

## Unemployment Insurance (UI)

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Unemployment Insurance (UI) is an insurance benefit that may be paid to people when they have lost their jobs and meet other eligibility criteria.

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### Policy

State governments pay unemployment insurance (UI) from a fund of unemployment taxes or payroll taxes collected from employers. UI payments are countable as unearned income.

NOTE This includes UI income received by participants who are under the age of 18.

Qualified Railroad employees receive UI benefits under the Railroad Unemployment Insurance Act (RUIA) which is administered by the Railroad Retirement Board (RRB).

### Supplemental Unemployment Benefits

Supplemental unemployment benefits paid by an employer are countable as unearned income. These benefits are in addition to the Unemployment Insurance (UI) benefits that the participant may be receiving.

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### Procedures

When the participant is present, have them sign the Authority to Release information (FAA-1765A) form to contact any companies or businesses involved. The FAA-1765A can be faxed or emailed to the participant's employer when it is not possible to use the Application for Benefits (FAA-0001A) or the AHCCCS Release of Information Authorization signed statement.

Use Household System Check (HOSC) to identify the date benefits are issued.

NOTE Supplemental unemployment benefit amounts are identified on HOSC in the FAC AMT field.

When a low balance shows for the participant's UI benefits, complete **one** of the following:

- When the UI benefits can be removed from the budget in the month after the [current system month\(g\)](#) (CSM), complete **all** of the following:

Budget the UI benefits in the CSM based on the remaining balance.

Roll benefits to the month after the CSM and remove the income.

NOTE When determined benefits should be rolled more than one month past the CSM, supervisor approval is required.

- When the UI benefits cannot be removed from the budget in the month after the CSM, complete **all** of the following:

Set a free form Auto Change Tracking System (ACTS) Alert for the first workday of the month before the month benefits are ending. (See [Example 1](#))

Indicate on the free form ACTS alert that UI benefits are ending.

When a free form ACTS alert is already created but the UI benefits are still active beyond the CSM, extend the alert to the first workday of the month before the month UI benefits are ending.

When the participant states they have recently moved to Arizona investigate the possibility of out of state UI benefits.

When the participant has possible UI benefits from California, it may be necessary to request verification from the State of California Employment Development Department (EDD). Mail an Authority To Release Information (FAA-1765A) form signed by the participant, along with a stamped, self-addressed return envelope to the California EDD Address. See [California Employment Development Department \(EDD\)](#) for wage and claim information from California.

Do not budget future UI benefits when **any** of the following occurs:

- When **any** of the following Pay Type Codes display in the PAY TYPE field on HOSC:

03 - Ineligible due to military waiting period

07 - Disqualified

10 - Waiting Week

12 - Pending unresolved issue

15 - Benefits exhausted

16 - Final pay

17 - Monetarily ineligible

28 - Claimant declines due to employment

NOTE When Pay Type Code 28 is used, there is a possibility the participant may have new employment.

- At the time of benefit approval, there is no date in the ISSUE DATE field on HOSC.

Documentation must support determinations of eligibility and benefit level. Document in sufficient detail to ensure that any reviewer can assess whether the determination is reasonable and

accurate. Include specific information regarding the reason the income is determined to be reasonably expected to continue. (See [Budgeting Income Documentation Requirements](#) for additional information.)

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## Verification

System interface and the [case file\(g\)](#) must be reviewed before verification is requested. No additional verification is needed when AZTECS interface or HEAplus hubs have verified the information.

The participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

For NA, income is required to be verified for **all** of the following before eligibility is determined:

- When reported on a new application, during the interview of a new application, or changes reported before the eligibility determination of a new application.
- For changes reported after an eligibility determination of a new application (e.g., a renewal application, mid approval contact, etc.) and **any** of the following apply:

The source of the income has changed.

The income is [questionable\(g\)](#) or [unclear\(g\)](#).

The reported income amount has changed by \$51 or more.

The previous verification in the case file is more than 59 [calendar days\(g\)](#) old.

For CA, all income is required to be verified before determining eligibility.

Examples of verification that can be used for Unemployment Insurance (UI) benefits include, and are not limited to, **any** of the following:

- Award letter from UI
- Bank deposit statements

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## AZTECS Keying Procedures

For Unemployment Insurance (UI) benefits, key the UI Unearned Income Code in the INC TYPE field on UNIC.

When qualified railroad employees are receiving UI benefits under the Railroad Unemployment Insurance Act (RUIA), key the RR UI Unearned Income Code in the INC TYPE field on UNIC to budget this income.

Supplemental Unemployment Benefits are in addition to UI payments the participant may be receiving. Key the OT Unearned Income Code in the INC TYPE field on UNIC.

Document the [case file\(g\)](#) thoroughly to support keyed codes, amounts, and frequencies. See the [AZTECS Data Entry Guide](#) for instructions on keying the AZTECS income screens.

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## Examples

- 1) Jeff applies for benefits and is interviewed on 11/26/2024. During the interview Jeff states he receives \$240 weekly in Unemployment Insurance (UI) benefits. The worker reviews HOSC and verifies the following information:

<u>Issue Date:</u>	<u>UI Benefit Amount</u>
11/04/2024	\$240
11/11/2024	\$240
11/18/2024	\$240
11/25/2024	\$240

The worker reviews Jeff's UI balance which shows the amount of \$2,640. The worker determines Jeff has 11 weeks left of UI benefits (manual calculation:  $2640/240= 11$ ). The worker determines that Jeff's UI benefits will end on 02/10/2025. The current system month (CSM) is 12/2024. Jeff's UI benefits will end more than one month after the CSM. The worker sets a free form ACTS alert due on 01/02/2025 and indicate "UI benefits are ending."

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#### **Legal Authorities**

7 CFR 273.9(b)(2)(ii)

45 CFR 233.20(a)(3)(ii)

#### **Prior Policy**

*last revised 10/27/2025 effective 09/02/2025*