

## About Jacksonville Area Legal Aid (JALA)

Jacksonville Area Legal Aid (JALA) provides free legal assistance to eligible low-income persons in civil matters (we do not provide legal assistance in criminal or traffic matters).

JALA offers free educational seminars and informational brochures regarding the areas of law we practice. Call your local office (listed on the back of this brochure) for further information.

This brochure is for general education only. It is not intended to be used to solve *individual problems*. If you have specific questions, see an attorney. JALA offices are listed on the back of this brochure.

This brochure was developed by:



The Florida Bar Foundation, with Interest on Trust Accounts program funding, provides support for this service.



## Jacksonville Area Legal Aid Offices

Downtown Jacksonville Office  
126 W. Adams St.  
Jacksonville, FL 32202  
Phone: (904) 356-8371  
Toll-Free: (866) 356-8371  
Fax: (904) 356-8285

St. Johns County Legal Aid  
222 San Marco Avenue  
St. Augustine, FL 32084  
Phone: (904) 827-9921  
Toll Free: (877) 827-9921  
Fax: (904) 827-9978

Clay County Legal Aid  
Located inside the Clay County Courthouse  
825 N. Orange Avenue, Rm 308  
Green Cove Springs, FL 32043  
Phone: (904) 284-8410  
Toll Free: (866) 284-8410

## *Frequently Asked Questions*



## **DISASTER UNEMPLOYMENT ASSISTANCE**

Online at  
[www.JaxLegalAid.org](http://www.JaxLegalAid.org)

**1. I lost my job after the disaster. Am I eligible for Disaster Unemployment Assistance (DUA)?**

If you are unemployed because of the disaster, you may be eligible for Disaster Unemployment Assistance (DUA) even if you do not qualify for regular Unemployment Compensation /Reemployment Assistance (RA/UC), .

For example, you may be eligible for DUA if:

- A. You became unemployed as a direct result of the disaster; or
- B. You are unable to reach your workplace because of the disaster; or
- C. You were supposed to start work at a new job, but you lost the job because of the disaster; or
- D. You became the breadwinner for your household after the head of household died because of the disaster; or
- E. You cannot work because of an injury caused by the disaster.

**2. Can I qualify for Disaster Unemployment Assistance if I am self-employed?**

Yes, if you are self-employed, you may qualify for DUA if:

- A. You became unemployed as a direct result of the disaster; or
- B. You are unable to reach the place where you perform your services; or
- C. You were supposed to start self-employment but you don't have a place to perform the work because of the disaster; or
- D. You cannot work because of an injury caused by the disaster.

**3. What else do I need to show to be eligible for DUA benefits?**

You will also need to show that:

- A. You worked enough during the last calendar year; and.
- B. You have registered for work at your local CareerSource Center and are able and available for work, unless:
  - You were injured as a result of the hurricane and are unable to work because of the injury; or
  - You were self-employed before the hurricane, and you are trying to get your business back in order

**4. Are immigrants eligible for DUA?**

Yes, if you have valid work papers and are a U.S. citizen, lawful permanent resident (green card holder), refugee, asylee, Cuban/Haitian entrant, parolee for one year or more, conditional entrant, victim of domestic violence, or you have been granted withhold of deportation.

**5. Where do I apply for Disaster Unemployment Assistance?**

There are three ways to apply:

- On the internet - at [www.floridajobs.org](http://www.floridajobs.org).
- By telephone - Call 800-204-2418 (if internet filing is not practical or the claimant needs special assistance.) Paper applications may be faxed to the Department of Economic Opportunity, Unemployment Compensation Records Unit at (850) 921-3912 or mailed to:  
P.O. Drawer 5750  
Tallahassee, FL 32314-5750
- The CareerSource Center nearest you has a computer you can use to apply.
- Whichever way, make sure to let them know that you are filing a disaster-related claim.

**6. When should I apply for DUA?**

You must file for DUA **within 30 days** after the disaster, unless the application deadline is extended. You should apply as soon as possible since you may have to wait three weeks before your first check is sent to you. If you were not able to apply before the deadline, please contact our office for help.

**7. How long can I receive DUA benefits?**

You can only receive DUA benefits for 26 weeks (6 months) after a disaster.

**8. What if I am told that I am not eligible for DUA benefits?**

You have the right to appeal the decision within sixty (60) days from the date on the Notice of Determination. This is longer than regular UA benefits. Your case will be scheduled for a hearing before an Appeals Referee. If you need a translator, you should ask for one right away. At the hearing, you will need to explain to the Appeals Referee why the decision was wrong and you are entitled to DUA. You should bring witnesses and documents with you to prove your case.

**For more information or assistance, please contact Jacksonville Area Legal Aid.**