

ASPERA

# CLAIMANT HANDBOOK

A Guide to Unemployment Benefits



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## ABOUT THIS HANDBOOK

This handbook provides important information about Unemployment Insurance ( ) offered by the Kansas Department of Labor (KDOL). (See the Glossary in Appendix B for definitions of commonly used terms and acronyms.) You must read and understand the information in this document. If you do not understand or have questions, contact our agency for help.

## CONTACT INFORMATION



Website: [dol.ks.gov/unemployment/overview](https://dol.ks.gov/unemployment/overview)



Local: 785-575-1460  
Toll-Free: 800-292-6333

### **Business Hours**

Monday, Tuesday, Wednesday and Friday  
8 a.m. – 4 p.m.

Thursday  
8 a.m. – 3:15 p.m.

The Contact Center does not provide in-person service.  
Closed state holidays.

## LANGUAGE ASSISTANCE

If you do not speak English, free language assistance is available to help you.  
(Entire sheet added in appendix C at the end)  
For a language other than English, call 785-575-1490 or 800-292-6333.

## DEAF AND NON-VERBAL CLAIMANTS

For your privacy and security, we can only assist Deaf claimants through an FCC-approved Video Relay Service (VRS). Call 785-575-1460 or toll-free at 800-292-6333 through any FCC-certified VRS provider (i.e., Sorenson, Purple, ZP Better Together, or Convo).

FCC-certified VRS providers are regulated to ensure:

- Confidentiality and accuracy of all interpreted conversations.
- Identity verification of the caller.
- Compliance with Federal accessibility and privacy standards.

We are not permitted to share or discuss claimant information with non-approved or private interpreters who may not meet these requirements.

# OVERVIEW OF UNEMPLOYMENT INSURANCE

Unemployment Insurance (UI) is a program designed to provide temporary income to workers who lost their job through no fault of their own – for example, due to a layoff, plant closure, or lack of available work. Benefits are not available to all workers. For example, workers who were fired from their job for \_\_\_\_\_ cannot receive UI benefits.

## Funding For the UI Program

The state UI program is funded through taxes paid by employers. No money is deducted from your paycheck to pay for UI benefits.

## HELP US SERVE YOU BETTER

The Unemployment Insurance Division is here to assist you during your time of unemployment. To make sure you are paid benefits in a timely manner, please help us by:

- Providing accurate information
- Responding to requests for information right away
- Completing all requirements to maintain UI eligibility as outlined in this handbook
- Keeping 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. Failure to notify our agency of your current contact information may delay payment of benefits. The easiest way to update your address or phone number is through your claimant portal at [KansasUI.gov](https://www.kansasui.gov).

## For Faster Service, Go Online

You can check the status of your claim and more through our safe and secure website. Visit your claimant portal at [KansasUI.gov](https://www.kansasui.gov) 24 hours a day, 7 days a week.

When filing a new application, you will need the following information:

- Personal email address
- Your Social Security number
- Full mailing address, including apartment or lot number, Zip Code and PO Box if you use one
- Phone number where you can be reached during the day
- Name and mailing address of the last employer you physically worked for, no matter how long you worked there.

Note: Your paycheck stub or W-2 form usually contains this information

- A list of all jobs you've had in the last 18 months, including when you started, when you stopped working, and why you left each job.
- County in which you live
- Driver's license number
- If you are not a citizen or national of the United States, employment authorization number and expiration date
- If you were active-duty military within the past 18 months, you will need your DD-214
- If you were a federal employee, Standard Form SF-50 or pay stub
- Any separation, vacation or holiday pay you have received.

If you need additional assistance, call the Contact Center:

Monday, Tuesday, Wednesday and Friday, 8 a.m. - 4 p.m. or Thursday 8 a.m. - 3:15 p.m.

Local: 785-575-1460

Toll-Free: 800-292-6333

# DETERMINING ELIGIBILITY FOR UI BENEFITS

Our agency will review your claim to determine if you qualify for benefits. We look at these three criteria:



## 1. How much did you work in the 12-18 months before filing a claim?

You must have earned sufficient wages in the 12 to 18 months prior to filing a claim. If you did not earn enough wages, you will not be eligible for benefits. To be minimally monetarily eligible for benefits you must have at least two quarters of wages in the base period and be able to satisfy the weekly and monthly calculations.



## 2. Why are you no longer working for your past employer?

The reason you are no longer employed helps determine whether you can receive UI benefits. Below are some examples of reasons that may qualify or disqualify you from receiving benefits.

