IowaWORKS

As of last Friday, IowaWORKS offices are only open to customers with an appointment or to accept identity verification from customers applying for benefits.  Customers may call or email the agency to receive assistance from the safety of their own home: [uiclaimshelp@iwd.iowa.gov](mailto:uiclaimshelp@iwd.iowa.gov) or 866-239-0843.  Davenport office number is 563.445.3200 (option 4 is UI and 5 is PJ).  Customers without computer access may call and staff can enter initial and weekly claims by phone (Spanish speaking staff available).  Due to a higher volume of calls on our unemployment insurance customer service line, wait times are longer than usual.  We encourage customers to remain on the line until a representative answers.

Iowa Workforce Development has a dedicated website for information related to Covid - 19 related layoffs for employees and employers.  There are videos posted that walk workers through the online filing process.  The Unemployment Insurance Handbook and Frequently Asked Questions have a lot of helpful info and are being updated as changes occur.   <https://www.iowaworkforcedevelopment.gov/updates-and-resources-about-covid-19>

**FILE FOR UNEMPLOYMENT INSURANCE BENEFITS**

You can file for unemployment insurance benefits here: <https://www.iowaworkforcedevelopment.gov/file-claim-unemployment-insurance-benefits>

Need help filing online? Watch this video:

[How to File Your Unemployment Insurance Claim Online (English)](https://www.iowaworkforcedevelopment.gov/how-file-unemployment-insurance-online)

¿Necesita ayuda para presentar en línea? Vea este video:

[Cómo presentar su reclamo de seguro de desempleo en línea](https://www.iowaworkforcedevelopment.gov/c%C3%B3mo-presentar-su-reclamo-de-seguro-de-desempleo-en-l%C3%ADnea)

If you have questions about your claim, please call**1-866-239-0843,**or email [**uiclaimshelp@iwd.iowa.gov**](mailto:uiclaimshelp@iwd.iowa.gov)

Unemployment Insurance Claimant Handbook (English) - <https://www.iowaworkforcedevelopment.gov/2019-unemployment-insurance-claimant-handbook>

Unemployment Insurance Claimant Handbook (Español.) - <https://www.iowaworkforcedevelopment.gov/es/2019-manual-del-reclamante-del-seguro-de-desempleo>

Regarding the PROMISE JOBS Program, PJ staff are working and are available to customers by phone or email.  Customers should not hesitate to contact their worker with any questions, needs, or updates.  All scheduled appointments are being be held by phone.  Customers are being encouraged to submit their timesheet(s) by mail or email, with or without provider signature, IF able.  Essential services are still hiring, IF someone becomes employed during all of this, please have them contact their worker so that we can talk about childcare and FSSG.

Stay safe and healthy!

**Jill Malmer**

*Workforce Advisor*[Iowa*WORKS*](http://iowaworks.gov/)*- a Proud Partner of the American Job Center network*

Here's the link to the video of a webinar on Iowa unemployment insurance - what are the benefits, how to file claims, special conditions re COVID-19.  Some not-for-profits may find this information helpful.

<https://youtu.be/eaSWgCh1xR8>