

Work Search

Frequently Asked Questions

Q: Can we share with customers the desk aid or “Work Search Requirements for WorkSource” video?

A: No. The video and desk aid are for use by ESD and partners only and cannot be shared with customers.

Q: Will the PowerPoint from the training sessions be posted?

A: No. All content from the training sessions is in the “Work Search Requirements for WorkSource” video.

Q: How long should claimants keep their job search logs?

A: At least 30 days past the end of the benefit year or 30 days after they last receive benefits (including extensions), whichever is later.

Q: Does creating a WorkSourceWA account count as registering for work?

A: No, not in terms of the UI requirement that we register claimants for work. Registering on WorkSourceWA.com can be an approved job search activity but does not meet the UI requirement to register for work.

Q: Do informational interviews count as a job search activity?

A: Yes.

Q: Can an ongoing job club with different topics count as job search activities each time the claimant participates?

A: Yes, claimants can count each session with a different topic as a unique activity.

For example, Bob attends a weekly WorkSource job club with eight revolving topics designed to connect attendees to employment. After eight weeks, the topics are repeated. Bob can count each of the eight weekly sessions once. He decides he wants to attend them again. He is free to do so but cannot count repeated sessions as work search activities during his current claim year. Facilitators should include a note in the ETO Workshop Service describing the session topic.

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Q: If a computer literacy class lasts four weeks, can each session count as a different job search activity?

A: Yes. Each session can count as a separate activity but each can be counted only once per claim year.

Q: Will the online job search activities table be translated into 16 languages?

A: Yes. The entire [Job search requirements page](#) is being translated to many languages.

Q: How are work search requirements addressed for PUA claimants who report they can't work because they do not have child care or because their children are unable to attend school in person due to COVID-19?

A: For PUA claimants, at least one work search activity is required, even if they report that they have a COVID-related reason. Those reasons include school or child care remaining closed due to COVID-19. Claimants may apply for jobs they can do remotely, attend in-person or virtual WorkSource activities, or complete one of the many "other," or "self-employed and/or business owners" work search activities.

Q: What is partial unemployment and how does it affect work search requirements?

A: Partial unemployment refers to claimants who were hired to work full time, had their work hours temporarily reduced to no less than 16 hours each week, and expect to return to regular full-time hours within four months. Claimants who are classified as partially unemployed are not required to actively search for work, but they do need to be available for all work offered by their regular employer. If, at any point, they do not meet the requirements to stay in partial unemployment status, they must begin looking for work and they receive a work search directive. Partial unemployment is not to be confused with part-time employment.

Q: How can I tell if someone is partially unemployed?

A: You can find claimants' partial unemployment status in UTAB on the Account springboard, CRM tab, and Impacts sub-tab. Or you can refer the claimant to the UI Claims Center.

Q: Do partially unemployed claimants get standby?

A: No. They do not need standby because their work search is waived as long as they still meet the requirements to stay in partial unemployment status.

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Q: Claimants who started training/school previously did not have to complete a CAT application because work search was waived. Do they need to apply for CAT now?

A: Claimants attending school will need to provide information about their school attendance and may apply for CAT. We will determine their availability for work or eligibility for CAT. They must look for work and be able and available for work until they receive confirmation that they have been approved for CAT.

Q: Is a Ready to Work ESL class an approved job search activity?

A: Yes, as per the [Job Search Activities list](#) on esd.wa.gov:

Other	Participate in English as a Second Language (ESL) course or class.	Name, date and location, screen shot or scan of registration receipt.
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Q: What is considered to be a “reasonable” commuting time?

A: It depends on the occupation and local labor market. Refer claimants with this question to the Claims Center.

Q: Can a Resume Building class through WorkSource and a similar class through another organization count as separate job search activities?

A: Yes.

Q: If you talk to three different employers at the same job fair, does that count for three separate activities?

A: Yes. Claimants should keep a record of each employer conversation. They should note whether they gave out their resume, filled out an application or had an informal interview.

Q: If claimants attend the WIOA orientation for WDA1 and they live outside WDA1, will that count as a job search activity? We can't serve customers outside of WDA1, but we do refer them to WIOA services in their area.

A: Yes. Since many orientations are held virtually and since many folks may live in one WDA and work in another, it is understandable that claimants may not initially connect with the one-stop center in the WDA where they may be eligible for services.

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Q: If a claimant attends a Strategies for Success class or another WorkSource class that spans multiple days, does each day attended count as a separate job search activity?

A: Yes, claimants can count each session with a different topic as a unique activity. However, they can count each session only one time.