### You may receive benefits if you:

- Were laid off or your hours were reduced because your employer did not have enough work for you.
- Left your last job and can show it was for good cause related to the job (such as unsafe working conditions)
- Are unemployed because you or your child were a victim of domestic violence, stalking or sexual assault

### You may not receive benefits if you:

- Quit your job for personal reasons unrelated to work
- Were fired for misconduct
- Are not legally authorized to work in the United States
- Are self-employed
- Are currently receiving workers compensation for an on-the-job injury



## 3. Are you able and available to work? To qualify for UI benefits, you must be:

- Actively applying and looking for work
- Mentally and physically able to work
- Legally authorized to work in the United States
- Available to accept work (for example, you do not have personal responsibilities that would prevent you from working)

# OPTIONS FOR RECEIVING A PAYMENT

If you are eligible for UI benefits, you may receive payments by:

- Direct deposit: Money directly put into your savings or checking account.
- Prepaid debit card: Provides you with a prepaid debit card from US Bank ReliaCard®. You can make purchases, get cash and pay bills wherever US Bank ReliaCard® debit cards are accepted.

To learn more about these payment options, visit [KDOL Unemployment FAQs](#).

# CALCULATING WEEKLY AND MAXIMUM BENEFIT AMOUNTS

## The Base Period

To determine what wages your benefits will be calculated with, Kansas uses a traditional . A traditional base period is the first four quarters out of the last five completed quarters of a calendar year.

First Quarter: January, February and March	Second Quarter: April, May and June
Third Quarter: July, August and September	Fourth Quarter: October, November and December
Filing Quarter: Quarter in which you are filing for benefits.	
Lag Quarter: The first quarter out of the last five quarters. Skip the Lag Quarter.	
Base Period Quarter 1-4: Any wages earned during these quarters would be used to calculate your weekly and maximum benefit amounts.	

### Example: Filing a claim for benefits 02/11/2026:

4th Qtr 2024	1st Qtr 2025	2nd Qtr 2025	3rd Qtr 2025	4th Qtr 2025	1st Qtr 2026
October 1st - December 31st	January 1st - March 31st	April 1st - June 30th	July 1st - September 30th	October 1st - December 31st	January 1st - March 31st
<b>Base Period</b>	<b>Base Period</b>	<b>Base Period</b>	<b>Base Period</b>	<b>Lag Quarter</b>	<b>Filing Quarter</b>

## Calculating The Weekly Benefit Amount (WBA)

To calculate your , find the quarter with the highest earnings in your base period and multiply that amount by 4.25%. Drop any cents from the result — that is your WBA. In Kansas the minimum WBA is \$159 and the maximum is \$637. If your calculated amount falls below \$159, your benefit will be set at the state minimum. If it exceeds \$637, your benefit will be capped at the state maximum. To determine if you're eligible for benefits, take your WBA and multiply by 30. The total base period wages must be greater than or equal to that amount.

Example:

Base Period	Base Period	Base Period	Base Period	Lag	Filing
\$5,000	\$7,500	\$10,000	\$7,500	\$5,000	Unknown

\$10,000 is the highest quarter in the base period.  $\$10,000 \times 4.25\% = \$425.00$ .

\$425 is between \$159 and \$637 so \$425 is the Weekly Benefit Amount (WBA).

Total Base Period wages are \$30,000. The WBA of \$425 multiplied by 30 equals \$12,750. Since the Base Period wages exceed the WBA multiplied by 30, the claimant is eligible for benefits.

## Calculating The Maximum Benefit Amount (MBA)

The Maximum Benefit Amount (MBA) is determined to be the lesser value of the following calculations:

- WBA times the current maximum number of weeks (16).
- The Total Base Period Wages divided by three.

Using the example above:

The total base period wages are \$30,000.  $\$30,000$  divided by 3 is  $\$10,000$ .

The WBA  $\$425.00$  times 16 weeks is  $\$6,800$ .

The MBA for this example is  $\$6,800$ .

# UI BENEFITS DECISION AND PAYMENTS

After you file an initial claim for UI benefits, you will receive a Decision on Benefit Amount Notice explains:

Notice in the mail. The

- The amount of benefits you are eligible to receive, if approved.
- Information about how to request a reconsideration if you disagree with the Decision on Benefit Amount Notice

## Waiting Week

The first week of your claim is considered a waiting week. You must file a weekly certification that must be eligible for payment, but you will not be paid. Your payments will start the following week, assuming you are still eligible for benefits and meet all requirements.



