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*Executive Office of Health and Human Services*  
*Department of Transitional Assistance*  
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**Operations Memo 2013-28**  
**June 21, 2013**

**To:** Department of Transitional Assistance Staff

**From:**  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

**Re:** Department of Unemployment Assistance Screen Unavailable

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**Overview**

The Department of Unemployment Assistance (DUA) will be converting to a new web-based system effective July 1, 2013. This new system will serve claimants and employers more efficiently. In order to transition from the current system to the new one, the current system will be shut down at 7 p.m. on June 25, 2013. A new DUA online system will become available on July 1, 2013.

**IMPORTANT:** DUA will not have access to their system on June 26, 27 and 28.

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**Purpose of Memo**

The purpose of this memo is to:

- inform staff of the impending shutdown of the current DUA system; and
  - provide interim procedures for verifying DUA information until DTA staff are able to access the new DUA screen.
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**Verifying DUA Information When System is Unavailable**

After the close of business on Tuesday, June 25 and until further notice, case managers must request verification of DUA income when:

- applicants report that they are receiving UC benefits;
  - existing clients report that they are now receiving UC benefits or that there is a change in their UC benefit amount; and
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**Verifying DUA  
Information  
When System is  
Unavailable  
(Continued)**

- applicants or existing clients report that their UC benefits have ended.

If a client submits a print-out or check stubs from DUA verifying UC income, case managers must not request additional verification unless the information provided is questionable.

**Note:** During this interim period, case managers must continue to request proof of UC application from TAFDC or EAEDC applicants as required by cash regulations at 106 CMR 702.700.

Beginning on July 1, claimants will be able to access their UC information on UI Online. It is **anticipated** that DTA staff will have access to UI Online on July 1. Case managers will be introduced to the new UI Online through a separate Operations Memo. This memo will also outline procedures for using the new system

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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