



## COVID-19 (Coronavirus) and Unemployment Benefits

**[www.uimn.org](http://www.uimn.org)**

Rocco Altobelli Inc. encourages all employees on temporary leave to take advantage of the unemployment offering for the COVID-19 salon shutdown.

The best way to access and fill out your unemployment application is online; below you will find the information provided by the MN Unemployment Benefits. You will need your start date and potentially some wage information. Please call Kris@ 952-707-1900 or email **[kwick@roccoltobelli.com](mailto:kwick@roccoltobelli.com)** for additional assistance or to ask questions.

### Overview

If your employment has been affected by COVID-19, you can apply for unemployment benefits. We are taking steps to make the application process a little simpler for those affected. Please bear with us as we work to adjust our processes to address these extraordinary times.

The Walz-Flanagan administration and the Minnesota Legislature are actively considering a variety of measures to assist workers and businesses affected by the COVID-19 pandemic. We will post updates on this site and on [mn.gov/deed](http://mn.gov/deed) -- please check back regularly.

On March 16, 2020, Minnesota Governor Tim Walz issued an executive order to ensure workers affected by the COVID-19 pandemic have full access to unemployment benefits. The executive order makes applicants eligible for unemployment benefits if:

- A healthcare professional or health authority recommended or ordered them to avoid contact with others.
- They have been ordered not to come to their workplace due to an outbreak of a communicable disease.
- They have received notification from a school district, daycare, or other childcare provider that either classes are canceled or the applicant's ordinary childcare is unavailable, provided that the applicant made reasonable effort to obtain other childcare and requested time off or other accommodation from the employer and no reasonable accommodation was available.

Governor Walz's executive order waives the nonpayable or "waiting" week to ensure applicants have access to unemployment benefits as quickly as possible.

While all applicants for unemployment benefits must actively seek suitable employment, Governor Walz's executive order stipulates that you may look for suitable work that does not pose a risk to your health or the health of others. If you have only been laid off temporarily, you can meet work search requirements by staying in contact with your current employer.

Finally, Governor Walz's executive order waives the ordinary five-week benefit limitation for business owners who have become unemployed as a result of COVID-19.

If your employment has been affected by the COVID-19 pandemic, we encourage you to apply for unemployment benefits online.

## Contacting us/current response times

We expect to get quite busy in the coming days. Our capacity to answer your calls will be limited; we may have long wait times if you need to talk with a staff person. In order to help us help as many affected workers as possible, we are asking that unemployed workers apply for benefits online (see below). In most cases, we will be able to process your online application much more quickly than your phone call.

If you do need to talk to a someone, call one of our [Customer Service representatives](#). We can assist you in Spanish, Hmong, Somali, or any other language you prefer. Customer Service representatives are available **Monday-Friday, 8:00 A.M. to 4:30 P.M.**,

- **Twin Cities area: 651-296-3644**
- **Greater Minnesota: 1-877-898-9090;**
- **TTY users: 1-866-814-1252**

We are currently shifting resources to better serve our customers. Here is what you may notice:

- When you call to talk to a Customer Service Representative, wait times might be slightly longer than usual.
- If you request a callback, there may be a delay.
- It may take us a few extra days to complete and mail determinations.
- If you filed an appeal, it may take us longer to schedule your appeal hearing.
- If you filed an appeal that does not involve your employer, you may receive a decision without attending a full hearing.

You can also find answers to many of your questions on this website (or within your applicant account online).

## Applying for Unemployment Benefits

If you are a worker who has been affected by the COVID-19 pandemic, the application process is largely the same as it would be for any other unemployed worker in Minnesota.

If you **have** applied for unemployment benefits within the last year, log into your account.

- If there is a link to *Request Benefits* or *Reactivate Your Account*, you have a current account on file and you should either begin requesting benefits or reactivate your account.
- If you have the *Apply* link on your account, see below.

If you **have not** applied for unemployment benefits before, or if you are unable to reactivate a previous account, you will have to create a new account.

## What Happens After You Apply

- The Unemployment Insurance Program is designed primarily for layoffs. Obviously, we are dealing with a different set of circumstance now. We are working hard to make UI work well for Minnesotans in this time of crisis.
- We are expediting processes where we can in order remove barriers to getting paid. Please bear with us as we take these steps.
- Within a few days of applying for benefits, we will send you an [Information Handbook](#) and password so you can access your account.
- Under Governor Tim Walz's executive order, the regular nonpayable week (or "waiting week") requirement is waived. You can request and receive unemployment benefits as soon as you become unemployed.
- If we are not able to establish your weekly benefit amount based on the records available to us, we may need to contact you to obtain additional information.

# Questions and Answers About Hour Reductions/Layoffs

- **My employer reduced my hours as a result of COVID-19. Will I be eligible for unemployment benefits?**

If your hours or your rate of pay have been substantially reduced, you may be eligible for unemployment benefits. We encourage all workers affected by COVID-19 to apply for unemployment benefits. The UI Program will review your application and determine your eligibility for benefits.

- **My employer temporarily laid me off as a result of COVID-19. Will I be eligible for unemployment benefits?**

Unemployment benefits are available to individuals who are unemployed through no fault of their own. If your employer shut down operations and no work is available, you may be eligible for unemployment benefits (assuming you meet other eligibility requirements).

- **My employer permanently laid me off as a result of COVID-19. Will I be eligible for unemployment benefits?**

Unemployment benefits are available to individuals who are unemployed through no fault of their own. If your employer shut down operations and no work is available, you may be eligible for unemployment benefits (assuming you meet other eligibility requirements).

- **I am unable to work because my children are out of school or I have lost childcare as a result of COVID-19. Will I be eligible for unemployment benefits?**

Unemployment benefits are available to individuals who are unemployed through no fault of their own. If your child's school district, daycare, or other childcare provider has notified you that your ordinary childcare is unavailable, and you have requested accommodation from your employer and were denied, you may be eligible for unemployment benefits (assuming you meet other eligibility requirements).

- **I took a voluntary layoff. Will I be eligible for unemployment benefits?**

Unemployment benefits may be available to some workers who take a voluntary layoff to avoid the layoff of another worker (and meet certain other requirements). Contact us if you have questions about voluntary layoffs.

- **Will I be required to look for work while receiving unemployment benefits?**

If you are temporarily laid off, you can meet work search requirements by staying in regular contact with your employer. If you are permanently laid off, you will need to actively seek suitable employment.

Under Governor Walz's executive order, you may meet this requirement by seeking suitable employment that does not pose a risk to your health or to the health of others.

- **My employer required me to take a leave of absence due to COVID-19. Will I be eligible for unemployment benefits?**

Workers who are receiving vacation pay, sick pay, or personal time off (PTO) pay equivalent to their normal rate of pay are ineligible for unemployed benefits. If your employer required you to take an unpaid leave of absence, you may be eligible for unemployment benefits.

- **I have chosen to take a voluntary, unpaid leave of absence due to COVID-19. Will I be eligible for unemployment benefits?**

We are suggesting that workers who find themselves in this situation apply for unemployment benefits to find out if they are eligible.