Q: Will the Job Search Contacts section of the weekly claim in UTAB be updated to include the new “other” approved activities?

A: Yes. UTAB is currently working on adding the subtab “Other” and appropriate drop downs to the weekly claim functionality.

Q: Goodwill runs a regular, twice-a-week, staffed open job lab where people can come and search for jobs, get help with resumes, cover letters, online job search techniques and other employment preparation skills. Does this open job lab count as an approved job search activity?

A: It depends. An open job lab does not necessarily mean the claimant is taking advantage of staff-assisted services designed to connect them to employment. In an open lab situation, there is no way to verify that the claimant is actually doing job search or learning a skill designed to get them back to work quickly. If, however, the community partner (Goodwill, in this case), takes attendance, documents that they provided an actual work search service from the activities list, the activity can be counted.

Other	Participate in a private or community job club.	Letter or email from the club leader or sponsor.
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If during that open lab, a claimant completes any activities listed in the “other” section of approved job search activities, those would also count.

Other	Set up a new account or update the one you have on job search sites (Indeed, LinkedIn, Glassdoor, CareerBuilder, Monster, Google Careers, or other) and search for job openings.	Link to or a screen shot of your profile and job openings.
Other	Establish an account and post your resume and cover letter with online job search job applications (Job Scan, Bright Move, Hiring Solved, or other).	Link to or screen shot of page showing successful account creation and specific job opening.
Other	Complete an online interest inventory (e.g., Strong, My Next Move, Myers/Briggs).	Link to or screen shot of your results.

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Q: If PUA claimants who were self-employed prior to the pandemic decide they no longer want to be self-employed and instead pursue another career, can they apply for Training Benefits?

A: The PUA program can't pay for Training Benefits. But claimants receiving PUA can make employer contacts or do any of the other approved job search activities to continue to be eligible for PUA.

Q: Do WIOA activities count as approved job search activities?

A: Several do. See the [job search activities list](#) on esd.wa.gov for the approved WIOA activities. They are listed under the WorkSource activity type.

Q: Now that work search is required again, is the deadline being extended for dislocated workers to apply for Training Benefits?

A: The original deadlines extended by the emergency rules applied to all individuals except for dislocated workers. This is because dislocated workers already can submit the TB application before the end of their benefit year, making the need for an extension a moot point.

Q: Does an employer inquiry count as a contact if the employer does not respond or replies that there is no job opening?

A: Yes. The claimant's effort to contact the employer still counts as a job search contact, unless the claimant knows the employer is not hiring.

Q: Is there still an expectation to inquire or apply for a "specific job" or can just asking if an employer is hiring count as a job search contact?

A: The expectation is that claimants inquire about a job that they have the skills or experience to perform. See [RCW 50.20.100](#) for suitable work factors.

Q: How often does the agency verify job search contacts from UI claimants?

A: The Job Search Review Center (JSRC) and the Benefit Accuracy Measurement (BAM) unit verify job search contacts randomly on an ongoing basis. Claimants could be asked to submit their job search logs to the department at any time during their claim.

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Q: Does earning a certification (i.e., Microsoft Word or a technology certification) count as a job search activity?

A: No. Attending each class counts as per below. Earning the certificate is not a separate activity, but a result of attending the full set of classes.

Other	Take a computer literacy course or class.	Screen shot or copy of your registration receipt.
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Q: For an English as a Second Language (ESL) class to count as a job search contact, must an IEP be listed in the ETO system?

A: Not necessarily. While co-enrollment with WorkSource partner programs is always recommended, WorkSource staff may not be monitoring or collecting services from all ESL attendees (especially those attending programs outside of the WorkSource partnership). Claimants are required only to:

Other	Participate in English as a Second Language (ESL) course or class.	Name, date and location, screen shot or scan of registration receipt.
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Q: Does applying for a job on Craigslist where the employer name and direct contact information is hidden count as an employer contact?

A: It can be, as long as the claimant provides the website, posting ID (even if it's just the Craigslist posting ID) and keeps a copy or screenshot of the posting.

Q: Is an updated job search video being created for customers?

A: No. At this time, the Communications Office has no plans to create an updated video.

Q: Can claimants get up to only eight weeks of standby per year?

A: They can get up to eight weeks of standby *per claim year*. If they are receiving PEUC, they may be eligible for standby during weeks after the end of the claim benefit year, but still only eight weeks total.

Q: Is part-time work considered suitable?

A: Claimants are expected to search for full-time work unless we tell them otherwise.

