



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

DEVAL L. PATRICK
Governor

JOHN W. POLANOWICZ
Secretary

STACEY MONAHAN
Commissioner

**Operations Memo 2013-29A
December 12, 2013**

To: Department of Transitional Assistance Staff

From: Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC, SNAP - Unemployment Insurance Online (UI Online) for DTA Staff

Overview

UI Online is a web-based system developed by the Department of Unemployment Assistance (DUA) to administer unemployment insurance benefits and programs. UI Online integrates all of DUA's systems, cross-matches with federal and interstate data systems and provides self-service tools for claimants and employers. These include filing a claim, changing an address, adding a dependent, filing an appeal, requesting a waiver, submitting weekly work search activity and reopening or reactivating an existing claim.

UI Online became available to claimants, new claimants, and to other authorized users on July 1, 2013.

Purpose of Memo

This Operations Memo is a reissue of Operations Memo 2013-29. The memo transmits an updated UI Online Job Aid prepared by DTA's Training Unit and corrects a procedural error on page 4 pertaining to entering legally-obligated child support payments in BEACON. In addition, this memo:

- gives general guidelines on how to access UI Online;
 - provides instructions to obtain DUA information on a client; and
 - provides guidance for using the three attached glossaries.
-

Obsolete

This memo obsoletes Operations Memo 2013-29.

How to Access UI Online

General guidelines for using UI Online:

1. Once users have logged into UI Online, **Staff Home** is the first screen that will be displayed.
2. At the left side of the screen, a **Navigation Menu** is always available for the user to make a selection.
3. Use the **Navigation Buttons** within UI Online such as Next, Previous to move backward or forward in the system.
Note: If the back button is selected on the *browser*, the user will be removed from the case being queried or will be redirected to a blank page.
4. The **Scroll Bar** located on the right side of the screen can be dragged down to allow the user to see more of the page.
5. The **Print Preview** link is located in the upper right of every screen. When selected, a print preview window opens on top of the active window so the user can view the information before it is printed.
6. The **Change Password and Logoff Buttons** appear on every screen, allowing the user to change their password or log off, at any time.
7. UI Online is set to time out after 30 minutes of inactivity. If it times out while the user is logged in, a new log-in will be required.

Reminder: Employees of the Department are privy to certain information of a personal, private, and confidential nature. Department policy prohibits all staff from **accessing** or **disclosing** such information, including client information, unless authorized to do so. (See Legal Memorandum *Confidentiality of Personal Information* issued April 25, 2013, on DTA Online under Administrative Memos, for more information.)

DUA Information on Claimant

DTA case managers will need to know the following information:

1. when the client started receiving unemployment compensation (UC) benefits;
 2. the amount of UC benefits the client receives;
 3. the frequency of the UC payment;
 4. the expected duration of the payment;
 5. the amount of dependent care allowance, if any; and
 6. any withholdings from the gross UC benefit.
-

**DUA Information
on Claimant
(Continued)**

After logging in to view a claimant's case on UI Online, the case manager must:

- click on Searches on the left side of the Staff Home page,
- click on Claimant,
- enter the client's SSN, and
- click Search

Note: The user may also use other search criteria such as address, gender, phone number, first name and last name. The greater number of search criteria used, the more specific the search results will be. SSN is a unique identifier that will usually yield narrow search results.

The Search results will bring the user to the Claimant Information screen. This screen includes details such as Claim Status, Claimant ID, Program Type, File Date etc. See the UI Online Job Aid, Attachment A.

Important: It is possible for a claimant to have a Claim Status of expired and a Monetary Status of eligible. This usually occurs when the claimant is receiving UC benefits under an extension and is being paid on a prior claim that has already expired, but for which there was a monetary balance. To determine whether or not a claimant has received or is receiving benefits, always review the Payment History screen.

Payment History Screen

To access the Payment History screen, click on View and Maintain Account Information/Payment History. The Payment History screen includes detailed information that DTA staff will need to determine the amount of UC benefits the client is receiving. Case managers must pay attention to the following fields on the Payment History screen:

Weekly Benefit Amount (WBA) is the claimant's weekly benefit amount for a week of total unemployment excluding any allowance for dependents.

Withholdings are monies taken out for taxes, child support payments, etc.

Deductions are monies that the claimant earns, such as partial earnings, pension payments, etc. that reduce the claimant's weekly UC benefit rate.

Additions are monies added to the WBA such as dependency allowance and additional compensation.

