A majority of initial claimants receive the first payment, on average, within 21 days. The top reason claimants contact the Customer Service Center, many within the first week of filing, is to check on payment. Time is needed to perform required due diligence. Patience is requested, as most initial claims are paid in 21 days on average.

Certain income a claimant received must be deducted from benefit amounts. Examples include a payout of vacation or severance. A hold is put on the week requested and subsequent requests until they can be reviewed. We may need to contact the claimant and the employer.

The claimant or employer indicated the claimant voluntarily left employment for a potentially disqualifying reason, which may include voluntarily quitting. Quitting a job voluntarily can be the deciding factor on eligibility. Further investigation required, and input from employer may be requested.

The claimant, employer or an internal records search indicates the claimant may be working. The record number of claims filed also will result in a record number of appeals. DLR’s adjudication team has been expanded and trained to render decisions, which takes more time than the 21-day average.

While most claimants receive first payment in three weeks, some claims need additional investigations required by state statute and federal law. We continue to work as quickly as possible to provide accurate and timely service. We understand this process can be stressful, but ask for your patience and understanding.

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