

COVID-19

Delaware Division of Unemployment Insurance Frequently Asked Questions Regarding the Potential Impact of the coronavirus [COVID-19]

1

WILL WORKERS QUALIFY FOR UNEMPLOYMENT BENEFITS IF THE CORONAVIRUS (COVID-19) CAUSES AN EMPLOYER TO SLOW DOWN OR CEASE OPERATIONS?

Answer: Unemployment benefits are available to individuals who are unemployed through no fault of their own. If an employer must shut down operations and no work is available, individuals may be eligible for unemployment benefits if they meet the monetary criteria. Employees who are working reduced hours may be eligible and must report their gross wages at the time they are earned, not paid. Delaware makes no distinction between part time and full time employees who are completely unemployed.

2

DOES DELAWARE HAVE A WAITING WEEK

Answer: Delaware no longer has a waiting week. Claimants should submit a weekly pay authorization the Sunday after a claim is filed and every week thereafter even if they have not yet received a payment.

3

IF AN EMPLOYEE IS IN QUARANTINE BECAUSE OF SUSPICION OF HAVING THE CORONAVIRUS WILL THEY BE ELIGIBLE FOR UNEMPLOYMENT BENEFITS?

Answer: Delaware would treat this situation as a temporary lay-off. The employee should make every reasonable attempt to preserve their health so they are able to return to work once released.

4

IF AN EMPLOYEE IS ILL BECAUSE OF THE CORONAVIRUS AND UNABLE TO WORK OR CANNOT WORK BECAUSE THEY MUST CARE FOR A FAMILY MEMBER WHO IS ILL WITH THE CORONAVIRUS WILL THEY BE ELIGIBLE FOR UNEMPLOYMENT BENEFITS? WHAT IF A WORKER MUST STAY HOME TO CARE FOR A CHILD?

Answer: Delaware will consider this employee temporarily laid off during the state of emergency. The employee should return to work as soon as they are released. If work is no longer available after the employee is released for work or the employee fails to return to work the agency will make a new determination.

5

ARE WORKERS REQUIRED TO SUBMIT MEDICAL DOCUMENTATION IF THEY ARE UNEMPLOYED DUE TO THEIR OWN INABILITY TO WORK OR THE NEED TO CARE FOR A MINOR CHILD?

Answer: In most cases, yes. However, the agency recognizes the burden placed on the health care industry during this time and will waive this requirement during the state of emergency

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6 IS THE CORONAVIRUS CONSIDERED A DISASTER, AND CAN I RECEIVE DISASTER UNEMPLOYMENT ASSISTANCE?

Answer: If the president of the United States declares the coronavirus a national disaster, and if individuals experience a loss of work as a result, they may be eligible for unemployment benefits and/or Disaster Unemployment Assistance. If Delaware launches the Disaster Unemployment Assistance program the public will be notified.

7 IF AN EMPLOYEE RECEIVES UNEMPLOYMENT BENEFITS AS A RESULT OF A CORONAVIRUS-RELATED BUSINESS SHUTDOWN, WILL THE EMPLOYER'S UNEMPLOYMENT TAXES INCREASE?

Answer: Unemployment benefits are proportionately charged to each employer based on weeks worked and wages earned in each individual's base period. Contributory employers could see an increase in their tax rate, which could result in higher taxes. Reimbursing employers would be charged dollar for dollar for benefits paid, which could result in higher than expected unemployment costs. Employers are able to apply for a rehire credit.

8 ARE CLAIMANTS REQUIRED TO LOOK FOR WORK?

Answer: Work search requirements will be waived during the state of emergency for claimants filing for benefits as a result of the coronavirus outbreak.

9 HOW DO I FILE FOR BENEFITS OR CONTACT THE OFFICE WITH QUESTIONS?

Answer: Workers should file for benefits on our website at <https://ui.delawareworks.com/>.

Questions can be emailed to uiclaims@delaware.gov

File an appeal, request an address change or complete fact finding documents on our claimant portal at

<https://ocs.delawareworks.com/>.

10 I AM EMPLOYER, WHAT SHOULD I DO?

Answer: Register for SIDES to provide electronic responses directly to the Division at oes.delawareworks.com, SERVICE Tab, UISIDES

Contact the Division if you are laying off 25 or more employees. Email uiclaims@delaware.gov with the subject line "layoff notice". Include the workers name, social security number and contact information for your business. That will assist us in streamlining the payment process.