

# Steps to Receive Benefits

## Reemployment Assistance Process Guide



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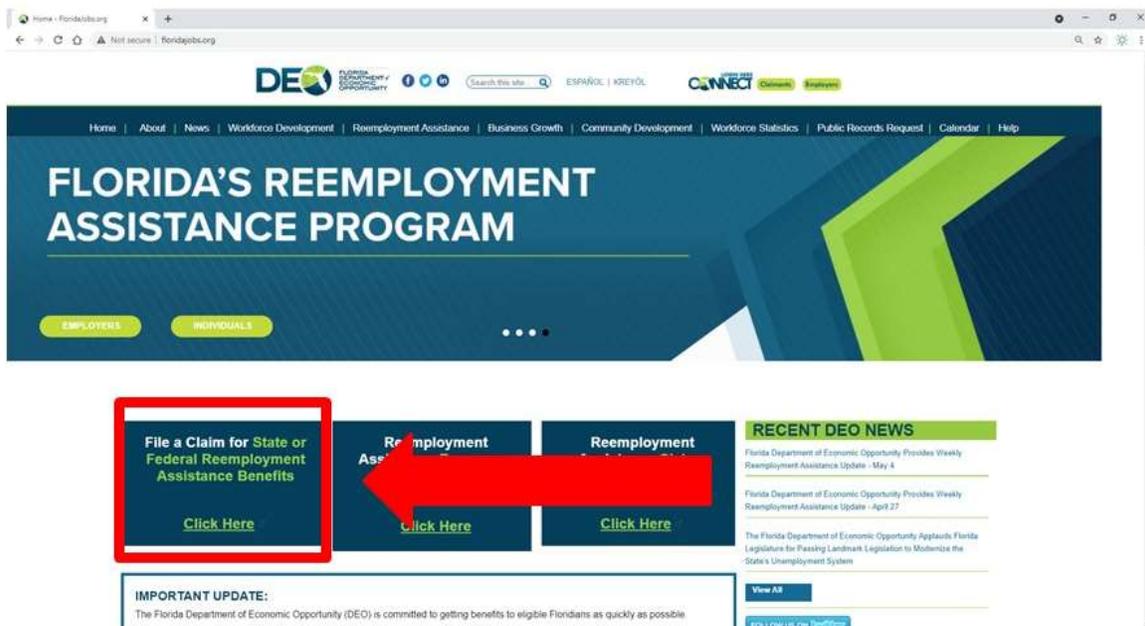
# Steps to Receive Benefits

