

KNOW YOUR RIGHTS

Unemployment benefits during the COVID-19 (coronavirus) crisis

During the current public health pandemic, unemployment benefits are expanded for many workers.

Regular Unemployment: Employees that were laid off, furloughed, or saw a reduction in their hours may qualify for these benefits.

Pandemic Unemployment Assistance (PUA): Independent contractors, self-employed or gig economy workers, or workers with insufficient work history for regular unemployment are eligible for PUA benefits.

Pandemic Emergency Unemployment Compensation (PEUC): Employees that exhausted their unemployment benefits after July 1, 2019, are eligible for additional PEUC benefits.

How to Apply:

Apply online at www.jobs.state.nm.us OR apply over the phone at 1-877-664-6984, Monday-Friday, 7:00am-7:00pm.

If you have questions about your unemployment application or benefits, call the Unemployment Insurance Operations Center at 1-877-664-6984 during the day that corresponds with the last digit of your Social Security number:



0, 1, 2, 3: Monday

4, 5, 6: Tuesday

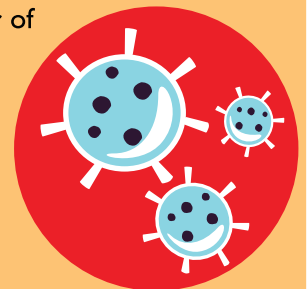
7, 8, 9: Wednesday

Missed your day:
Thursday and
Friday

Applying for PUA:

Workers applying for PUA benefits in New Mexico must first apply for regular unemployment benefits. Once workers are denied regular unemployment benefits, they can then apply for PUA benefits by following instructions from the New Mexico Department of Workforce Solutions (DWS). To qualify for PUA, workers must certify that they are (1) partially or fully unemployed OR (2) unable to work or telework because of one of the following circumstances:

- They have symptoms of COVID-19 and are seeking a diagnosis or they or a member of their household were diagnosed with COVID-19
- They are providing care for a family member or household member with COVID-19
- They have primary caregiving responsibility for a child or household member who cannot attend school or care facility because it is closed due to COVID-19
- They have become the major support for their household because the head of the household died as a direct result of COVID-19
- They were scheduled to start employment and do not have a job or cannot reach their job due to COVID-19
- They cannot reach their place of employment because of a COVID-19 quarantine or because they have been advised by a healthcare provider to self-quarantine
- They had to quit their job as a direct result of COVID-19 or their place of employment is closed due



All PUA applicants must provide their 2019 tax documents, W2, or 1099 to verify their income. If you already applied with 2018 documents, send DWS your 2019 documents as soon as possible.

KNOW YOUR RIGHTS

Unemployment benefits during the COVID-19 (coronavirus) crisis

Unemployment Benefits:

- Workers that qualify for regular unemployment or PUA can receive up to 39 weeks of unemployment benefits.
- Workers that qualify for PEUC can receive up to 13 weeks of unemployment benefits.

Work Authorization:

To be eligible for unemployment, workers must have valid work authorization (1) at the time they apply for benefits, (2) throughout the period during which they are receiving benefits, and (3) during the time they were working.



Language Access:

Speakers of Spanish, Vietnamese, Mandarin, and Dine have the right to receive information and apply for unemployment benefits in their native language. If you need to apply for benefits or speak with someone in one of these languages, call DWS and ask for an interpreter. Please call the New Mexico Center on Law and Poverty at (505) 255-2840 and ask for Verence Peregrino Pompa for further assistance.

Waivers of Some Requirements:

For workers receiving unemployment benefits, DWS waived the work-search requirement until further notice. During this time period, workers do not have to show that they are searching for work to receive benefits.

DWS has also waived the first-week waiting period. This means that workers receive benefits for the first week they qualify, rather than the second week.

Weekly Certifications:

After applying for unemployment benefits, make sure to submit a weekly certification while you are receiving benefits. Without completing this certification, you will not receive that week's benefits.

Returning to Work:

In most circumstances, workers cannot refuse to return to work when their employer re-opens and continue receiving unemployment. Not returning to work because of a general fear of COVID-19 is not considered "good cause" to refuse work. However, workers that can show proof that their employer is not following COVID-19 safe practices have "good cause" not to return to work. Furthermore, if workers can present documentation from a medical provider that returning to work would be a high risk for severe illness for either themselves or someone they provide care for, they may have good cause to refuse work.

Examples: workers that are 65 years or older (no documentation required), workers that live in a nursing home or long-term care facility, workers that are caring for an elderly person or someone with underlying medical conditions, and workers that have underlying medical conditions that could severely affect their health if they were to contract COVID-19.

Appeals:

You have the right to appeal decisions by DWS that you believe are incorrect. You must appeal within 15 days of the decision. If you receive letters or emails from DWS asking you to pay back unemployment benefits, the New Mexico Center on Law and Poverty, at (505) 255-2840, may be able to help.