Pre Tax Authorized Amount is the WBA + Additions - Deductions.

Overpaid Amount is the amount that was overpaid for a particular week. For example, a claimant has claimed benefits for a particular week but forgot to report their partial earnings. The UC benefit was processed, issued and

**DUA Information
on Claimant
(Continued)**

received. The claimant realizes that the partial earnings were not reported, accesses their account and enters the partial earnings. The Overpaid column will then populate with the difference between what the claimant received in payment and what the claimant was entitled to receive.

Determining the
UC Benefit
Amount

To determine the client's UC benefit amount, the case manager must review the Payment History screen and compare the Weekly Benefit Amount to Payment Amount Issued.

If the amounts are the same:

- review the Issued Payment Status column. If the status is "Processed", the amount in the Payment Amount Issued column was sent to the client's bank account or mailed as a check.

If the amounts not the same:

- review the Transaction details by clicking on the magnifying glass under the column entitled Transaction Details. Be sure that this corresponds to the payment week being reviewed. This will open to the Transaction Detail page which itemizes all Additions, Deductions, Withholdings and Tax Withholdings.

Taxes: If the client has Withholdings for taxes, the amount listed as the Pre Tax Authorized Amount must be used as the UC benefit amount for all programs.

Child Support Paid (Legally-Obligated): If the client has a withholding for child support, the case manager must verify whether or not the client is legally-obligated to pay child support.

- use the Pre Tax Authorized Amount as the UC benefit amount for all programs. Enter this amount on the Other Income Status page.
- Enter the child support paid on the Support Expenses page and indicate yes in the *Allowable for FS* field so that the child support deduction may be applied to the SNAP calculation.

Child Support Paid (Not Legally-Obligated): If it is verified that the child support is **not legally-obligated**, use the Pre Tax Authorized Amount as the UC benefit amount for all programs. Enter this amount on the Other Income Status page.

**Using Related
Glossaries**

UI Online provides extensive details on various screens. DUA has provided three documents that define terms users will encounter in UI Online. Case managers are encouraged to use the glossaries or the Terminology Guide Card as needed to determine the meaning of a term.

Glossary of General UI Terms - Attachment B. This document will help users to define terms used in the business of UI.

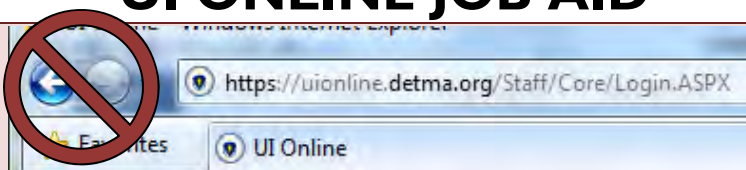
Glossary of UI Online Terms - Attachment C. This document will help users to define terms used in UI Online.

Terminology Guide Card - Attachment D is a Terminology Guide Card. This is useful when reading the Claimant Information screens or other pages related to payment information. The Terminology Guide Card includes the following sub topics: Claim Status Terminology; Claim Status Terminology – Exhausted; Monetary Status Codes, Claim Terminology, Adjudication Terminology and Payment History Terminology.

Questions

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

UI ONLINE JOB AID



Do not to use your browser's navigation buttons to move forward or backward in the system
 Instead, use the buttons provided by UI Online, such as **Next**, **Previous**, etc

TO LOG IN FOR THE FIRST TIME

- 1 Click the link in the enrollment e-mail from UI Online.
- 2 Enter your **Employee ID** (This is a six-digit number that you use to enter in your time)
- 3 Follow the directions on screen to set up your account.

TO LOG IN AFTER THE FIRST TIME

- 1 Go to **Staff Login** (<https://uionline.detma.org/Staff/Core/Login.ASPX>)
- 2 Enter your **User ID** (This is unique to the UI Online system. It was included in the first enrollment e-mail you received from UI Online. It is not your Employee ID)
- 3 Enter your **Password**
- 4 Click **Login**

TO FIND A PERSON

- 1 Click **Searches**
- 2 **Claimant**
- 3 Enter an **SSN**
- 4 Click **Search**

CLAIMANT INFORMATION SECTION

Change Password | Logout

My Home Page

My Inbox

Apply for Disaster

View and Maintain Account Information

Monetary and Issue Summary

Payment History

Eligibility Issues

Manage Claimant Account

Monetary

Claimant Profile

Claimant Information

Change Claim | Change Claimant | Leave Claimant

Name: YIHJROOTI, UEIPZNOGSO C. Claimant ID: 724593 Claim ID: 2009-01

Effective Date: 12/13/2009 Benefit Year End: 12/11/2010 Claim Status: Expired

Monetary Information

Weekly Benefit Amount: \$595 Balance: \$4,900 Monetary Status: Eligible

Maximum Benefit Amount: \$8,470 Earnings Disregard: \$198.33 Most Recent Base Period Employer: FRANCIS HARVEY & SONS, INC.

