



**COLORADO**  
Department of  
Labor and Employment

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# WELCOME

**Colorado Unemployment Insurance**  
**May 6, 2020**

# Overview

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- Agenda:
  - Status of unemployment benefits in Colorado
  - Update on the CARES Act:
    - Pandemic Unemployment Assistance (PUA) application
    - Pandemic Unemployment Compensation - \$600 additional benefit/week
- Most frequently asked questions
- Tips on filing a successful claim
- Your Questions



# Status of Unemployment Benefits

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- More than 350,000 claims filed since March 15 and \$500 million in benefits paid
- Began taking Pandemic Unemployment Assistance (PUA) claims April 20th and paying benefits on those claims
- Added second call center for PUA claims April 20th
- Began paying Pandemic Unemployment Compensation (PUC) claims week of April 20th
- Added a “File a Claim” callback form to website
- Added a chatbot function on website



# Update on CARES Act Benefits (PUA)

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## Pandemic Unemployment Assistance (PUA)

- What: New federal benefits passed by Congress
- Who: Gig workers, self-employed and those who do not qualify for regular UI and impacted by COVID-19
- How: File at [coloradoui.gov](https://coloradoui.gov) and click on “File a PUA Claim”
  - Have your 2018 or 2019 tax returns available
  - Create a username and password.
  - Accept the Experian identity verification (or your claim may be delayed)
  - Request payment online weekly. You do not need a PIN.



# Update on CARES Act Benefits (PUC)

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## Pandemic Unemployment Compensation (PUC)

- What: New federal benefits passed by Congress
  - Provides additional \$600/week on top of your Regular UI benefit amount or your PUA benefit amount
- Who: All unemployment benefit recipients through July 25th
- How: No action is needed by the claimant. Will be automatically added to your weekly benefit amount.



# Most Frequently Asked Questions

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- How long will it take to see my first benefit payment after I apply?
- I am a gig worker with both W2 and 1099 income. How do I file?
- My employer wants me to return to work but I don't feel safe. Can I stay on unemployment?
- Once I have filed and been deemed eligible, how do I get my benefit payments?
- Why are there two separate online systems for unemployment? How do I know which one to use?



# Tips for Filing a Successful Claim

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- Check the accuracy of your information before you submit (name, address and key dates changes will require speaking with an agent).
- Provide an email address and if prompted select into electronic correspondence.
- Have tax documents ready to upload.
- Have valid Colorado identification ready.
- For PUA claims - accept the Experian identity verification (otherwise your claim may be delayed).
- Check your spam folder for emails.
- Respond to all emails from the division.
- Report all offers to return to work and any earnings during your regular weekly or biweekly certification.



# Participant Questions