For example, consider a situation where John lost his job on the first Monday of the month and filed an initial claim for UI benefits on the same day. Even though John submits a certification for the first week of benefits, he will not be paid for this waiting week.

The next week, if John fulfills all eligibility requirements, he will be eligible to receive payment. See the Maintaining Your UI Eligibility section for details on the continuing eligibility requirements.

## Deductions

Your benefits may be reduced or stopped under the following circumstances:

### Separation Pay

- A severance package
- Pay in lieu of notice
- Continuation of salary payment with full benefits from your last employer

Be sure to report any separation payments when you file your weekly certification. You may be contacted by the agency for additional details to help determine if your separation pay is deductible.

### Retirement Income

Retirement income, such as Social Security payments, disability payments or survivor benefits may affect your weekly benefit amount (WBA).

You must tell us if you receive or apply to receive payment from your retirement plan.

### Other Earnings

If you are working part-time, you may still be eligible for . Report all earnings from any work performed on the weekly certification regardless of the type or amount of work. See the Reporting Earnings section for more information.

### Money Owed

Some or all of your unemployment benefits may be reduced if you:

- Owe court-ordered child support
- Previously received unemployment benefits that you were not entitled to, and did not repay the

## Taxes

Your unemployment benefits are taxable by federal and state governments. You may choose to have taxes withheld from your weekly payment. If you elect not to have taxes withheld, you will be responsible for the full taxable amount at the end of the year. Questions about taxes on UI payments should be directed to the Internal Revenue Service (IRS) or your tax professional.

KDOL cannot answer questions regarding your taxes.

You may elect to have 3.5% of your weekly benefit payments withheld for state taxes and/or 10% of your weekly benefit payments withheld for federal taxes either through your claimant portal or through the initial claim filing process.

By the end of January each year, KDOL will provide you with IRS form 1099-G. This form shows the amount of benefits you received during the previous year and the amount of income tax withheld, if you selected that option. Boxes 10a and 10b on the 1099-G will be left blank. Unemployment is federally funded.

If you misplaced or did not receive your 1099-G, you can access it through your claimant portal or by calling the Kansas Unemployment Contact Center at 800-292-6333.

## MAINTAINING YOUR UI ELIGIBILITY

Every week that you claim benefits, you must complete three (3) tasks to remain eligible:

1. Actively look for work
2. Complete a weekly certification
3. Report earnings (any money you earned during the claim week)

Failure to complete **any** of these actions can **disqualify** you from benefits.

### Searching For Work

You are required to actively search for work every week you certify to receive UI benefits by completing at least three (3) work search activities. **At least one of your work search activities must include submitting a job application or resume to an employer each week.**

Below are examples of other search activities that fulfill this requirement, along with activities that are not considered valid.

Qualifying Work Search Activities	Invalid Work Search Activities
<ul style="list-style-type: none"><li>• <b>Required at least once a week:</b> Applying for a job that fits your skills and qualifications</li><li>• Interviewing for a job</li><li>• Reporting to a union hiring hall if you are a registered member of that union</li><li>• Participating in reemployment services at your state workforce center</li></ul>	<ul style="list-style-type: none"><li>• <b>Applying for a job that you are unqualified for</b></li><li>• Applying for the same job multiple times</li><li>• Failing to apply for a job in the manner directed by an employer (E.g., failing to submit an online application when an employer tells you to apply online)</li></ul>

All work search activities must be documented. Your work search activities may be selected for audit, and you must be able to provide proof of your efforts. Failure to provide sufficient documentation can result in denial of benefits and establishment of an overpayment for any weeks that do not meet the minimum work search requirements.



### Did you know?

Unemployed workers who conduct more than three required work search actions find work faster than those who only complete the minimum each week.

## Completing A Weekly Certification

To continue receiving benefit payments, you will need to file a weekly certification to tell KDOL you are still unemployed. The certification includes a series of questions that help determine if you are eligible to continue receiving UI benefits. For example, you will be asked if you:

- Were able and available for work during the week being claimed  
Example: If an employer had asked you to start work that week, could you have done so? If not, you may not have met this requirement.
- Completed and documented your required work search activities
- Refused any jobs or offers of work
- Completed any work, and if so, how much money you earned for that work

Under penalty of law, you are required to truthfully answer the questions for each week you claim UI benefits.

