

Filing for Unemployment: FAQs for Furloughed Employees

1. How do I file for unemployment benefits?

You can file for unemployment benefits either online or by phone at 877-626-6800 . For guidance please review the Department of Unemployment Assistance provided pamphlet, *How to File for Unemployment Insurance Benefits*, or for more detailed instructions, follow the DUA's [step-by-step guide](#) to filing an unemployment claim or watch their [Youtube tutorial](#).

2. When should I file for unemployment benefits?

If you have been placed on an unpaid leave, or have separated from work, or if your hours have been reduced, you should consider filing a claim for unemployment benefits **during your first week of total or partial unemployment**.

Helpful Tip:

If you are filing for a week that precedes the current claim week, please review the DUA's clarification on the appropriate response if filing online. When asked if you have worked part-time last week, the DUA advises answering “**yes**” if you worked less than your regularly scheduled hour or work **no hours at all**.

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

When will my claim begin?

Your claim begin date will be:

Sunday, March 12, 2017

You may be eligible for an earlier begin date if you worked part-time last week. Did you work part-time?

Yes No*

Click Yes only if you worked fewer than your regular scheduled hours

Click No if you worked your regular scheduled hours

Previous Next

Click Next

3. What information or documents might the state request from me after I submit an unemployment claim?

A request for supplemental information by DUA is likely. Commonly, this consists of a **Request for Wage Information**. Should you be asked to provide this information, it will require you to report your earnings for the past four quarters. This additional step has been taken to allow DUA

to ensure that your reported earnings match the state's records, as well as to verify your identity and eligibility, in order to identify fraudulent claims, which unfortunately have become more prevalent. If you need a record of your quarterly wages, **please contact Amy Stolarczyk, Payroll Coordinator, by email astolarc@holycross.edu (preferred) or by phone 508-793-2331.**

If asked to provide copies of your pay stubs or W2 information, those records can be found in [HR Self-Service](#) under the **Payroll & Compensation tab**. If you need help logging into your Self-Service account, **please contact the Holy Cross HelpDesk at 508-793-3548 or by emailing helpdesk-request@holycross.edu.**

When the DUA asks *you* for information, the College cannot respond directly to DUA on your behalf - the information has to come from you. For example, the College can provide you information to assist in the completion of your additional **employee questionnaires or supplemental information**, but cannot send information that the state requests of you directly to DUA on your behalf.

DUA often contacts the employee to *confirm* information provided by the claimant. DUA sends the employer an **employer questionnaire**. When DUA sends the College an employer questionnaire, the College will respond directly to DUA with the information requested.

4. When will I receive my benefit?

Please contact the DUA customer service for specific updates on your claim by calling 877-626-6800. Benefit eligibility, payout terms and conditions, including payment timing, are entirely managed by the DUA.

5. If I am furloughed for multiple weeks, do I need to file for an unemployment benefit each week?

Yes. You must request weekly benefits every week that you are unemployed. No payment will be issued for any week that you fail to certify your eligibility. Once you have filed a claim, you must request benefits for each week during which you are in partial or total unemployment. Sunday is the first day of the week that you can request benefits for the prior week. You may request benefits for the prior week at any time beginning Sunday through Saturday of the current week. Read more about requests for weekly benefits [here](#). If you are on a rolling furlough, or a staggered temporary layoff, you should not request benefits for the week(s) you return to a paid status, and only request benefits when you return to furloughed status.

6. Is my furlough considered a layoff?

Yes, by DUA. For purposes of your unemployment claim, the DUA defines your furlough as a temporary layoff. For purposes of your unemployment claim, the state defines your furlough as a temporary layoff. Therefore, you should **select “layoff”** from the below choices which includes a lack of work and temporary layoff. Please see question 7 regarding information the College may report to the DUA.

The screenshot shows a web form with a search bar at the top. Below it is a section titled "Reason For Separation from this employer" with a list of radio button options: "Still Working", "Layoff", "Quit", "Discharged", "Leave of Absence", "Suspension", "School Employee", "Strike", "Lockout", and "Conviction". A yellow circle with the number "1" is next to the search bar, and another yellow circle with the number "2" is next to the "Next" button. To the right of the form, there is a text prompt "Select your reason for separating from this employer" with a lightbulb icon and a helpful tip: "Helpful tip: If your unemployment is a result of the COVID-19 emergency, the Reason for Separation is 'Layoff'". A "Click Next" button is also visible.

7. Does the College provide any information to the DUA regarding my claim?

Each quarter the College provides the state with a report of quarterly earnings and wages of all employees who worked any amount of time during that quarter. However, there are a few categories of employees whose salaries are not considered to be earnings and wages for purposes of unemployment earning and wage reporting and thus are not reported to the DUA (these include salaries of student employees and work release employees). Employees who file for unemployment benefits close to the beginning of a quarter (July 1, October 1, January 1, or April 1), should be aware that the state takes a while to process the employer quarterly filings, but will do so and update your earnings appropriately.

For those who have filed a claim, the College may receive a request for additional information regarding your most recent employment and pay status. While the College is not responsible for determining your benefit eligibility, the College does report factual information as requested.

When asked to report on employees who have been furloughed, the College will report your furlough as a **Layoff: Your employment ended due to a lack of work; temporary layoff; elimination of position; employer being closed. Since this is a temporary layoff for the employee, the College will report the dates where the employee is in an unpaid status and the **recall date** for when the employee is expected to return. Please note that if you have requested to use and been paid for paid time off during your furlough, the College will report your earnings from use of paid time off accordingly.

You will be asked to select your reason for separating from this employer. The DUA advises that if your unemployment is a result of the COVID-19 emergency, **and you have not been given the opportunity to return to work**, the reason for separation is **layoff**.

The screenshot shows a web form with two main sections. The first section, titled "Occupational Information", has a text input field for a job title. Below the input field, there is a search button and a "Next" button. The second section, titled "Reason For Separation from this employer", contains a list of radio button options with descriptions for each: "Still Working", "Layoff", "Quit", "Discharged", "Leave of Absence", "Suspension", "School Employee", "Strike", "Lockout", and "Conviction". At the bottom of the form, there are "Previous" and "Next" buttons. A yellow circle with the number "1" is placed over the search button, and another yellow circle with the number "2" is placed over the "Next" button.

8. Do I qualify for Unemployment Extended Benefits ? How long do Extended Benefits last?

Benefit eligibility, payout terms and conditions, including payment periods, are entirely managed by the DUA. The below information is reported from DUA sources and is subject to change. Contact the DUA at 877-626-6800 for updated information.

The Commonwealth of Massachusetts' unemployment rate has triggered federal Extended Benefits (EB). Eligible UI claimants who meet the criteria will receive notice in their UI Online account informing them that they can apply for EB. Additional criteria information can be found [here](#).

Federal Unemployment EB are now available for up to 13 weeks for certain eligible regular unemployment claimants. Please note that your EB will be recalculated and may result in a different weekly benefit rate that your regular UI or Pandemic UI.