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Q: If a person is already working a part-time job, can looking for another part-time job to equal 40 hours a week count as a job search contact?

A: Claimants must search for full-time work unless we tell them otherwise.

Q: Is there a place in UTAB where I can see if someone is part-time eligible?

A: In UTAB, go to the Account springboard, Registration tab and Account sub-tab. If the claimant is part-time eligible, the Part Time Eligible box on the left in the Claim Attributes section will be checked.

Q: If a claimant contacts an employer without first getting some indication that the employer is hiring, does it count as a job search contact?

A: Yes. Contacting an employer to inquire about jobs that the claimant has the skills and abilities to do counts as a job search contact. However, if the claimant knows the employer is not hiring before inquiring, it does not count.

Q: Do customers who typically work seasonal jobs need to look for other work between seasons?

A: Yes. They can contact the Claims Center to request standby, and they'll be informed whether they're approved for standby.

Q: Does the Find Work Friday class count as a job search activity?

A: If this class was locally approved prior to the pandemic, it is still considered an approved in-person or virtual activity. If it's a newly developed class, the process to request approval will be issued by the Policy team soon. Look for a WorkSource Information Notice (WIN) with the revised process.

Q: How many times per claim can a claimant use a "WorkSource" or "Other" activity?

A: It depends. Activities such as submitting a resume or attending an interview count each time claimants complete them. Activities such as attending a resume writing workshop, however, count only once per claim year.

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Q: How often can a regular English for Speakers of other Languages (ESOL) or computer class at WorkSource count as a job search activity?

A: Once. The expectation is that each ESOL class or WorkSource computer class has a set lesson plan or topic to be studied and practiced at each session. Claimants cannot take the same class with the same lesson plan and count it again.

Q: Does a claimant need to look for work if they work full time during a week?

A: Claimants are not eligible for benefits during weeks they work full time. Since they will not be paid benefits, they do not need to look for work during those weeks. But if they work less than full time during a week, they will need to look for work to be eligible for benefits.

Q: If a claimant works part time during a week they claim and reports their earnings, do they still need to look for work?

A: Yes. They still need to look for full-time work unless we tell them otherwise.

Q: Will the job search log be updated to include fields for the job search activities classified as "Other?"

A: Yes, the job search log has been updated on our website. UTAB is currently working on updating the eServices piece.

Q: Are claimants required to use the job search log template or can they use other documents?

A: ESD prefers that claimants use our job search log template, but they can document their job searches anywhere they like, as long as they include the same information we require.

Q: Does each time a claimant contacts a regular employer about returning to work count as a separate job search contact?

A: Yes. The claimant, when instructed by the employer to check back weekly about when they may be able to return to work, can count this as an employer contact once per week. However, if the employer instructs the claimant to check back in a month, the claimant cannot contact the employer weekly and use that as a weekly employer contact. Likewise, contacting an employer that the claimant knows is not hiring does not count as a contact.

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Q: Can follow-up calls to employers count as a job search contact?

A: If the employer says they're not hiring now but advises the claimant to call back later, the follow-up contact can count as a job search contact. Contacting an employer that the claimant knows is not hiring does not count as a contact.

Q: Will the *Unemployed Worker Handbook* be updated with the new options for job search activities?

A: The [job search requirements page](#) has the current, updated and complete list of acceptable job search activities. Please refer staff and claimants to that page.

The introduction to the [online handbook](#) lists the most recent updates that may not be reflected in the actual handbook due to constant updating.

Q: When claimants attend a WorkSource activity, are they automatically registered for a WorkSourceWA account?

A: When a person files a claim, UTAB will interface with ETO and (usually) create a basic profile, so services should (usually) be able to be entered whether the claimant has a WorkSourceWA.com profile or not.

Q: Do claimants who report other job search activities on weekly claims in eServices need to attach the documentation required (i.e., screenshots of certificates or elevator speeches, etc.)?

A: No. Claimants should retain their documentation along with their job logs and be able to provide the logs and supporting documentation if asked.

A banner will be posted on eServices stating that claimants need not currently fill in activities they completed, but only attest that they completed at least three job search activities for UI and PEUC claims and one for PUA claims each week. The banner further states that claimants may need to provide this detailed information at a future time and to keep a detailed record of all job search activities.

Q: Can claimants use the 2018, 2019 or 2020 job search logs?

A: While we prefer that claimants use the most current job search log to track their job search activities, they can use whatever method works best for them (paper notebook, spreadsheet, Word document, etc.). The documentation must contain all the same information asked for on the current job search log. They must be able to provide hard or electronic copies of their job search logs if asked by ESD. This is why we encourage using the most current log.