## When to File Your Weekly Certification

The Sunday after you initially apply for benefits is the first day that you can submit a weekly certification. Weekly certifications must be completed by 11:59 p.m. Saturday of each week you are claiming benefits.

For example, if you lost your job on Monday, 3rd of the month, you could file an initial application for UI benefits on the same day or on any other day that week.

Then you can submit a weekly certification on your first week of benefits starting on Sunday, the 9th.

Failure to submit the weekly certification before 11:59 p.m. on Saturday, the 15th may result in delayed benefit payment or a denial of benefits for that week.

## How To File Your Weekly Certification

For fastest service, visit: [kansasui.gov/cp/landing](https://kansasui.gov/cp/landing). For more information on how to file, you can watch a video or download a guide by following the link below Filing Guides.



By Phone

Local: 785-575-1460

Toll-free: 800-292-6333

Monday, Tuesday, Wednesday

and Friday - 8 a.m. - 4 p.m.

Thursday - 8 a.m. - 3:15 p.m.



Filing Guides

[dol.ks.gov/unemployment/guides](https://dol.ks.gov/unemployment/guides)

## Reporting Earnings

If you are working while claiming UI benefits, you must report how much money you made during the week being claimed. The amount you must report is your gross pay, not your net pay.

**REPORT WEEKLY DURING THE PAY PERIOD,  
NOT WHEN YOU GET THE CHECK**

PAYSPLIT				REPORTING PERIOD	PAY DATE	
				10/01/20XX - 10/07/20XX	10/15/20XX	
INCOME	RATE	HOURS	CURRENT PAY	DEDUCTIONS	TOTAL	YTD TOTAL
REGULAR	\$20	30	\$600	STATUTORY DEDUCTIONS		
OVERTIME	\$30	0	\$0	FICA-MEDICARE	\$8.71	\$130.65
BONUS	--	--	--	FICA SOCIAL SECURITY	\$37.70	\$565.5
				FEDERAL TAX	\$40.15	\$602.25
				STATE TAX	\$26.05	\$390.75
YTD GROSS	YTD DEDUCTIONS		YTD NET PAY	GROSS PAY	DEDUCTIONS	NET PAY
\$9000	\$1689.15		\$7324.95	\$600	\$112.61	\$488.33

**REPORT GROSS PAY EACH WEEK**

## When to Report Earnings

When certifying for UI benefits, you must report all earnings for work physically performed during the previous Sunday through Saturday period. This includes any earnings you have not yet been paid for.

## What Earnings to Report

Any money earned for time worked must be reported. Common income sources include full or part-time employment, temporary or odd jobs, self-employment and tips.

## How To Calculate Gross Earnings

Number of Hours Worked during Week x Hourly Rate of Pay = Gross Earnings

For instance, if you worked 30 hours in a week at \$20 per hour, you would report \$600 in gross earnings for the week.

### Did you know?

Claimants can earn up to 25% of their weekly benefit amount before seeing a dollar-to-dollar reduction in their weekly benefit amount.

**Example 1:** If your weekly benefit amount is \$400, you can earn up to \$100 (25% of the total) with no reduction in your benefit payments.

**Example 2:** If your weekly benefit amount is \$400 and you earn \$150, your weekly benefit amount would be reduced by \$50, and you would receive \$350 in benefits.

# GETTING YOU BACK TO WORK

[KANSASWORKS.com](https://www.kansasworks.com) offers a variety of free programs and services, including job leads and career resources, to help you return to work faster.

## Mandatory Job Search Registration

To receive UI benefits, you must register with [KANSASWORKS.com](https://www.kansasworks.com) within 14 days of being notified of your eligibility. If you are attached to a union hiring hall or meet other specific criteria, we will notify you of your exemption to register.

How to Register for Reemployment Services

1. Log in to your [KANSASWORKS.com](https://www.kansasworks.com) account.

To log into your [KANSASWORKS](https://www.kansasworks.com) account, use the username and password in your notification email

2. Create and upload your resume to [KANSASWORKS.com](https://www.kansasworks.com). The resume must be published so employers can find you.
3. Complete the Job Plan, which can be found in your [KANSASWORKS.com](https://www.kansasworks.com) account.

Completion of the enrollment process is mandatory and reportable by [KANSASWORKS.com](https://www.kansasworks.com). If you fail to meet this requirement, it will be reported to KDOL, which will result in a denial of UI benefits.

