

Work Search Requirements and Job Search Assistance

Unemployment insurance claimants are required to register for work search and watch the “New Mexico Workforce Connection Orientation Video.” The video is an informational resource introducing customers to the employment and training services provided on the New Mexico Workforce Connection website and at the New Mexico Workforce Connection Centers. For more information, visit www.dws.state.nm.us under “Job Seeker” and “New Mexico Workforce Connection Orientation Video.”

The New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.

You must contact a minimum of two different employers each week to meet the minimum work search requirement. All contacts are subject to verification. Failure to make the required job contacts each week may cause a denial of benefits and possible overpayment.

Job seeker assistance is available at the local Workforce Connection Centers across the state. To find a local Workforce Connection Center near you, visit www.dws.state.nm.us and click on the “New Mexico Workforce Connection-Find Your Local Office” button on the left-hand side of the page.

Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources. Visit www.jobs.state.nm.us and register a username and password to begin using this valuable and convenient service.

New Mexico
Workforce Connection

Unemployment Insurance Claims

www.dws.state.nm.us

1-877-NM-4-MYUI
(1-877-664-6984)

Download a QR code reader app on your smart phone to scan the code for more information on Unemployment Insurance



Unemployment Insurance



How to File An Unemployment Insurance Claim

1-877-NM-4-MYUI
www.dws.state.nm.us

HOW TO FILE

WHAT IS UNEMPLOYMENT INSURANCE?

Unemployment insurance (UI) payments benefits are intended to provide temporary financial assistance to unemployed workers who are unemployed through no fault of their own. Each state sets its own additional requirements for eligibility, benefit amounts, and length of time benefits can be paid.

WHEN TO FILE

You should apply for benefits as soon as you are unemployed or your hours are reduced. Your claim will be effective on the Sunday of the week you file. All claims have a one-week, unpaid waiting period.

BENEFIT AMOUNT AND LENGTH OF TIME

You can receive a minimum of \$72 to a maximum of \$386 a week up to 26 weeks depending on your past quarterly earnings. Additional benefit weeks may be available dependent on funding by the Federal government.

WHAT YOU NEED TO FILE

To determine if you are eligible to receive benefits, you will be asked a variety of questions, such as information about your past employers and the reason you are out of work.

To ensure your claim is filed as quickly as possible, you should have the following information ready before you file your claim:

- Social Security Number
- Mailing address and phone number(s) of employer(s) you worked for in last 18 months
- The starting and ending dates of your last job (or jobs if more than one employer in last 18 months)
- If non-citizen have your alien registration number and expiration date
- If you worked during the week you are filing your claim, be sure you know the gross amount (total dollars and cents before any deductions) of your pay before filing.
- Pencil and paper to write down questions and instructions

Unemployment insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for unemployment insurance benefits, online and by phone.

ONLINE

You can file your new unemployment insurance claim online at www.dws.state.nm.us. Click on "Apply for Benefits" under "Unemployment Insurance." Our unemployment insurance claims system is available to take initial claims or weekly certifications from 3:00 a.m. to 8:00 p.m. daily. Please allow at least 30 minutes to file an online claim prior to system down time.

TOLL-FREE NUMBER

You can also file by phone by calling **1-877-NM-4-MYUI (1-877-664-6984)**. After following the automated prompts, your call will be transferred to a customer service representative (CSR) who will complete your claim. Our call center is open from 7am-5pm, Monday - Friday.

WHAT HAPPENS AFTER YOU FILE YOUR CLAIM?

Once your claim is submitted, you will be sent a *Notice of Initial Determination* which provides you with the following information:

- Your weekly and maximum benefit amounts
- The beginning date of your claim
- Your wages that are to be used for computing for UI claims benefits
- The amounts of wages reported by each employer during each of the four specific quarters are used for computation of UI benefits

You must certify weekly in order to receive benefits. The first week you certify on a new claim is your 'waiting week.' No payment will be issued for this week. You can certify online at www.dws.state.nm.us or through the self-service options available through **1-877-NM-4-MYUI (1-877-664-6984)**.

If there is an issue surrounding the reason of separation from your employer or unemployment insurance eligibility requirements, your claim may require adjudication. The adjudication unit will collect all necessary information about your claim, including your and your former employer's statements, and a determination on your claim will be issued within 4-6 weeks.

If you have an outstanding issue or have filed an appeal, you can continue to certify weekly until a determination is sent to you. If you are cleared for benefits, you will be paid for all weeks certified (except for the 'waiting week'). However, please note that if a determination is issued or an appeal is decided not in your favor, you will be required to pay back any overpayments that may have occurred.

