



The DIVISION OF FINANCIAL SYSTEMS AND BUSINESS OPERATIONS

RESPONSIBILITY OF THE EMPLOYER FOR UNEMPLOYMENT INSURANCE

When an employee becomes unemployed and wants to apply for unemployment insurance benefits, they must contact the New York State Department of Labor (NYSDOL); Telephone Claims Center at 1(888) 209-8124, Monday - Friday, from 8AM to 5PM. Additional information can be obtained through their toll-free TEL-SERVICE Line at 1(888) 581-5812. Claimants may also apply for benefits online and obtain important information regarding unemployment insurance by accessing the [NYSDOL's Website](#). The NYSDOL will make a decision on the claim based on available information.

THE DEPARTMENT OF EDUCATION AND TALX

The DOE has contracted with **TALX UC Express ("TALX")** to assist in administering, processing and representing the DOE in all unemployment matters.

The NYSDOL mails an initial claim form directly to **TALX**. To control the cost of unwarranted unemployment claims, supporting documentation may be requested from you by **TALX UCeXpress** representatives **Angela Masino** (Fax: 1-888-742-1049) or **Jamie Amador** (Fax: 1-888-742-1044). It is imperative that you respond to their inquiries the **same day** by faxing them (see above) all requested information. They are also available to respond by phone (718-935-3829) to any questions regarding unemployment matters.

Upon receiving a "*Notice of Determination*" from **TALX**, please attach a copy of the employee's separation report, resignation or termination letter and any other documents pertinent to the separation. All unemployment-related forms have strict, state-imposed deadlines; therefore, your cooperation in responding to requests is very important! The timeliness of your response will avoid penalties as the DOE is liable for the cost of *each* unemployment claim. Again, your cooperation is critical in helping to reduce unwarranted unemployment costs for the NYC DOE.

Hearing Procedures

Claimants and employers alike have a right to request a hearing after an unfavorable decision is rendered by the NYSDOL. TALX provides representation to the DOE for administrative hearing proceedings. A representative will contact the appropriate school or office administration to review the case, determine which witnesses will attend, and what documentation may be necessary for the hearing. There is not much time to prepare for the hearing, and therefore the information requested must be provided without delay.