

RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

RULE 17

FILING OF CLAIMS FOR UNEMPLOYMENT INSURANCE BENEFITS

- A. Every individual who wants to file a claim for waiting period credit or benefits shall contact the Department's Call Center utilizing the telephone or by any other method prescribed by the Director. Said individual shall:
- (1) Have in their possession his/her social security card with a valid social security number,
 - (2) File the claim in accordance with the procedures, methods and on forms as prescribed by the Director.
 - (3) Register for work and make themselves available for Profiling Services as prescribed by law with the Employment Service.
- B. A "valid claim" for the purpose of establishing a benefit year shall mean any claim for waiting period or benefit credits made by an unemployed individual who, during the individual's base period, has been paid sufficient wages for employment by employers to meet the requirements set forth in Section 28-44-11 of the Employment Security Act and appropriate Rules in effect at the time.
- C. Every individual claiming weekly benefits shall contact the department's Call Center utilizing the Automated Telephone Payment System, Tele-Serve, or submit a written payment certification form to the department's Call Center, or by any method prescribed by the Director. Upon each contact with the Department for said benefits; the individual shall have their Social Security Account Number, Personal Identification Number (PIN), claims information and other pertinent documents necessary to complete the transaction.
- D. Whenever an otherwise eligible individual who has already served a waiting period for the benefit year during which he/she claims benefits shall contact the department's Call Center to refile or reopen a claim for benefits during a week of total or partial unemployment, the effective date of said claim shall be established as the Sunday of the week in which the individual contacts and refiles or reopens his/her claim in accordance with procedures prescribed by the Director. Any individual who fails without good cause to contact the Call Center in accordance with these provisions shall not be eligible to receive benefits for the week(s) in which such failure occurs.

- E. Every claimant shall make such personal efforts to find suitable work as are customarily made by persons in the same occupation or in any other occupation for which the claimant is reasonably suited, commensurate with current economic conditions to include but not limited to: registering for work with the Employment Service, making themselves available for Profiling Services when offered, provided, however, that no claimant shall in order to establish his/her availability be required to perform any unreasonable act in seeking work to pursue a search which has no definite basis expectation that it would result in re-employment. The Department of Labor and Training shall provide every claimant with written guidelines for an active and independent search for work.
- F. Any individual who fails to contact the department utilizing the Telephone Automated Payment System, Tele-Serve, or who fails to contact the Department for their scheduled telephone interview, or who fails to return to the department's Call Center the mail payment certification form by the end of the week following the week or weeks requested, shall not be eligible to establish credit for a waiting period or to receive benefits for the week or weeks during which such failure occurs, unless the reason for such failure is based upon good cause as shall be determined by the Director.
- G. An individual who fails to contact the department's Call Center, during a week succeeding a week in which the individual did make proper contact to the Department of Labor and Training, shall not be barred from establishing a waiting period or receiving benefits for such week in which he/she did make proper contact; provided, however, that the individual must establish ability to work and availability for work for such week and provided, further, that no claim shall be valid unless the individual makes proper contact not later than thirty (30) days subsequent to the termination of the benefit year in which the week for such claim occurs.
- H. An individual who fails to report to an office of the Department of Labor and Training when notified of an appointment shall be denied benefits for the week in which such failure occurs unless the reason for such failure to report is based upon good cause as shall be determined by the Director.

[Reference to Employment Security Act: Sections 28-44-11, 28-44-14, and 28-44-37]