Directions: Read the information from a website. Answer the questions.

**Comprehension Questions**

1. What is the most likely reason that someone would visit this website?
2. What does the phrase “High Call Volumes” mean? What should people do because of the high call volumes?
3. What is the meaning of the word *volume*, as it is used in this text?
4. When was the information on this website last updated?
5. If you want to get paid for this week, when can you apply?
6. Why is there a picture of hands and a keyboard? How does this picture contribute to your understanding of this text?
7. Who is providing the information that is available on this website?

**Writing Practice**

Imagine you have a friend who needs to apply for unemployment benefits, but isn’t sure how to do it. What are two pieces of advice that you would give to your friend?