## Reemployment Assistance Process Guide

**What needs to happen before you receive your reemployment assistance benefits?**

### Complete the Application

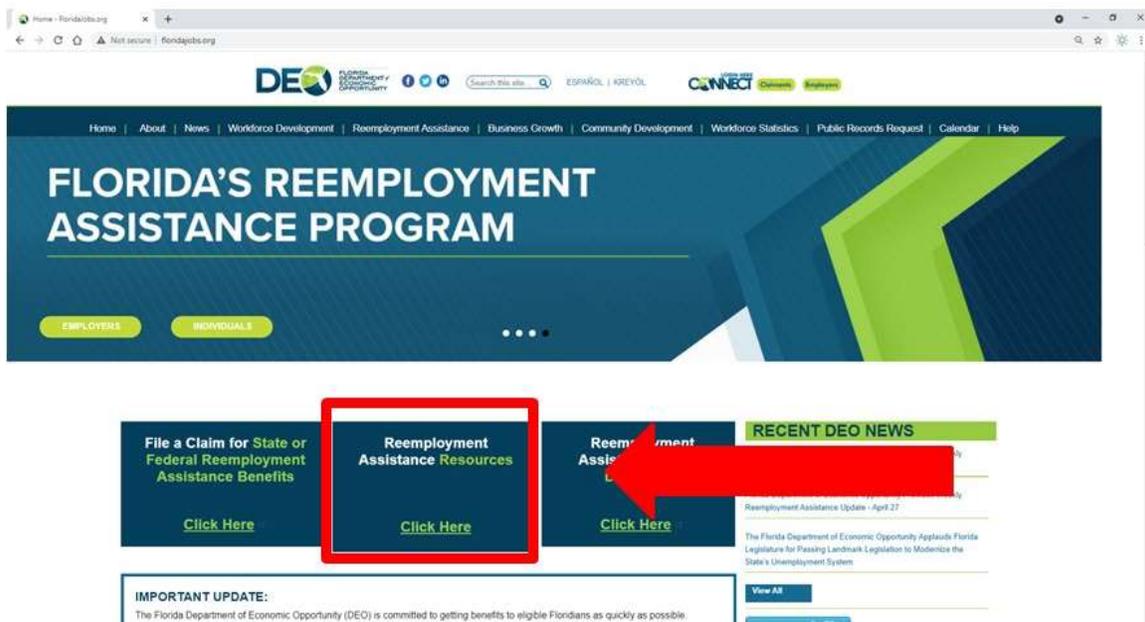
To receive your reemployment assistance benefits, first complete the online application with the Florida Department of Economic Opportunity (DEO). Go to their website at <https://www.floridajobs.org> and click on **File a Claim for State or Federal Reemployment Assistance Benefits**.



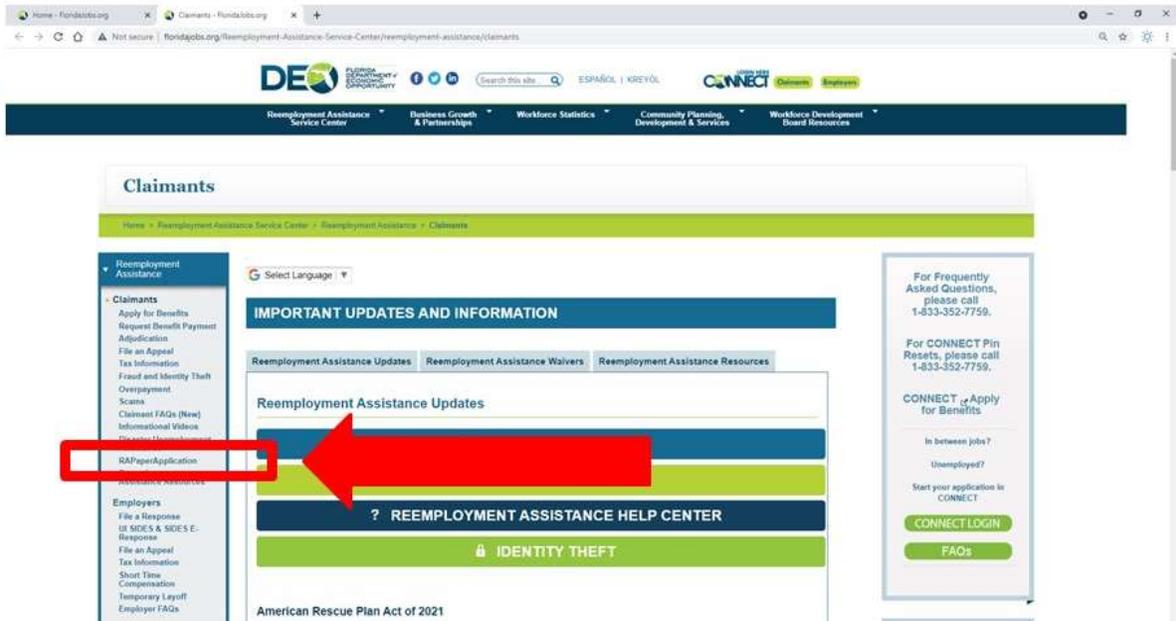
DEO also has a mobile-friendly site you can use to apply at <https://mobile.connect.myflorida.com/>. However, the mobile system does not automatically input your information into CONNECT (DEO's online system), so this could result in a delay in processing your application.