## Reemployment Services

In addition to job search assistance, [KANSASWORKS](https://www.kansasworks.com) can support you with resume writing, interviewing skills, labor market information, and more. Visit <https://www.kansasworks.com/contact> to find your local American Job Center (AJC).

Additional Services to Assist You

- Training Programs - You may be eligible for training or education programs to help you upgrade your skills or complete a degree program. To learn more about whether you might qualify, visit: [Approved Training Programs | State of Kansas Department of Labor, KS Training Program Search - KANSASWORKS.](#)
- Veterans' Assistance - We have employment assistance programs specifically designed for veterans. If you are a veteran, get started at: Home | [HIREVets Medallion](#) and [NationalResourceDirectory.gov](#).
- Free or Low-Cost Health Coverage - As an unemployed worker, you and your family may qualify for free or low-cost health coverage. To check your eligibility or learn how to apply, visit [Eligibility | KanCare](#).

# WHEN YOU FIND A NEW JOB

## Full-time Work

After you start a new full-time job, you do not need to notify our office that you have returned to work. Stop submitting the weekly certification to request UI benefit payments when you start your new job (even if you will not be paid for a week or more). Should you start the new job in the middle of the week, be sure to report your earnings on your weekly certification.

## Part-time Work

If you find part-time work, you may still be eligible for partial UI benefit payments. Be sure to report any earnings from part-time work. See the Reporting Earnings section for more information.

# IDENTITY VERIFICATION

To protect against fraud and ensure benefits are paid to the correct person, you must verify your identity before receiving unemployment benefits. You may be asked to provide documents such as a driver's license, state ID, Social Security card, or other government-issued identification. Follow the instructions provided in your account or correspondence to complete the verification process. Failure to verify your identity may result in delayed or denied benefits.

Information can be found at <https://www.dol.ks.gov/unemployment/identity-verification>.

Kansas utilizes a third-party identity verification service, to help prevent fraud and verify claimant identities. Additional identity verification may be required depending on the status of your claim and any pending issues.

## United States Postal Services (USPS) Verification

KDOL has partnered with the USPS for identity verification. USPS is the most common method of Identity Verification used at KDOL. Identity Verification through USPS is straightforward and simple.

1. You must have a valid [KansasUI.gov](https://www.dol.ks.gov) account and a valid email address.
2. You will receive an email with a barcode to the email address on file.
3. Take the barcode email into one of the USPS offices listed in the bar code email.
  - a. Bring the barcode email.
  - b. Bring a valid government-issued ID.
  - c. Bring proof of your current address.
4. The agent at the post office will verify your information. If everything matches what was sent to the post office your identity will be verified.

## Law Enforcement Office (LEO) Verification

KDOL has partnered with select Law Enforcement Offices (LEO) to assist in identity verification.

To find a participating LEO in your area go to <https://www.dol.ks.gov/home/showpublisheddocument/1545/638826292427870000> or by following the link above and selecting **ID Verification by Law Enforcement** then selecting the link **Law Enforcement Agencies Participating in IDV**.

A list of the required documentation can also be found at <https://www.dol.ks.gov/unemployment/identity-verification> under the **ID Verification by Law Enforcement**.

# UI FRAUD

is a serious crime. Detecting and preventing unemployment insurance fraud is a priority for our agency. Claims are audited regularly to ensure benefits are paid according to state and federal law.

## Examples of UI Fraud, but not limited to:

- Failing to report money earned while collecting benefits
- Being dishonest about why you are no longer working for a previous employer
- Saying you are able and available when you are ill, traveling, or otherwise unable or unavailable to work
- Reporting that you looked for work when you did not make valid work search efforts

## To Avoid Committing Fraud

The most important thing is to be honest. If you intentionally make false statements or hide information to gain or maintain UI benefits, you are committing fraud. If you are unsure of what you are expected to do or report, call 785-575-1460 or 800-292-6333 for clarification. We are here to help!

### Penalties for UI Fraud

Penalties for fraud can include:

- Repayment of all UI benefits that you were not eligible to receive
- A 25% penalty on top of the benefits you should not have received
- Disqualification from receiving future benefits for up to 5 years
- Being convicted of a crime in state and/or federal court

### What We Do to Stop UI Fraud

These are just some of the ways we identify people who are committing fraud:

- Comparing earnings reported by workers and their employers
- Auditing claims
- Checking state and national databases of recently hired individuals to make sure people are not collecting UI benefits after they start working again
- Verifying job search contacts
- Reviewing  status

### Report Suspected Fraud

You can report fraud:

- Online at <https://www.dol.ks.gov/unemployment/report-fraud>

Our team of investigators pursues tips about possible fraud.