Dependency Allowance: \$0 File Date: 12/18/2009 Potential Weeks Remaining: 8

Signing Information

Last Week Signed: 12/30/2012 - 1/5/2013 Waiting Week: 12/13/2009 - 12/19/2009 Current Program Type: EUC08 - Tier1.1

Last Week Paid: 12/30/2012 - 1/5/2013 Service Language: English Pending Issue(s): Yes

Last Reopen Week: 12/30/2012 - 1/5/2013 Work Search Status: Union Current Overpayment: No

Event Log Search

Process: All

Create Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Created By: Claimant Staff System

View Transactions For: This Claim All Claims

Claimant ID is the unique DUA number assigned to the Claimant

Effective date is the Sunday date of the first week of the claim, also referred to as the “benefit year begin” date (The “Benefit Year” is a 52 week period starting on the claim’s Effective Date)

Benefit Year End Date is the last day of the 52-week benefit year, and it is always a Saturday

Claim Status displays the current status of the most recent claim:

- Active
- Inactive
- Ineligible
- Withdrawn
- Not Registered
- Purged
- Expired
- Expired – Active
- Expired – Inactive
- Exhausted
- Exhausted – Active
- Exhausted – Inactive

Three of the status terms indicate that the Claimant is currently collecting benefits:

- Active
- Expired – Active
- Exhausted – Active

TO SEE THIS CLIENT’S PAYMENT HISTORY

- 1 Click [View and Maintain Account Information](#)
- 2 Then click [Payment History](#)

PAYMENT HISTORY SCREEN

Payment Request Status															
Select the Week End Date to view details of the week.															
Select Update Earnings to view and update earnings for the week.															
Your potential payment may change due to additional activity on your claim.															
To view the information about the overpayment,select Manage Debt and Overpayment History															
Rows 1-10 of 23											Page 1 of 3				
Transaction Details	Benefits Request Date	Week End Date (View Week Details)	Current Program	Request Type	Current Week Status	Reason	Weekly Benefit Amount	Additions	Deductions	Pre Tax Authorized Amount	Withholdings	Overpaid Amount	Payment Amount Issued	Issued Payment Status	Update Earnings
	5/24/2013	5/18/2013	Regular UI		Paid		\$666.00	\$0.00	\$0.00	\$666.00	\$0.00	\$0.00	\$666.00	Processed	<input checked="" type="checkbox"/>
	5/13/2013	5/11/2013	Regular UI		Paid		\$666.00	\$0.00	\$0.00	\$666.00	\$0.00	\$0.00	\$666.00	Processed	<input checked="" type="checkbox"/>
	5/10/2013	5/4/2013	Regular UI		Paid		\$666.00	\$0.00	\$0.00	\$666.00	\$0.00	\$0.00	\$666.00	Processed	<input checked="" type="checkbox"/>
	4/29/2013	4/27/2013	Regular		Paid		\$666.00	\$0.00	\$0.00	\$666.00	\$0.00	\$0.00	\$666.00	Processed	<input checked="" type="checkbox"/>

There are two links to specific information about each payment, **Transaction Details** and **Week End Date (View Week Details)** – you will only need to view **Transaction Details**

Weekly Benefit Amount The amount of money the client is eligible for, before any *Additions*, *Deductions*, *Withholdings*, and taxes

Additions The amount of money added to the *Weekly Benefit Amount* such as *Dependency Allowance*, *Additional Compensation*, or a Federal benefit

Deductions Money taken away from the *Weekly Benefit Amount* such as: earnings, pension, severance pay

Pre-tax Amount *Weekly Benefit Amount + Additions – Deductions*

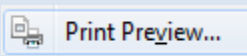
Withholding State and Federal taxes, child support payments, overpayments, Medical Security Plan (MSP) deduction

Payment Amount Issued The amount of money the client receives

Issued Payment Status *Processed* means the amount of money listed in *Payment Amount Issued* was *Paid* to the client

