



### UPDATED AUGUST 12, 2020

**Note: This FAQ is just one section of a larger FAQ on the Work Share program. Visit [oregonmetro.gov/workshare](http://oregonmetro.gov/workshare) to view the full FAQ document that includes information on eligibility, schedules and more.**

**I received two unemployment checks for each work week filed. Why are there two?** Two payments are included for each workweek. The benefit for the filed loss of wages and the separate payment of the \$600 PUC compensation that was part of the CARES Act stimulus package passed in March.

**I received several unemployment checks in the mail and they were not in sequence. Why were some weeks paid and others not?** We are not sure why weeks were not provided in order, or why some weeks are missing. We know that they are processing claims as quickly as possible.

**I got a US Bank ReliaCard in the mail. Should I activate this? I sent in direct deposit information with my claim.** Yes, activate the card to access unemployment payments that you have not received yet as a check. The Oregon Unemployment department is behind on processing direct deposit applications and to prevent further delay from accessing payments have instead provided the ReliaCard option. Do not resubmit a direct deposit form.

**How do I know when money is deposited on the US Bank ReliaCard?** Once you have activated the card, download the ReliaCard app or visit the provided website to set up your account settings including notifications for text or email messages letting you know when deposits are made to the card.

**Is there a charge for using the card?**

Users are provided 2 free ATM uses each month to withdraw funds.

**Can I transfer money from the card to my bank?**

Yes. Users can transfer funds using the app or through the ReliaCard website.

**Why is the amount CARES ACT funds only \$504?**

Taxes are withheld from unemployment checks if you selected this option on the tax withholding form included with your Work Share application.

**What if I did not select to have taxes withhold taxes from my check and I received the full \$600?**

You can adjust your Metro withholding to try to minimize the potential taxes you may owe at the end of the year. Email [payrollconfidential@oregonmetro.gov](mailto:payrollconfidential@oregonmetro.gov) to submit an updated tax withholding form.

**Why did I only get \$105 from the State, when my letter says I'm qualified for more? Under work share you only get 20% of what you would have received on full unemployment.** Most employees are receiving 20% of \$648 which is about \$130 per week and \$105 after taxes. \$648 is the current, maximum weekly benefit for unemployment.

*Continued next page*

### FAQ: Unemployment compensation payment questions

---

**I've received a letter stating that claims can't be paid for a certain week and that to reinstate your claim you need to complete the form and send it back. What should I do?**

This is because the employee did not qualify for Work Share for a week due to vacation/sick leave. If you receive a form like this, please send it to the benefits help desk so we can get it to the work share group rather than mailing it back in.

**I haven't heard anything from unemployment at all. Help?**

Please email us at [benefits.help@oregonmetro.gov](mailto:benefits.help@oregonmetro.gov) and we will contact the Work Share division to check on your claim.

**Why are we getting letters saying that we aren't getting paid for the wait week when this has been waived per the Governor?**

The Oregon Unemployment department has not yet configured their system to change the new policy and process on the waiting week payment. The first week of filing, called the waiting week will be paid, just not in sequence.