

Unemployment Insurance Navigator Program



Unemployment Insurance Navigator Program (November 2023)

The Employment Security Department (ESD) invited community organizations to participate in the Unemployment Insurance Navigator Program. Navigators will assist potential claimants from underserved communities file their unemployment claims and to better understand the unemployment process.

Navigators will also help ESD lower or remove existing barriers to unemployment benefits for underserved communities. They help ensure these benefits are available and accessible to all qualified Washington workers.

All Navigators will be required to:

- Receive training focused on the initial stages of the customer journey. This training will ensure Navigators understand how the process of applying for and receiving UI benefits works.
- Meet regularly with ESD (virtual or in-person) to share best practices and review emergent challenges.
- Provide ongoing feedback and suggestions on how ESD can improve its services and help ensure these benefits are available and accessible for everyone.
- Conduct targeted outreach, education and support activities with communities who have been historically underserved. This may include promoting awareness of other social safety net programs.

To learn more about how Employment Security Department helps nonprofits and community partners, go to esd.wa.gov/community or email esdgpbids@esd.wa.gov.