

NAVIGATING UNEMPLOYMENT BENEFITS & COVID-19 FOR EMPLOYEES



- If you have lost your job or your hours have been reduced due to the coronavirus (COVID-19) pandemic, you are eligible for expanded unemployment benefits through the Virginia Employment Commission.
- On March 17th, **Governor Ralph Northam directed the Virginia Employment Commission to waive the one-week waiting period and work search requirements for workers that were filing for unemployment benefits due to the coronavirus pandemic.** Workers will be able to access benefits shortly after claims are filed.
- To file a claim by phone:
 - Call 1-866-832-2363 to reach the VEC Customer Contact Center, Monday-Friday, 8:15 AM to 4:30 PM. Press Option #1 to file a new claim. You will need the following information: Social Security number, employment information (name, address, telephone number, and your dates of employment), Alien Registration number (only if you are not a US citizen), and direct deposit information (either VA Debit Card/ "EppiCard" or your bank account and routing numbers).
 - You will then be connected to a representative that will review your claim and go over the details of your filing.
 - After opening your claim, you must file weekly in order to receive payment. Call 1-800-897-5630 to complete your weekly claims.
 - Please note that due to a substantial increase in claims, you may experience delays in reaching a representative. If you call after 4:00 PM, you may not be able to finish your claim. Be sure to file your weekly claim by Friday or your benefit payment may be delayed.
- To file a claim online:
 - Navigate your web browser to <http://vawc.virginia.gov>
 - Click on "UNEMPLOYED - Complete your UI Claim." You will need the following information: Social Security number, employment information (name, address, telephone number, and your dates of employment), Alien Registration number (only if you are not a US citizen), and direct deposit information (either VA Debit Card/ "EppiCard" or your bank account and routing numbers).
 - Follow the prompts on screen. Your claim will take about an hour to complete.
 - After opening your claim, you must file weekly in order to receive payment. Navigate your web browser to <http://vawc.virginia.gov> and click on "UNEMPLOYED - File your weekly claim for UI payments" to complete your claims.
 - Please note that due to a substantial increase in claims, you may experience delays. Claims may be filed at any time between 12:00 AM Sunday through 11:59 PM Saturday. If you are having trouble getting your claim to go through, try completing it during non-peak hours such as early morning or late evening.
- If you need additional assistance, please contact the Southwest Virginia Works WIOA Programs at 276-883-5500 for access to customized workforce services.

Resources:

Southwest Virginia Workforce Development Board: <http://www.vcwsouthwest.com>

Virginia Employment Commission: <http://vec.virginia.gov>

Detailed Instructions to file Unemployment Claims: <http://vcwsouthwest.com/s/How-to-file-a-claim.pdf>

Helpful Contacts:

Southwest Virginia Workforce Development Board

Phone: 276-883-4034

Email: vcwsouthwest@swvaworks.com

Southwest Virginia Works WIOA Programs

Tiffanie Goff, Workforce Programs Director

Phone: 276-883-5500

Email: t.goff@swvaworks.com

Appalachian One-Stop Richlands (serves Buchanan, Dickenson, Russell, & Tazewell)

Heather King, One-Stop Manager

Phone: 276-963-2660

Email: h.king@swvaworks.com

Virginia Career Works - Norton Center (serves Lee, Scott, Wise, Norton)

Chris Sanders, VEC Manager

Phone: 276-679-9413

Email: christopher.sanders@vec.virginia.gov



SOUTHWEST REGION