## APPEAL RIGHTS

If you or your employer disagrees with a decision regarding your UI claim, you each have the right to appeal. Appeals must be submitted within 16 days from the date the decision letter was mailed.

### How to Submit an Appeal

To submit an appeal, you need to submit a letter describing the reasons you disagree with the decision. You may appeal:



#### By Mail

Kansas Department of Labor, Office of Appeals  
401 SW Topeka Blvd., Topeka, KS 66603-3182



#### By Fax

Fax your appeal to 785-291-6086.

## **The Appeal Process**

After your appeal is received, you will be sent a Notice of Hearing through your preferred method of contact. The notice will inform you of the date and time of your hearing. After a hearing is scheduled, you will need to register a telephone number with the Office of Appeals. The Notice of Hearing will include instructions on how to register. If you do not register a telephone number before the deadline, you will not be able to participate in the hearing. You must participate in your hearing to protect your benefit rights. An impartial hearing officer conducts the appeal hearing.

The hearing officer will issue a written decision that will be mailed (or emailed, if that is the customary method of contacting you), after the hearing to you and any other interested parties, such as your employer. If you disagree with a hearing officer's decision, you may appeal that decision. For more information about appeals, visit <https://www.dol.ks.gov/unemployment/appeals>.

## **Remaining Eligible During Your Appeal**

To maintain your UI eligibility, continue searching for work, complete your weekly certifications, and report any money you earn during each week you are unemployed. If your appeal is decided in your favor, you will only be paid for weeks in which these requirements were met.

## **An Untimely Appeal**

You have 16 days from the mail date on the Denial Decision notice to file an appeal. If you file after this 16-day period, you can still appeal, but you must provide a reason for *excusable neglect*—an explanation of why you were unable to file on time.

To file a late appeal, follow the standard appeal process described above and include an additional letter explaining why you missed the 16-day deadline. The Appeals Department will review both your late appeal and your excusable neglect request to determine whether they comply with Kansas Unemployment Law and meet the criteria for an untimely appeal.

# APPENDIX

## Appendix A - Legal Disclosures

### Equal Opportunity Information

It is against the law for this agency to discriminate against any individual based on race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I–financially assisted program or activity.

### What to Do if You Experience Discrimination

If you think that you have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation.



#### To File a Complaint Online

Visit: [www.dol.gov/oasam/programs/crc/complaint.htm](http://www.dol.gov/oasam/programs/crc/complaint.htm)



#### To File a Complaint by Mail

Send information about your complaint to:  
The Director - Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue, NW, Room N-4123  
Washington, DC 20210

### Accommodations for Individuals with Disabilities

We will make accommodations to allow your participation in all UI programs, activities, and services. To request an accommodation for a disability, please contact us at 785-575-1460 or 800-292-6333.

### Your Privacy Matters to Us

We follow all applicable state and federal laws that protect your personal information. To help connect you with programs designed to get you back to work, we share some of your information with our partners, such as KansasWorks, and they are not allowed to share it with anyone else. We give them your:

- Contact information
- Employment and job search history
- Demographics (such as age or gender)

Your previous employers and other state or local government agencies may release to our agency any information, including your Social Security number, required for the proper administration of your claim. We also use your Social Security number to report the amount of UI benefits you receive to the Internal Revenue Service (IRS) as taxable income.

## Appendix B - Glossary

Commonly used terms and acronyms.

**Appeal:** Process to request a formal review of a prior UI decision.

**Appeal Hearing:** Meeting to consider an UI benefit appeal. Each party (you and the employer, in most cases) can tell an impartial hearing officer what they believe the relevant facts are related to the issue on appeal. You may have witnesses testify. You may ask questions of the other party. All testimony is given under oath.

**Base Period:** Window of time used to determine UI benefit eligibility. At the time an initial claim for benefits is filed, wages from the first four of the last five completed calendar quarters are reviewed to determine UI benefit eligibility. Your Weekly Benefit Amount (WBA) is also based on how much you earned during this time.

**Benefit Week:** Seven-day period during which you have an active claim. The benefit week begins on Sunday and ends at midnight the following Saturday.

