



## Back to Work Incentive Program Frequently Asked Questions (FAQs)

**Please Note: The Back to Work Incentive Program does not have access to your Unemployment claim and cannot answer any Unemployment related questions.** If you have questions about your unemployment claim, please visit the [KCC.KY.GOV](http://KCC.KY.GOV) website for local Career Center appointments. You may also call the assistance line at 502-564-2900, Monday-Friday, 8 am to 9pm (EST). New appointments open up daily for local offices.

### GENERAL QUESTIONS:

*For detailed program information.*

**Q1. I have a few questions regarding if I am eligible for the program. How can I get my questions answered?**

A1. Most eligibility questions can be answered by reviewing the detailed program information provided on the [Back to Work Incentive Program Website](#). If after reading the information in detail you still have a question, and to ensure the most efficient service, please submit your questions online to the following address based on the type of questions/issues you are experiencing:

Program Eligibility/Other	<a href="mailto:kybtw.help@ky.gov">kybtw.help@ky.gov</a>
Website issues	<a href="mailto:kybtw.technical@ky.gov">kybtw.technical@ky.gov</a>

**Q2. When should I expect a response to my question(s) that I submitted online?**

A2. Please be patient with us and don't leave multiple messages. Based upon the volume of questions received, our Support Line will be responding as quickly as possible so please do not duplicate any question submittals. Also, please do not leave a recorded message on the Support Line if you have already submitted a question(s) online, as this will slow our response rate.

**Q3. I submitted a question by email but have not received a response yet.**

A3. Check your email's spam/junk folder to ensure the response was not routed to that area.

**Q4. Can I call the Support Line and ask that someone complete my application over the phone?**

A4. Due to the nature of the information required, applications can only be completed online. You can complete the application from either a computer or a mobile device, including uploading pictures of the required documentation.

**Q5. I just left a voice mail on the Back to Work Incentive Program Support Line, when should I expect a return call?**

A5. Email is your best bet. Due to the high demand, there could be a delay in returning voice messages so we are strongly encouraging everyone to email in their questions versus calling the Support Line at 1-855-525-2975.

**Q6. I submitted my online application. How do I know the status of my application?**

A6. You can always check the status of your application by returning to the confirmation email you received upon submitting your application and clicking on the status link. The statuses are as follows:

Status	Description
Application Initiated	The first status after an application has been initiated
Application Ready for Review	The status after the application is submitted by the applicant
Application Incomplete	When administrators mark a claim as incomplete and will reach out to applicant
Application Re-Submitted	When the applicant resubmits the missing documents
Application Denied	When administrators denies an application
Application in Review	When administrators add review comments on the application – Applications will be reviewed on or after October 4 <sup>th</sup> .
Final Approval	When administrators have ALL documentation and payment can be made
Paid and Closed	When administrators mark the application paid and therefore closed-out
Application Withdrawn	When the applicant withdraws the application administrators can apply this status

**Q7. What hours can I call the Support Line?**

A7. A recorded message can be left at any time on the Back to Work Incentive Program Support Line, however emailing [kybtw.help@ky.gov](mailto:kybtw.help@ky.gov) is the preferred method of communication. Recorded calls left on the support line will be returned Monday-Friday, 8 am to 5pm. All calls will be returned from the 1-855-525-2975 number, so please be sure to answer the call.

**Q8. What happens if I miss a call?**

A8: If you miss your call, do not call back. Your message will be placed back in the call return queue and an associate from the Support Line will return your call. All calls will be returned from the 1-855-525-2975 number, so please be sure to answer the call.

**Q9. I submitted my application online, what type of response should I expect?**

A9. Applications are accepted starting on August 2, 2021 through October 1, 2021. Beginning on October 4, 2021 the Public Protection Cabinet (PPC) will begin reviewing and processing applications.

**Q10. How do you decide whom to pay first?**

A10. Back to Work Incentive Program payments will be made to applicants on a first-hired, first-paid basis (i.e., those who are hired earlier will be paid before those hired later).

**Q11. If my claim is denied, can I appeal?**

A11. Awards from the Back to Work Incentive Program are made purely as a matter of grace. As such, no appeals shall be accepted from an applicant to the Back to Work Incentive Program.

**Q12. What type of file format can I use to upload documents into my application?**

A12. Acceptable file types are '.pdf', '.jpg', '.jpeg', '.doc', '.docx', '.png', '.txt', '.gif', '.xls', '.xlsx', '.csv' file types only