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Q: Do RESEA services count as a job search activity?

A: Yes. The RESEA initial and follow-up services count as approved WorkSource job search activities.

Q: Do claimants who are working part time and receiving Social Security need to look for full-time work?

A: Claimants are required to look for full-time work unless we tell them otherwise. If claimants have questions about this scenario, refer them to the UI Claims Center.

Q: What about claimants who are at a high risk for COVID-19 and have been advised by their doctor not to return to work due to the Delta variant? Are they required to look for work?

A: Yes, they must still look for work. They may apply for jobs they may be able to do remotely, can attend an in-person or virtual WorkSource activity, or complete one of the many “Other” work search activities.

Q: When claimants file weekly claims over the phone, are their job search contacts recorded?

A: No. Claimants on regular UI and PEUC are asked to certify that they made the required job search contacts. They are not currently prompted to provide that information but will be in the future. They need to keep the information available if the department ever asks for it.

Q: If a claimant applies for the Self-Employment Assistance Program (SEAP), are they required to look for work while they wait to see if they’re approved.

A: Yes. The claimant will need to continue looking for work unless we send them a determination letter saying they’re approved for SEAP and their work search is waived.

Q: If a claimant works with a career advisor and starts a Work Experience Internship at 30 hours a week, will they also be required to do two other job search activities each week?

A: Yes. A WIOA Title I-B customer who participates in a WIOA Title I-B paid or unpaid work experience or internship as part of their employment plan can count it as a job search activity. They will need to complete two additional job search activities to meet the weekly requirement. Claimants who participate in private sector paid or unpaid work experience or training must maintain documentation as outlined on the job search activities list. We would still need to determine if the internship is limiting the claimant being able and available.

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Q: Do confidential employer postings at WorkSourceWA.com count as employer contacts?

A: Yes. The claimant needs to document the Job ID number in the job posting, the date contacted, how they contacted the employer, and the action taken, such as emailing a resume, letter of inquiry or submitting a generic job application. This is true whether the claimant knows who the employer is or answers a Craigslist ad, a blind help wanted ad, or responds to a confidential employer on WorksourceWA.com.

Q: A claimant expects to return to work for an employer but doesn't know the return date. Do they need to look for work?

A: The claimant can contact the UI Claims Center to request standby but will need to provide an expected return-to-work date. Unless or until they're approved for standby, they'll need to look for work. Claimants who don't have an expected return-to-work date will be denied. But they can contact the Claims Center once they have a return-to-work date.

Q: Do job search classes at Goodwill count as job search activities?

A: Yes, as long as the claimant can provide documentation such as a letter or email from the club leader or sponsor verifying dates and location.

Other	Participate in job search related webinars or courses sponsored by placement agencies.	Link to or screenshot of page documenting completion.
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Q: Do follow-up meetings and resume reviews at WorkSource count as separate job search activities?

A: Yes. Each counts as a separate contact.

Q: Can meetings with a TAA case manager count as a job search contact?

A: No. While TAA is designed to assist TAA eligible claimants to increase skills and get back to work, meeting with a case manager may or may not include applying for a job, completing a resume or other staff-assisted re-employment service. If, as a result of the meeting or during the meeting, the claimant applies for a job, completes a resume or any other approved activity, that activity would count. Meeting with the TAA counselor itself does not count.

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Q: How many different YouTube videos about job searching can claimants watch and count as a job search activity? Can they watch three in one week, for example?

A: There is no limit.

Q: If a claimant attends a workshop where they watch a YouTube video and write a 30-second elevator speech, is that considered three contacts or one?

A: If all those components are completed during one workshop, it counts as one activity. However, attending a workshop where a video is presented about writing a 30-second elevator speech could count as one activity. If they subsequently write the 30-second elevator speech on their own after the workshop taking the knowledge learned in class, that could count as a second activity.

WorkSource	Participate in an in-person or virtual workshop sponsored by WorkSource.	Name of the workshop, date, time, and location.
Other	Prepare a 30-second "elevator speech" to use at job fairs or during an interview.	Screen shot or document.

Q: Does any job search-related YouTube video count as a job search activity? Or just certain videos? For example, does a 60-second video count the same as a 20-minute video?

A: There is no distinction in the allowable activities list for video length. The only expectation is that the video is about a job search topic.

Other	Watch an online video, for example a YouTube video, on a job search topic (for example: how to write a cover letter, resume writing or interview skills).	Link to the video or a screen shot of the video launch page.
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