**Benefit Year:** Also called a claim year, this is the 53-week period from the effective date of the claim through the end of the claim year.

**Benefits:** Money given to eligible individuals.

**Claim:** An application for UI benefits.

**Claim Effective Date:** The Sunday of the week in which your initial claim for benefits is filed.

**Claim End Date:** Also referred to as a Benefit Year End (BYE), this is the last Saturday of a Benefit Year. This falls 53 weeks after the Claim Effective Date.

**Decision on Benefit Amount:** A form mailed to you after you file an initial claim for UI benefits. It explains if you are eligible for UI benefits, how much your payment will be each week, the Maximum Benefit Amount (MBA), and other details for that claim year. This form lists all employers you worked for during the base period and the wages each employer reported each quarter. Be sure to check it for accuracy and notify the Kansas Unemployment Insurance Division of any errors at 785-575-1460 or 800-292-6333.

**Fraud:** Knowingly claiming or accepting UI benefits illegally. Fraud is a crime.

**Full-time Work:** Working 40 or more hours per week.

**Gross Earnings:** Amount of money you get for work before taxes and deductions are taken out.

**Maximum Benefit Amount (MBA):** Maximum amount of benefits you may receive during a Benefit Year. This amount is based on the wages earned in the Base Period of a claim multiplied by the number of benefit weeks you are eligible for within the claim year. Refer to the Decision on Benefit Amount Notice you received.

**Misconduct:** Careless or deliberate behavior that results in being fired or suspended from your job. Examples include dishonesty related to employment, unexcused absences, or violation of a company policy.

**Net Earnings:** Your take-home pay, after taxes and deductions are taken out.

**Overpayment:** UI benefits you received, but were not entitled to, under state law.

**Partial UI Benefits:** Amount of UI benefits you may receive while working reduced hours (less than your typical work hours).

**Separation:** When you or your employer end the working relationship. This can be due to a quit, discharge, leave of absence, suspension or layoff.

**Unemployment Insurance (UI):** Benefit program for workers who become unemployed through no fault of their own.

**Union Attached:** An active union member who gets work through a union hiring hall. If you are on the out-of-work list, as verified by your union, you may be eligible for UI benefits by remaining available for work through your union.

**Weekly Benefit Amount (WBA):** Maximum amount of money you may be eligible to receive for one week. Refer to the Decision on Benefit Amount Notice you received.

