

## Rapid Response

Rapid Response is a primary gateway to the workforce system for both dislocated workers and employers. The central purpose of Rapid Response is to help laid-off workers quickly transition to new employment. Rapid Response acts as both a provider of direct reemployment services and as a facilitator of additional services and resources. For further information on Rapid Response, call 517-335-5858.

## Michigan Works! Association (MWA)

Employers across Michigan turn to Michigan Works! to identify skilled candidates who are prepared and ready to succeed. Michigan Works! offers statewide universal services tailored to each region's unique economy including talent recruitment and retention, job postings, hiring events and more. Further information can be found at [michiganworks.org](http://michiganworks.org).



**Stay connected to UIA** for the latest information on unemployment tax and benefit issues affecting your business. Subscribe to our quarterly newsletter, the Michigan Employer Advisor, follow us on Facebook and Twitter and visit our website to view such resources as our Employer Handbook, informational videos and online toolkits.

**Office of Employer Ombudsman (OEO)**  
1-855-484-2636

**Benefit Claims**  
1-866-500-0017

**Work Share Program**  
1-844-WORKSHR (967-5747)

**Work Opportunity Tax Credit (WOTC)**  
1-800-482-2959 • 1-313-456-2105

**Employer Filed Claims (EFC)**  
1-855-484-2636

**Advocacy Program**  
1-800-638-3994 (press option 2)

**Rapid Response**  
1-517-335-5858

**Michigan Works! Association (MWA)**  
1-800-285-WORKS (9675)

**State of Michigan**  
**Department of Labor and Economic Opportunity**  
**Unemployment Insurance Agency**

LEO is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

TTY services are available at 1-866-366-0004.



Armed with the latest technology and a team of dedicated business professionals, the Unemployment Insurance Agency (UIA) offers a variety of employer services that help streamline management of your unemployment insurance tax account. Whether it's a specialized issue pertaining to employer liability, successorship, quarterly reporting or identity theft, we are committed to delivering exceptional service and achieving customer satisfaction in every phase of assistance.

## Michigan Web Account Manager (MiWAM)

The Michigan Web Account Manager (MiWAM) is UIA's online system for managing employer unemployment accounts. MiWAM makes doing business with the agency easier, faster and more efficient. In addition, online insurance accounts are secure, accurate and provide faster processing.

MiWAM allows users to perform routine transactions such as filing reports, paying taxes, viewing statements, and updating unemployment tax account information online. There is no charge to employers and the system is accessible 24 hours a day, seven days a week.

### What you can do with MiWAM

- ✓ File Quarterly Wage/Tax Reports
- ✓ Make a payment
- ✓ Respond to Fact-Finding
- ✓ File Tax and Benefit Protests
- ✓ Report Discontinuance or Transfer of Business
- ✓ Create Service Provider Access
- ✓ File Power of Attorney Authorizations
- ✓ Payment Reimbursements
- ✓ Access Unemployment Insurance Account Information Including your Tax Report and Payment History
- ✓ Schedule Recurring Payments

**And More ...**

## Benefit Claims

Unemployment Insurance is a program to provide temporary income to workers who have lost their job through no fault of their own. The program is funded through unemployment taxes paid by employers. Wage information is provided directly from Michigan employers. For additional questions regarding benefit claims call 1-866-500-0017.

## Employer Seminars

Employer Seminars offer Michigan employers an opportunity to engage with expert speakers and learn about current regulatory changes and provide valuable insight on protecting your business. Visit [Michigan.gov/uia](http://Michigan.gov/uia) to view seminar dates and locations or to request a speaker for company events, trainings or workshops.

## Work Share Program

Workshare is an option for employers to reduce employee hours and keep their skilled workforce intact. The employer reduces hours and the employee collects partial unemployment benefits. The program preserves jobs and a trained workforce during economic declines by providing pro-rated benefits to workers whose hours are reduced.

Employers must meet eligibility requirements to participate in the program. For further information on eligibility and program benefits, please contact our Workshare staff at 1-844-WORKSHR (967-5747). Visit our website [michigan.gov/uia](http://michigan.gov/uia).

## Reporting Fraud or Identity Theft

Have you been a victim of identity theft or suspect unemployment insurance fraud? Call 1-855-484-2636 or visit [michigan.gov/uia](http://michigan.gov/uia) to report any suspicious activity.

## Work Opportunity Tax Credit (WOTC)

WOTC is a federal credit available to private-for-profit employers who hire from specific target groups of people that have, in the past, experienced difficulty in securing employment. For more information, please visit our website at [michigan.gov/uia](http://michigan.gov/uia) or call 1-800-482-2959.

## Employer Filed Claims (EFC)

New and additional claims can be filed electronically by employers on behalf of employees that are separated for lack of work. For more information regarding the EFC program, call 1-855-484-2636 or email [EFC@michigan.gov](mailto:EFC@michigan.gov).

## Advocacy Program

The Advocacy Program offers information, consultation and representation to employers and unemployed workers for most appeal hearings at the Michigan Administrative Hearings System (MAHS) level. Advocacy Program staff will verify that a hearing is scheduled and determine what services employers may be eligible to receive under program guidelines. For more information on Advocacy Program services, call 1-800-638-3994.