TO PRINT THIS SCREEN

Press ALT + F > Print Preview



> Landscape



> Print



TO SEE THE TRANSACTION DETAILS OF EACH PAYMENT



Click the **Magnifying Glass Icon** in the **Transaction Details** column

TRANSACTION DETAILS SCREEN

Effective Date: 1/6/2013		Benefit Year End: 1/4/2014		Claim Status: Active								
Payment Summary of the Week Status												
Week Requested Begin Date: 5/12/2013			Week Requested End Date: 5/18/2013									
Dependency Allowance: \$0		Sum Child Support - Massachusetts: \$40										
Additional Compensation: \$0		Sum Child Support - Out-Of-State: \$0										
Total Additions:	\$0	Total Child Support:	\$40									
Pension Deduction: \$0		Massachusetts Overpayment Offset: \$0										
Lost Time Deduction: \$0		Out-Of-state Overpayment: \$0										
Constructive Deduction: \$0		MSP Deduction: \$0										
Severance pay Deduction: \$0		Total Other Withholdings: \$0										
Vacation/Sick pay Deduction: \$0		Reported Earnings: \$0		Federal Tax Withholdings: \$18								
Total Deductions:	\$0			Massachusetts Tax Withholdings: \$9								
Earnings Disregard: \$62		Total Tax Withholdings:		\$27								
Current status												
Select the Week End Date to view details of the week.												
Week End Date	Benefits Request Date	Current Program	Request Type	Current Week Status	Reason	Weekly Benefit Amount	Additions	Deductions	Pre Tax Authorized Amount	Withholdings	Overpaid Amount	Payment Amount Issued
5/18/2013	5/19/2013	Regular UI		Paid		\$186.00	\$0.00	\$0.00	\$186.00	\$0.00	\$0.00	\$119.00

Total Additions breaks down how we get the number in the *Additions* column in the *Payment History Screen*

Total Deductions breaks down how we get the number in the *Deductions* column in the *Payment History Screen*

Total Child Support shows the child support payments that are subtracted from the *Pre Tax Authorized Amount* to get the *Payment Amount Issued*

MSP Deduction is the Medical Security Plan Deduction. This is a health insurance plan for Massachusetts residents who are getting unemployment benefits.

Total Other Withholdings shows other withholdings that are subtracted from the *Pre Tax Authorized Amount* to get the *Payment Amount Issued*

Total Tax Withholdings shows the tax payments that are subtracted from the *Pre Tax Authorized Amount* to get the *Payment Amount Issued*

Change Claim Change Claimant Leave Claimant	
Claimant ID: 724593	Claim ID: 2009-01
Benefit Year End: 12/11/2010	Claim Status: Expired

Click **Leave Claimant** to exit and return to conduct a new search

GLOSSARY OF General Unemployment Insurance (UI) TERMS, July 2013**Additional Claim**

Restarts an existing claim when an individual returns to unemployment after a period of one or more weeks of employment. An additional claim is necessary because the return to employment made the claimant ineligible for benefits. An additional claim is also necessary if the claimant filed a partial claim for a week in which he/she was ineligible for benefits because he/she earned over the benefit rate (EOBR). The additional claim is designated as an "A" reopen in the UI system.

Adjudication

The Process of obtaining information, examining and weighing documents and testimony, and making a determination of eligibility for UI compensation.

Agent State

The state in which a claimant files a claim for compensation against another state (liable state) where wage credits were earned. The agent state accepts the claim application and transmits it to the liable state for processing.

Alien Claimant

Noncitizen who is lawfully admitted for permanent residence or is lawfully present for the purposes of performing services and is permanently residing in the U.S. at the time services were performed. All alien claimants should have an Alien Registration or "A" number.

Alternate Base Period

In Massachusetts, the last three completed quarters plus the period of time between the last completed quarter and the effective date of the claim (lag period). Many states have alternate base periods and these vary greatly in time and eligibility requirements.

Appeal

A request for a hearing or review on a determination. An appeal may call into question either the amount of benefits being provided to the claimant or the eligibility of the claimant to collect benefits.

Approved Illness

In Massachusetts, claimants can collect benefits for up to three weeks if they are verifiably ill. The able, available, and actively seeking work requirement is waived. This requires the approval of an adjudicator.

Average Weekly Wage

The amount of money a claimant was earning on average during the highest two quarters. It is derived by several different methods, the most common of which is 1/26 of wages earned during the two highest quarters of the base period.

