

Virginia Employment Commission

Reference Guide for Legislative Offices



Filing for Unemployment Insurance Benefits

Available 8:15AM to 4:30PM, Monday - Friday,
and Saturday between 9AM and 1PM

www.vec.virginia.gov or by
telephone at 1 (866) 832-2363

Filing Weekly UI Certifications

The Voice Response System (VRS) is for benefit account
information, filing the required weekly certification, and to change
payment type. Some transactions require a PIN.

www.vec.virginia.gov or by
telephone at 1 (800) 897-5630

Filing for Pandemic Unemployment Assistance

Prior to filing for Pandemic Unemployment Assistance, claimants
must first file for regular state benefits.

www.vec.virginia.gov or by
telephone at 1 (866) 832-2363

Virginia Way2Go Card Prepaid Mastercard

Way2Go Card mobile app, GoProgram.com,
or call 1 (800) 961-8423

VEC staff located at Virginia Career Work Centers across the state are able to assist customers with account status and general questions. The centers may either be reached by email or telephone. A listing of centers can be found at vec.virginia.gov/find-a-job/vec-local-offices.

For constituent services, legislative offices may refer inquiries to ConstituentServices@vec.virginia.gov. We can only accept inquiries from official government email addresses. Please include the name, phone number and only the last 4 of their SSN to expedite processing. Due to the volume of inquiries, we are unable to provide feedback on each inquiry to legislative offices.

Reminder on Steps to Qualify for State Unemployment Benefits

- Claimants must file for unemployment benefits online or with the call center, when their work ends or when their work hours have been reduced.
- Claimants will receive a Monetary Determination Letter that outlines their potential benefit amount and duration. Receipt of a monetary determination does not guarantee approval of benefits. To monetarily qualify, claimants must earn at least \$3,000 in two quarters of their base period while in covered employment.
- Claimants must meet the separation qualification requirement. If a customer is unemployed for any reason other than a reduction in workforce (lack of work), it will be necessary to gather facts concerning the separation from employment and a determination will be made as to whether the reason for unemployment qualifies the claimant for benefits. Voluntary quits, leave of absences, and terminations all require fact finding and determinations issued prior to paying benefits.
- Claimants must also meet the weekly eligibility requirement. Claimants must file weekly certifications in order to continue receiving benefits. Among other requirements, the certification confirms that the customer is able and available to work, and that any work hours and wages earned are reported for the week. Normally, claimants must also report a minimum of two job contacts for each week; however, this requirement is currently not applicable pursuant to Executive Order. If a claimant reports earnings, VEC is required to offset benefit payments. This may result in partial or no payment for a particular week.