers and add any other gross earnings in the last 12 months. The exact amount will be verified by Unemployment.
- **Additional information required for the application** can be found on the NJDOLE's website here: <https://myunemployment.nj.gov/labor/myunemployment/before/about/howtoapply/infoneeded.shtml>

## OUT-OF-STATE DRIVERS LICENSE

Participants who do not have a New Jersey Driver's license, **must file your claim via the telephone system** to verify your identity. Due to the rise in fraudulent unemployment claims and increased security measures taken by the NJDOLE, participants with an out-of-state driver's license **must speak to a live**

Please apply during the first week, but if it takes longer than one week to file your claim, you will not be disqualified. As long as you are approved, you will receive weekly payments for the duration of the program.

It's our understanding that payments come separately for state UI and the federal supplement on Monday or Tuesday each week. Whenever you are approved, you will receive weekly payments for however long you are in the program (10 weeks for most people).

If you have to apply by phone because you don't have a New Jersey driver's license or ID, you should choose to input basic information into the automated system. We have been advised by the NJDOLE that this information can be used by its staff to complete your unemployment application so you don't have to keep calling.

This instruction can't be emphasized enough. No matter what you are told by email, a website, or a live agent, **DO NOT CERTIFY**. Doing so could significantly delay payments. However, when you finish your application, you **SHOULD** click "submit" and "certify" that your answers are true.

You don't need to gather the "Amount and duration of any separation pay" (because you aren't getting severance pay for separating from the university). If you are a union member, the name of your union is Rutgers AAUP-AFT and your local number is 6323. But you are **NOT** hired through the union.

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When you apply by phone, whether you speak to a live agent or go through the automated system, you won't answer all the same questions as the online form. But you should still gather the information described above and be familiar with the instructions below to answer the questions.



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**agent. Do not use the automated phone system to file your unemployment application. They are open weekdays (excluding holidays) from 8:00 a.m. to 3:30 p.m.**

We understand phone lines are extremely busy due to high call volume, but please continue to call. The Regional Call Center phone numbers are listed below:

- North New Jersey: 201-601-4100
- Central New Jersey: 732-761-2020
- South New Jersey: 856-507-2340
- Out-of-state claims: 888-795-6672 (you must call this number from a phone with an out-of-state area code)

## NJ UNEMPLOYMENT APPLICATION PROCESS

### HELPFUL TIPS AS YOU COMPLETE THE APPLICATION

Please be advised that if your computer is idle for 30 minutes or more, your session will "time out" and all of your claim information will be lost. If you exit for any reason before completing the application, all of your information will be lost.

### ONLINE ACCOUNT CREATION

- Program participants should fill out the unemployment claim application online at: <https://myunemployment.nj.gov/>
- Go to "FILE A CLAIM" in the blue banner at the top of the screen. If you currently do not have an online account, or have not had one in three years, please select "New users register here" to create an online account and complete your application. If you have an existing online account, please select "Existing users log in here" to complete your application.
- If you have trouble creating an online account or any other unemployment questions, we urge you to [contact the NJDOL through their online email form](#) where you will be asked to complete contact information, select the category that most closely applies to your question, and explain your issue.

### Step 2 Personal Information

- Provide your main occupation, list key words in the job description, and then click the search button. You must select an occupation from the prepopulated list that best matches your occupation. If none of the results match, explain in detail your job duties and click the search button again for new results.

### Step 3 Eligibility Information

- "How do you wish to receive your Benefit Payment?"
  - The payment method chosen on the unemployment claim application, Debit Card or Direct Deposit, will be the payment method used for Shared Work benefits. For direct deposit, you will need to enter your account information.

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It may be difficult to get through to a live agent. Please try, and if you are told an agent will call you back, make plans to take that call. But if all you can do is answer the automated questionnaire asking for basic information, we have been assured that the NJDOL will be able to complete your application and approve your claim.

If you don't have a New Jersey driver's license, but you do have a phone with a New Jersey area code, call one of the three in-state phone numbers.

Remember that you have a full week to apply for unemployment (and longer if you need it to, for example, apply by phone). It is better to wait and be sure you can answer all the questions correctly and have all the information you need to provide then to finish the application with incorrect information. **If you have any problems applying, report them to UHR and fill out this Google form so our union can try to assist you.**

If you don't have a New Jersey driver's license or state ID, DON'T fill out the online application. See the instructions on the previous page.

If you are applying online and repeatedly get a message saying a new account can't be created, you should email [hr\\_operations@hr.rutgers.edu](mailto:hr_operations@hr.rutgers.edu) and ask University Human Resources to help you resolve the problem.



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- **For Phone Applicants: - NEWLY ADDED 4/20/21** The NJDOL agent will not be able to process your direct deposit information over the phone. You will need to [Check Your Claim Status](#) and ensure that it has moved to “Filed” and then create an online account (see *Online Account Creation* section above) to enter your direct deposit information.
- “Are you currently receiving a pension?”
  - Answer “No” as you are contributing to your pension/retirement account, but not receiving a pension *payment* because you are not retired.

