

# After the Application

## Reemployment Assistance Process Guide



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# After the Application

## Reemployment Assistance Process Guide

**After you apply for reemployment assistance benefits, you have to complete a few additional items:**

### Request Benefit Payment

You have to return to the CONNECT system every two weeks to request your benefits. **Complete this process even if you have not received any payments yet.** It is important that you request your benefits within 7 days of your scheduled date regardless of your claim status.

### Workforce Registration

You have to register with Employ Florida. When creating or updating your Employ Florida profile, you will have to provide an email address, complete the background history, and upload or create a current resume. If you don't complete this requirement, you will not receive your payment.

### Work Search Contacts

You have to provide five work search contacts for every week of benefits you request.

If you live in a county with a population of less than 75,000, you only have to provide three work search contacts. As of April 2021, counties with a population of less than 75,000 are:

- Baker
- Bradford
- Calhoun
- Columbia
- DeSoto
- Dixie
- Franklin
- Gadsden
- Gilchrist
- Glades

- Gulf
- Hamilton
- Hardee
- Holmes
- Jackson
- Jefferson
- Lafayette
- Levy
- Liberty
- Madison
- Monroe
- Okeechobee
- Putnam
- Suwannee
- Taylor
- Union
- Wakulla
- Walton
- Washington

The contacts are reported during your biweekly request for benefits.

## **Incomplete Fact-Findings**

While processing your claim, the Department of Economic Opportunity (DEO) completes many reviews to determine your eligibility for benefits.

Log into your CONNECT account several times a week and check your mail to check if DEO needs more information from you.

**If you receive a request for additional information, complete it and submit it as soon as possible so that your claims process can move forward.**

Even if you receive correspondence through the US Mail, you can complete any requests online. You may also fax completed forms to 1-877-934-1504.

## Notice of Monetary Determination

You'll receive this notice from DEO. The notice of monetary determination provides details on the amount of benefits you can receive per week (also known as the weekly benefit amount), the total balance your claim has (also known as your maximum benefit amount), and the history of wages that established your claim.

## Appointment with Local CareerSource Florida Center

After receiving benefits for several weeks, you may be selected and scheduled for a mandatory appointment with your local CareerSource Florida center.

This appointment will provide services to help create a reemployment plan. Your appointment notice will be mailed to you via US Mail, so it's important to make sure that your address in both CONNECT and Employ Florida is up-to-date.

If you don't attend your scheduled appointment, DEO may delay or deny your benefits.

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## Need More Help?

**Public Library:** Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

**Florida Department of Economic Opportunity (DEO):** You can contact DEO (<https://floridajobs.org>) online or by phone:

### Online Contact Form

To contact DEO through their online contact form:

- Go to their website at <https://www.floridajobs.org>
- Choose **Reemployment Assistance Resources**
- Choose **? Reemployment Assistance Help Center**
- Choose **I am CLAIMANT**

- Complete the form based on your question

**Call DEO**

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

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*We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.*