

Washington State WorkSource Information Notice (WIN)

WIN Number: 0141

WIN Title: Unemployment Insurance (UI) Navigator Program

Date: February 22, 2024

Expiration: N/A

Purpose:

To communicate information regarding the Unemployment Insurance (UI) Navigator Program grant.

Action Required:

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this information broadly throughout the system to ensure that WorkSource System staff are familiar with its content.

Content:

The [UI Navigator program](#) aims to reduce barriers to unemployment benefits by helping unemployed workers learn about, apply for, and, if eligible, receive UI benefits and related services (i.e., navigate the UI program) with an emphasis on workers who are from historically underserved and marginalized communities and adversely affected by persistent poverty and inequality.

Navigators provide outreach, education, and support services to their communities, which may include, but are not limited to, helping individuals understand the claims filing process, educating them on where to locate information, providing general information about claimant responsibilities, directing claimants to online tools and resources, and providing assistance with navigating technology.

UI Navigator grant recipients are (see [Attachment A](#) for more detailed information):

- Chinese Information and Service Center
- Drivers Union
- Korean Community Service Center
- LA Oficina LLC
- Native Action Network
- Neighborhood House
- People For People

- TRAC Associates
- Washington State Labor Council

WorkSource offices should be aware of UI Navigator programs operating in their workforce development areas should a claimant fitting a community of focus need to be referred.

References:

- Unemployment Insurance Program Letter (UIPL) [11-22](#) – Grant Opportunity for States to Participate in the American Rescue Plan Act (ARPA) Unemployment Insurance (UI) Navigator Program
- [ESD UI Navigator Program Information](#)
- [ESD UI Navigator Program – ESD Media Release January 22, 2024](#)

Website:

[Workforce Professionals Center](#)

Direct Policy Inquiries To:

*Employment System Administration and Policy
Employment System Policy and Integrity Division
Employment Security Department
P.O. Box 9046
Olympia, WA 98507-9046
SystemPolicy@esd.wa.gov*

Direct Program Inquiries To:

*UI Navigator Program
Unemployment Insurance Customer Support Division
Employment Security Department
P.O. Box 9046
Olympia, WA 98507-9046
esdqunavigator@esd.wa.gov*

Attachments:

[Attachment A](#) – Detailed agency descriptions and areas of focus

Attachment A

Agency	Background	Counties Served
Chinese Information and Service Center	Provides comprehensive services to support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.	Pierce, King, and Snohomish
Drivers Union	A multiracial and multilingual organization of drivers who work for app-based personal transportation platforms. Its purpose is to promote economic security, fairness, justice and transparency for workers in Washington’s personal transportation industry and beyond.	Franklin, Pierce, Clark, Kitsap, King, Whatcom, Snohomish, Spokane – Metro areas
Korean Community Service Center	Enhances the well-being of the Korean American immigrant community in the Puget Sound region. It provides social services and community programs that meet the needs of Korean Americans in Washington.	Pierce, King, and Snohomish
La Oficina LLC	Dedicated to transforming lives by providing information, education, resources and advocacy for the minority community, fostering meaningful engagement with government organizations.	Yakima & Tribal Lands – Toppenish and White Swan
Native Action Network	Native Action Network works to enhance the beauty, strength and integrity of the American Indian and Alaska	Clallam, Lewis, Jefferson, Cowlitz, Pierce, Skagit, Yakima, Whatcom, Clark,

	Native community through leadership development, civic engagement, community building and economic restoration.	King, Snohomish, Kitsap, Thurston, & Spokane
Neighborhood House	Focuses on providing services to entire families, including low-income community members, public housing residents, immigrants and refugees.	King
People for People	Provides services including transportation, employment and training, senior nutrition and more throughout Washington with offices in Yakima, Moses Lake, Ellensburg, Sunnyside, Toppenish, Goldendale, White Salmon, Union Gap and Stevenson.	Yakima, Kittitas, Klickitat, and Skamania – South Central Workforce
TRAC Associates	An employment, training and social service organization that provides vocational help to all disadvantaged job seekers. It has offices in Tacoma, Everett, Seattle, Tukwila and Kent.	Pierce, King, Snohomish, Kitsap, and Thurston
Washington State Labor Council, AFL-CIO	Represents and provides services for hundreds of local unions throughout Washington. More than 600 local unions are affiliated with the organization, which represents more than 550,000 union members.	Statewide