## Step 4 **Employment Information**

- “Employer Address”
  - Rutgers University NJ will be prepopulated under “On-File Employment”. **Please note that the information listed including the mailing address of Cooperative Ext Ser, c/o Corporate Cost Control from Londonderry, NH is correct.**
  - **For Phone Applicants – NEWLY ADDED 4/20/21** Please provide the following information for the Employer Address:  
Rutgers University NJ  
C/O Corporate Cost control  
P.O. Box 1180  
Londonderry, NH 03053  
(800) 207-6926
- “Work Location”
  - Enter your campus building address and phone number
- “What was the last day you worked for this employer?”
  - **Select “04-17-2021”, regardless of your first furlough date.** Our approved program with the NJDOL begins on 04/18/2021 and 04/17/2021 **must** be selected as the last day you worked regardless of your furlough schedule and furlough dates.
- “Are you still employed by this employer?”
  - Select “Yes” and choose “Reduction in Hours by Employer” from the dropdown menu
- “Please select the reason for separation from this employer”
  - Select “Business Closed/Hours Reduced – COVID-19 Related” from the dropdown menu
- You will be asked to “provide further explanation below”
  - Please type “Rutgers Shared Work Furlough Program” in the freeform field
- “Do you expect to be recalled by this employer?”
  - **Please select “No”**
- “Are you a member of a union?” – **NEWLY ADDED 4/20/21**
  - Please select “Yes” if you are a union member and include the name of the union (Rutgers AAUP-AFT) and the local number (6323)
  - If you are not a union member please select “No”
- “Union hiring hall information, including local number and address (if you get work through a union)” – **NEWLY ADDED 4/20/21**
  - Please select “No”
  - As a Rutgers faculty member, you were hired through the university, not the AAUP-AFT union.

If you are asked for the amount and duration of any separation pay, answer “none.” You aren’t getting severance compensation because you are not separating from the university.

For the purposes of work-sharing, your last day working full-time (without furloughs) is the day before the program officially started, so fill in “04-17-2021.”

This question is meant for people who have been laid off and might be recalled by their employer. You are not laid off, so you won’t be recalled. Answer “No.”



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## Submitting the Unemployment Application – **NEWLY ADDED 4/20/21**

- On the last page of the application, it will ask you to “click the submit button to certify your entries”
  - **This button is to submit your application to the NJDOL, not to “certify for weekly benefits.” You must click this button to complete the application process.**

## **\*\* VERY IMPORTANT ADDITIONAL INFORMATION FROM THE NJDOL \*\***

- **Regardless of any communication you may receive from the New Jersey Department of Labor, you MUST NOT CERTIFY online or by telephone during the Shared Work Furlough Program.** Only the claim application needs to be filed. You may receive general information emails about how to certify for Unemployment benefits, but that is standard informational material sent to anyone who has filed an unemployment claim and does not apply to the Rutgers Shared Work Furlough Program. **Do not certify for weekly benefits while in the Shared Work program even if you receive a communication that there is a weekly requirement certifying you are “ready and actively seeking work”. Certifying will cause Unemployment errors and payment delays so please DO NOT CERTIFY.** Benefits will be paid by NJDOL using the application/information that has been supplied.
- **Due to the number of the unemployment claims being filed and processed, state unemployment benefits may be delayed.**

## SUPPLEMENTAL \$300 WEEKLY BENEFIT

- A COVID-19 relief package was passed into law on March 11, 2021 and among other pandemic relief measures, will provide an additional \$300 per week in federal funding for enhanced unemployment benefits through the Federal American Rescue Plan program for the weeks of March 14, 2021 to September 4, 2021.
- The timing of the AAUP-AFT Shared Work Furlough Programs will coincide with the Federal American Rescue Plan program so that eligible participants will receive the supplemental \$300 weekly benefit throughout the entire Shared Work Furlough Program.
- **You do not need to certify weekly to receive the \$300/week.** Your Unemployment Insurance application will initiate the \$300 payment.
- It is important to note that the \$300 stimulus is a separate payment, there may be delays in receiving the payment, but all payments will be retroactive payments to the start of the program.

## ADDITIONAL RESOURCES

- [Gross Income Furlough Estimator](#) to provide an estimate of the change in gross income during the period of furlough
- [NJDOL Division of Unemployment Insurance website](#)

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Do NOT certify under any circumstances. You are not unemployed, so you don't have to certify that you are seeking employment. This is especially important to remember for those who apply by phone, because not all agents will be familiar with a work-sharing program. However, as explained above, you SHOULD click “submit” at the end of the online application and “certify” that your responses are true.

If your application and approval are delayed, you will still receive weekly payments for the duration of the program, even if the payments stretch into July.

**If you have any problems applying for your unemployment payment, report them to UHR and [fill out this Google form](#) so our union can try to assist you.**



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