[Florida Administrative Code Chapter 73B-11](#) says that everyone applying for reemployment assistance benefits is required to apply online. However, 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.

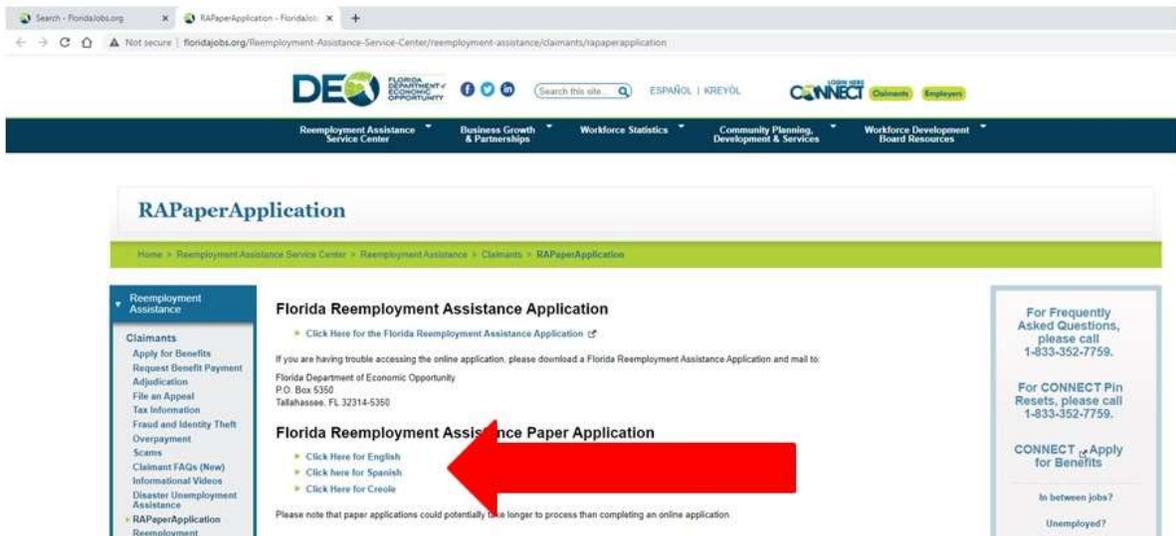
Due to the pandemic, DEO is also accepting paper applications. You can download the paper application from their website. Go to <https://www.floridajobs.org> and choose **Reemployment Assistance Resources**.



Then choose **RAPaperApplication**.



Under Florida Reemployment Assistance Paper Application, choose your language, and download the form. Please note that a paper application will probably take longer to process than an online application.



## **Receive Notification from DEO**

Once you submit your application, DEO will send you a notification by email or mail (depending on how you said you wanted to be notified in your application) with instructions on how to log in to CONNECT (DEO's online system) and proceed with your claim.

## **Verification**

The next step is for DEO to verify the information you provided:

- DEO will confirm your identity with the Social Security Administration
- DEO will confirm the wages you received from your previous employer
- DEO will make sure you aren't receiving wages in another state and that you haven't filed an unemployment claim in another state

## **Monetary Determination**

After DEO has verified your claim, the next step is to determine if you are eligible to receive benefits and, if so, the amount you qualify to receive.

Except for cases where benefits may temporarily increase (such as during the COVID-19 pandemic), Florida's reemployment assistance benefits pay a minimum of \$32 and a maximum of \$275 per week for up to 19 weeks.

You can also log in and check your CONNECT Inbox for information about DEO's determination.

## **Disagree?**

If either you or your last employer disagree with DEO's determination, then either of you may appeal.

## **Receive Payment**

Once your eligibility has been finalized, you will receive payment by direct deposit or prepaid card, depending on what payment method you chose during your application.

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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>) 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.

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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.*