

## Troubleshooting Indiana Unemployment with UNITE HERE Local 1

This document is for Local 1 Members who **work** in Indiana. Remember: you should file for unemployment benefits in the state in which you work, even if you live in another state.

To apply for Indiana Unemployment benefits, [go here](#). That link also has a simple step-by-step guide. There are also [videos for FAQ](#) and in [English](#) and [Spanish](#).

If you are having trouble receiving money, please view this useful document:  
[Waiting on your unemployment insurance payment? Here are the 8 top reasons why](#)

Here is a list of action steps to resolve some of the common issues for Local 1 members:

My Issue	What do I do
I fill out vouchers every week but I haven't gotten paid yet.	Go onto Uplink and view a voucher's details by clicking on the dates for that week. Find your relevant case below...
- Uplink says that my voucher decision is "Open" or "Pending."	DWD has not yet made a decision on your voucher. They must do so within <b>21 days</b> of your voucher. If it's been 21 days, call DWD and ask for a <b>claim investigator</b> to review your voucher immediately.
- Uplink does <u>not say</u> that the voucher decision is "Open" or "Pending."	DWD has made a decision and you should have received a letter or email with explanation. If you don't have a letter or email, call DWD immediately. If you have a letter, you can <a href="#">appeal the decision</a> .
- My voucher says that I have an issue with "Deductible Income."	The issue with deductible income likely arises because the Casinos paid you during your period of unemployment. You must mention all pay you receive on your vouchers and then upload paystubs to Uplink. You might be phoned for a hearing by DWD. Prepare all relevant documents: date of layoff and pay that you've received.
- Uplink says that I've received a payment.	Double-check your direct deposit information. Call your bank and ask if they have received any payment attempts.