



## **FAILURE TO REPORT TO ONE-STOP CAREER CENTER**

Your benefits were suspended because you failed to report to your mandatory appointment scheduled at the One-Stop Career Center. Now that you have reported to the One-Stop Career Center, you are eligible to receive benefits beginning with the date you reported.

If you wish to receive back credit for the benefits that were suspended call the Telephone Claims Center (TCC) at **1-888-209-8124**

- You will be asked to choose your language. You will then hear several options. Select the number for your language preference.
- **Press 2** to indicate you are calling because you missed an appointment at the one-stop center.
- When asked if you reported to the One-Stop center after your missed appointment, **press 1** to indicate yes.
- You will be placed on hold to speak to the next available agent.

A determination regarding your eligibility for benefits during the suspension period will be made within five (5) to seven (7) business days. The determination will be based on the information you provide when calling the TCC.

You must continue to claim weekly benefits on the Internet, [www.labor.ny.gov](http://www.labor.ny.gov), or by calling the toll-free Tel-Service number, 1-888-581-5812 for New York State Residents, or 1-888-864-9920 for Out-Of-State Residents, as long as you remain unemployed.

If you missed your appointment at the one-stop center for any of the following reasons, be prepared to answer the corresponding questions when you call the TCC regarding your benefits.

**ILLNESS OR INJURY:** You did not report as scheduled due to illness or injury.

- What was the nature of your illness?
- On what date did your illness begin?
- On what date did your illness end?
- If you had been working or offered work, would you have missed work due to this illness?
  - If no, why did you not report to your mandatory appointment at your one-stop career center?
- If you did not report to the One-Stop Career Center immediately after your illness ended, what was the reason for your delay?

**NON-RECEIPT OR DELAYED RECEIPT OF APPOINTMENT LETTER:** You did not report because you did not receive the notice of appointment or there was a delay in receipt.

- Has your address changed since you filed your UI claim?
  - If "YES," please answer the following questions.
  - On what date did your address change?
  - To whom did you report the change of address?
- If you have problems with your mail, have you reported this to the post office?
  - If "YES," on what date did you report this problem?
- Do you reside at the address where your mail is delivered?
- If you received the notice of appointment after the date/time of the appointment, what date/time did you receive the notice?
  - What was the cause of the delay?
- How often do you check your mail?

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- Do you personally check your mail? If “NO,” how do you receive your mail?
- Have you received previous NYS Department of Labor correspondence?
- Did you receive the suspension of benefits notice?
  - If yes, on what date did you receive the notice?
  - If no, why did you report to the One-Stop Career Center on the date that you did?

**JOB INTERVIEW:** You did not report because you had a job interview.

- Did you have a definite prescheduled job interview?
  - If “YES,” please supply the following information for verification purposes.
- What was the date and time of your job interview?
- What was the length of your job interview?
- What is the name, address and telephone number of the employer with whom you had the interview?
- With whom did you interview? What is their title?
- What was the position you interviewed for?
- What were the results of the interview?
- If you did not report to the One-Stop Career Center immediately following your interview, please explain why.

**OUT OF THE AREA:** You did not report because you were out of the area.

- What was the purpose of your trip?
- Where did you go?
- On what date and time did you leave the area?
- On what date and time did you return to the area?
- Where did you stay?
- What was your mode of transportation?
- If you did not report to the One-Stop Career Center as soon as you returned, please explain why.
- If you were searching for work, for verification purposes provide the details of your work search efforts including the following information; date of contact, employer name, address and telephone number, name of contact person, position applied for, result of contact.

**LACK OF TRANSPORTATION:** You did not report because you lost your transportation.

- Indicate the dates you were without transportation
- If you had been working during the time for which you did not report to the One-Stop Career Center, what arrangements would you have made to have avoided missing work due to a transportation problem?
- Did you seek another mode of transportation?
  - If “YES,” what alternative mode of transportation did you seek?
- If you were without transportation only for the time or day of your appointment at the One-Stop Career Center and there was a further delay in your reporting, what was the cause of the additional delay?

**LACK OF CHILDCARE:** You did not report because you did not have childcare.

- Indicate the dates you were without childcare.
- How many children do you have and what are their ages?
- What are your childcare arrangements?
- What happened to your childcare on the day of your meeting and/or for the entire period until you reported?
- If you delayed in reporting to the One-Stop Career Center after you were able to obtain childcare, what was the additional cause for delay?