## Appendix C - Language Assistance

ENGLISH	ENGLISH	ARABIC	ةيبرعلا
Free services are available to assist you if you do not speak English. For assistance in a language other than English, please call 785-575-1460 or 1-800-292-6333. If you are deaf, hard of hearing, or have a voice impairment, please call 1-800-292-6333 or 711.		ةيزيلجنإلا ثدحتت ال تنك اذا كتدعاسمل ةي ن اجم تامدخ رفوتت لاصتالا اىجرى، ةيزيلجنإلا ريغ ىرخأ ةغلب ةدعاسملا ىلع لوصحلل نم يناعت وأ أمصأ تنك اذا 1-800-292-6333 وأ 785-575-1460 مقرلا ىلع ىلع لاصتالا اىجرى، قطنلا يف ةبوعص كي دل وأ عمسلا يف فعض 711 وأ 1-800-292-6333 مقرلا	
CHINESE (CANTONESE)	廣州話	CHINESE (MANDARIN)	普通话
如果你唔識英文，有免費服務可以幫到你。如果需要英文以外嘅語言嘅協助，請致電785-575-1460或者1-800-292-6333。如果你係聾人、聽力障礙或者有聲音障礙，請打1-800-292-6333或者711。		如果您不会说英语，我们提供免费服务为您提供帮助。如需英语以外的其他语言帮助，请致电 785-575-1460 或 1-800-292-6333。如果您是聋人、听力障碍者或有语言障碍，请致电 1-800-292-6333 或 711。	
FILIPINO	PILIPINO	FRENCH (France)	Français
May mga libreng serbisyong magagamit upang tulungan ka kung hindi ka nagsasalita ng Ingles. Para sa tulong sa ibang wikang maliban sa Ingles, mangyaring tumawag sa 785-575-1460 o 1-800-292-6333. Kung ikaw ay bingi, may problema sa pandinig, o may kapansanan sa boses, mangyaring tumawag sa 1-800-292-6333 o 711.		Des services gratuits sont disponibles pour vous aider si vous ne parlez pas anglais. Pour obtenir de l'aide dans une autre langue que l'anglais, veuillez composer le 785-575-1460 ou le 1-800-292-6333. Si vous êtes sourd, malentendant ou si vous avez des difficultés d'élocution, veuillez composer le 1-800-292-6333 ou le 711.	
GERMAN	DEUTSCH	HINDI	हिंदी
Kostenlose Dienstleistungen stehen Ihnen zur Verfügung, falls Sie kein Englisch sprechen. Für Unterstützung in einer anderen Sprache als Englisch rufen Sie bitte 785-575-1460 oder 1-800-292-6333 an. Wenn Sie gehörlos oder schwerhörig sind oder eine Sprachbehinderung haben, wählen Sie bitte 1-800-292-6333 oder 711.		अगर आप इंग्लिश नहीं बोलते हैं, तो आपकी मदद के लिए मुफ्त सेवाएं उपलब्ध हैं। इंग्लिश के अलावा किसी दूसरी भाषा में मदद के लिए, कृपया 785-575-1460 या 1-800-292-6333 पर कॉल करें। अगर आप बहरे हैं, कम सुनते हैं, या आपकी आवाज़ में कोई दक्कित है, तो कृपया 1-800-292-6333 या 711 पर कॉल करें।	
KOREAN	한국인	RUSSIAN	РУССКИЙ
영어를 사용하지 못하시는 분들을 위해 무료 통역 서비스가 제공됩니다. 영어 외 다른 언어로 도움이 필요하시면 785-575-1460 또는 1-800-292-6333 으로 전화해 주세요. 청각 장애가 있거나 난청이 있으신 분, 또는 음성 장애가 있으신 분은 1-800-292-6333 또는 711번으로 전화해 주십시오.		Если вы не говорите по-английски, вам предоставляются бесплатные услуги переводчика. Для получения помощи на другом языке, пожалуйста, позвоните по номеру 785-575-1460 или 1-800-292-6333. Если у вас проблемы со слухом или речью, пожалуйста, позвоните по номеру 1-800-292-6333 или 711.	
SPANISH (Mexico)	ESPAÑOL	VIETNAMESE	TIẾNG VIỆT
Si no habla inglés, dispone de servicios gratuitos de asistencia. Para obtener ayuda en un idioma distinto del inglés, llame al 785-575-1460 o al 1-800-292-6333. Si tiene discapacidad auditiva o del habla, llame al 1-800-292-6333 o al 711.		Chúng tôi cung cấp các dịch vụ hỗ trợ miễn phí nếu bạn không nói tiếng Anh. Để được hỗ trợ bằng ngôn ngữ khác ngoài tiếng Anh, vui lòng gọi số 785-575-1460 hoặc 1-800-292-6333. Nếu bạn bị điếc, khó nghe hoặc gặp khó khăn về giọng nói, vui lòng gọi số 1-800-292-6333 hoặc 711.	

## Appendix D - Referenced Websites

### **KANSAS DEPARTMENT OF LABOR**

#### **Kansas Department of Labor Website**

<https://www.dol.ks.gov/home>

#### **Kansas Unemployment FAQs**

<https://www.dol.ks.gov/unemployment/unemployment-faqs>

#### **KDOL Guides and Videos**

<https://www.dol.ks.gov/unemployment/guides>

#### **Report Suspected Fraud**

<https://www.dol.ks.gov/unemployment/report-fraud>

#### **Appeals**

<https://www.dol.ks.gov/unemployment/appeals>

#### **File a Discrimination Complaint Online**

<http://www.dol.gov/oasam/programs/crc/complaint.htm>

#### **KDOL Approved Training Programs**

<https://www.dol.ks.gov/unemployment/approved-training-programs>

#### **KDOL Claimant Page**

<https://kansasui.gov/cp/landing>

#### **KDOL Identity Verification**

<https://www.dol.ks.gov/unemployment/identity-verification>

### **KANSASWORKS**

#### **KansasWorks Workforce Centers**

<https://www.kansasworks.com/contact>

#### **KansasWorks Training Program Search**

<https://www.kansasworks.com/search/programs>

### **VETERANS ASSISTANCE**

#### **HIREVets Medallion**

<https://www.hirevets.gov/>

#### **National Resource Directory**

<https://nrd.gov/>

### **KANCARE**

#### **Free or Low Cost Health Coverage**

<https://www.kancare.ks.gov/apply-now/eligibility>

