

# COVID-19 Resource Guide: Unemployment Assistance

## Unemployment Benefits have been expanded

Benefits are now available to many who weren't traditionally eligible and to many who have been affected specifically by COVID-19:

### IF YOU HAD A JOB AND...

You were laid off temporarily or permanently

Your employer shut down

Your hours have been reduced

#### YOU MAY QUALIFY FOR

### Unemployment Insurance

You will receive half your average weekly wage, up to **\$504 per week**  
Due to COVID, you get an **additional \$600 per week through July**  
*Benefits last up to 26 weeks*

### Pandemic Unemployment Compensation

If you've exhausted your 26 weeks of Unemployment Insurance after July 1, 2019, you will receive **13 extra weeks of benefits automatically**

If you've exhausted these benefits, you may be eligible for Pandemic Unemployment Assistance

### OR YOUR INCOME HAS BEEN IMPACTED...

You are self-employed (i.e. independent car driver, cleaner, bike delivery, contractor, landscaper, etc.)

You have no childcare and schools are closed

You are caring for a relative with COVID-19 symptoms

You are ill with COVID-19 symptoms

You are immune-compromised and are self-quarantining

The head of your household died of COVID-19

You can't find part-time work because of COVID-19

#### YOU MAY QUALIFY FOR

### Pandemic Unemployment Assistance

Based on your recent wages, you can receive up to **\$504 per week**  
**Through July 2020, you may receive an additional \$600 per week**  
**You may also receive back-pay from as far back as January 27, 2020**  
*Benefits last up to 39 weeks*

If you are not eligible for Unemployment Assistance, see **page 3** of this guide

Even if you're not sure you qualify, you should still apply

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## How to apply to Unemployment Assistance:

In New York State, you only apply once and the system will determine which unemployment benefits you are eligible for. You can apply in 2 ways:

### Online

Apply online at  
[ny.gov/services/get-unemployment-assistance](https://ny.gov/services/get-unemployment-assistance)

You can apply 24 hours a day, 7 days a week

The online application is only in English

Unless you need translation help or other assistance, **the best way to apply is online**

*The online process can take up to 45 minutes.*

### Phone

Call the Telephone Claim Center at  
**1-888-209-8124**

You can apply by phone  
Monday through Friday, from 8 am to 7:30pm,  
and Saturday and Sunday, from 7:30 am to 8pm  
If you need **translation help**, you can make your  
claim in 16 different languages

*Call volumes are high, expect a long wait time.*

## Filing a claim step-by-step:

- STEP 1** If applying online: Register for a NY.gov ID by providing an **email**, your **Social Security Number** and creating a **PIN**  
If applying on the phone: Provide your **Social Security Number** and create a **PIN**
- STEP 2** Provide details of your **current employment, earnings** and **how COVID-19 affected you**
- STEP 3** Provide your **full name, date of birth** and **driver's license number** (if you have one)
- STEP 4** Give details on your **employment in the past 18 months**
- STEP 5** Give information on your **most recent employer** and any **severance, benefits or compensation** you will receive

- STEP 6** Provide your **mailing address** and information on your **citizenship status**
- STEP 7** Decide if you will receive your benefits by **direct deposit** or a **Key2Benefits debit card**, as well as decide on your **Federal and State tax withholdings**
- STEP 8** **Review and submit** your application

### IF YOUR CLAIM IS APPROVED

- STEP 9** **Recertify** your status every week, be prepared to show **how much money you made each week** and **how many hours you're working** every week

### IF YOUR CLAIM IS DENIED

Refer to **page 3** of this guide to find additional resources for cash assistance

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## What if I need help applying?

### I don't speak English

When applying by phone, you can apply in **16 languages**: Spanish, Russian, Cantonese, Mandarin, Creole, Korean, Polish, Bengali, Arabic, French, Italian, Hindi, Vietnamese, Urdu, Nepali and Tagalog

### I don't have internet access

If you don't have access to internet, you can **apply by calling the Telephone Claim Center** at 1-888-209-8124

### I have a disability

You can allow someone to aid you in filing your claim, but **you must be present** every time they help you and use your PIN, otherwise you may be subject to penalties or forfeiture of benefits

### I'm not a U.S. citizen

In some cases, non-citizens can apply depending on your immigration status. Pandemic Unemployment Assistance **does not fall under the public charge rule**

## Who can help me apply in the Lower East Side?

### GOLES

Jorge Rivera  
732-806-0184  
jorge@goles.org

Languages spoken  
Español

### Office of NYS Assembly Member Harvey Epstein

212-979-9696  
epsteinh@nyassembly.gov

Languages spoken  
Español

## What if I'm not eligible for Unemployment Assistance?

The following organizations are providing cash assistance:

### C19 Help Squad

For financial help or grocery delivery  
<https://go.theactionpac.com/signup/help-c19-help-squad-new/>

### One Fair Wage Emergency Fund

For restaurant and delivery workers, car drivers, or service workers  
<https://ofwemergencyfund.org/>

### Another Round, Another Rally

\$500 grants for hospitality workers  
<https://anotherroundanotherally.org/>

### Restaurant Workers Community Foundation

For restaurants, bars and suppliers  
<https://www.restaurantworkerscf.org/social>

### United We Dream UndocuFund

For undocumented immigrants  
<https://unitedwedream.org/nationalundocufund/>

### Restaurant Strong

For restaurant workers  
<https://www.restaurantstrong.org/apply-for-grant/index.html>