

# Before You Begin the Application

## Reemployment Assistance Process Guide



*This project was funded under the provisions of the DLIS Florida CARES Act from the Institute of Museum and Library Services. Florida's DLIS Florida CARES Act program is administered by the Department of State's Division of Library and Information Services. The Panhandle Library Access Network created these videos to assist Floridians with the reemployment assistance application process.*

# Before You Begin the Application

## Reemployment Assistance Process Guide

**Before you begin your Florida reemployment assistance application, you will need to have the following information available:**

### **Social Security Number**

If you don't know your number and cannot find your social security card, look for your number on a copy of income taxes you've filed or a W-2 sent by a former employer.

Otherwise, you'll need to contact the Social Security Administration (<https://www.ssa.gov>):

- Call your local office. To find the phone number, go online to <https://secure.ssa.gov/ICON/main.jsp> and enter your ZIP code.
- Call the national office at 800-772-1213 (TTY 800-325-0778).

If they ask you to complete an *Application for a Social Security Card*, you can download the form at <https://www.ssa.gov/forms/ss-5.pdf> (this form also covers replacement cards). The form lists the documents that you will be required to provide to prove your identity to the Social Security Administration.

Due to COVID-19, social security offices are not open to the public. However, critical services are still provided via phone, fax, and online.

### **Florida Driver's License Number or State ID Number**

The term "number" is a bit misleading because in Florida, the number actually starts with a letter. When you enter the information, start with the letter.

If you don't know your number and cannot find your license or state ID, you may be able to request a replacement online at <https://www.gorenew.com>. You'll need to enter:

- Last name (exactly as it is on your license)
- Date of birth

- Street address (the one on your license)
- Social security number

You can also get a replacement at your local driver license office. To find your local driver license office, go online to <https://www.flhsmv.gov/locations/> and select your county.

**No Florida driver's license or state ID?** According to [Florida Administrative Code Chapter 73B-11](#), you can also use one of the following:

- Driver's license issued by a state of the United States, or a Canadian government authority, as long as it contains a photograph or identifying information such as name, date of birth, sex, height, and address.
- Documentation issued by a federal, state, or local government agency that contains a photograph or identifying information such as name, date of birth, sex, height, and address.
- School ID card with photograph.
- United States military ID card, dependent's ID card, or US Coast Guard Merchant Mariner card.
- Native American tribal document.
- US Passport (unexpired or expired).
- Certificate of US Citizenship or Certificate of Naturalization.

## **Information on Every Employer You Worked for Over the Past 18 Months**

You will need the following information on all the employers that you worked for over the past 18 months:

- The name of the employer
- The address where you worked
- The address of the employer, if different
- Their phone number
- The first and last day you worked for the employer

Some of this information should be on your last pay stub.

You will be asked to report your gross earnings covering the last 18 months. Gross earnings are the amount before any taxes, social security, Medicare, health insurance, or other deductions are taken out of your paycheck.

You will also be asked to provide the federal employer identification number for the employers you worked for over the past 18 months. If you received a W-2 or 1099 form from these employers, the number can be found there. Otherwise, try to contact your former employers. You don't have to have the federal employer identification number in order to file, but not providing it could slow down the application process.

### **Reason You Are No Longer Working at Your Last Job**

You will also be asked to provide the reason why you are no longer employed with your most recent employer. Reasons include you were laid-off, you quit, you are working reduced hours, you were suspended, you're on a leave of absence, or you were discharged (also known as fired).

---

---

## **Some people may be asked to provide additional information:**

### **Not a US Citizen?**

If you are not a US citizen, you will be asked to provide your alien registration number on your green card or other work authorization form. If you cannot find your document and you don't know your number, you will need to contact US Citizen and Immigration Services (<https://www.uscis.gov>) for a replacement card:

- Website: <https://www.uscis.gov/green-card/after-we-grant-your-green-card/replace-your-green-card>
- Phone number: 800-375-5283 (TTY 800-767-1833)

If DEO is unable to verify your work authorization electronically, you may be required to provide a copy of your authorization documents.



**Florida Department of Economic Opportunity (DEO):** You can contact DEO (<https://floridajobs.org>) in several ways:

### **Online Contact Form**

To contact DEO through their online contact form, go to their website at <https://www.floridajobs.org> and choose **Reemployment Assistance Resources**. Then choose **Reemployment Assistance Help Center**. Complete the form based on your question.

### **Chat with DEO Online**

To start an online chat with DEO, go to their website at <https://www.floridajobs.org> and choose **Reemployment Assistance Resources**. Then choose **Chat with Us**.

### **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.

---

---

*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.*