Base Period

The 52 week period preceding the beginning of a benefit year. The wages paid during this period are used to establish entitlement to compensation, as well as the amount and duration of UI compensation. In every state except Massachusetts, the base period is the first four of the last five completed quarters.

Benefit Credit

Total amount of Unemployment Insurance compensation to which a claimant is entitled during his/her benefit year. The claimant does not necessarily receive the full entitlement (e.g. he/she returns to work or otherwise becomes ineligible).

Benefit Balance

The unpaid portion of the potential benefits payable to a claimant during a benefit year.

Benefit Year

A 52 week period starting on the claim's effective date. During the benefit year, claimants may receive their maximum potential benefit amount. The benefit year must expire before a subsequent claim can be filed in the same state

Benefit Year Begin (BYB)

Usually the week in which a claim is filed. Also known as the effective date. In Massachusetts, it is the Sunday immediately preceding the filing of a claim.

Calendar Week

A consecutive seven day period used as a unit of measurement of employment and unemployment. In Massachusetts, as in most states, the calendar week runs Sunday through Saturday.

CDI (Certification Discrepancy Indicator)

A code indicating a certification discrepancy that may raise a potential eligibility issue.

CERT

Claims certification sent to claimants every two weeks to verify they are able, available, and actively seeking work. Also used by claimants to report a return to work or any part time earning.

Combined Wage Claim

A claim based on covered employment in two or more states during the base period of the state in which the claim is filed. Claimant must have at least one Massachusetts employer in the base period if he/she wishes to file a Massachusetts combined wage claim.

Compensable Week

A week of total unemployment or partial unemployment if earnings are less than the Earned Over Benefit Rate (EOBR).

Consecutive Claims

Interstate claims filed against two different states, one after the other. Claimants who have worked in more than one state sometimes select to file consecutive claims instead of a combined wage claim to maximize the length and/or total of their UI benefits. Claimants must meet the qualification requirements in both states and must exhaust the benefits of their first claim before filing the second.

Continued Claim

The process through which a claimant applies for subsequent weeks of benefit payments after the filing of the initial claim. Essentially, the claimant attests to the fact that he/she is still unemployed (or working part time or for reduced wages) and is able, available, and actively seeking work.

*Note: If the claimant is working full-time for reduced earnings, he/she is not in unemployment.

Covered Employment

Employment on which an employer (subject employer) is required to pay state and federal unemployment insurance taxes.

DD214

Official document received by service members at the time of their discharge. The DD214 certifies the nature of discharge, rank, etc.

Glossary of UI Online Terms, July 2013. Provided courtesy of Massachusetts Department of Unemployment Assistance

Deductible Income

Income received the claimant that results in total or partial ineligibility. Can include earnings from pensions, Workers' Compensation, severance pay and part time employment.

Dependency Allowance

Special allowances provided under some state U.I. laws to claimants with family support responsibilities (not all states provide this allowance). In Massachusetts, children under 18, children between 18 and 24 and attending school, or physically or mentally impaired adult children for whom the claimant provides support qualify as dependents.

Determination

Decision (Form 1075) regarding a claimant's eligibility for benefits or the amount of benefits to which he/she is entitled.

Disqualification

Postponement or cancellation of benefits for a specified period of time or until a certain condition is met. Some reasons for disqualification are severance pay, separation through claimant's fault, overpayment, etc. Some disqualifications such as partial employment, pensions, and constructive deduction cancel only a portion of the claimant's benefits.

D.U.A. (Disaster Unemployment Assistance)

Disaster Unemployment Assistance Created to provide benefits to individuals who become unemployed as a direct result of a major national disaster declared by the President.

Duration of Benefits

The number of weeks of benefits a claimant may receive. In Massachusetts, the maximum number of weeks is 30; in most states it is 26.

Earnings

Money earned during the Benefit Year.

Earnings Disregard/Earnings Exclusion

A percentage of the weekly benefit amount that an individual may earn in part time work without reducing the weekly payment (in Mass. it is 1/3 the weekly benefit amount). This is sometimes referred to as the "earnings exclusion."

Effective Date

The date on which the benefit year begins.

Employer Account Number

Unique identification number assigned to employer accounts to control reporting and accounting functions. These are different from the Federal Employer Identification Number (FEIN) assigned by the Internal Revenue Service for federal reporting and control purposes.

EOBR (Earned Over Benefit Rate)

Partial income reported during the weekly benefit certification by the claimant that is over his/her benefits rate plus earnings disregard. A break in the continuity of a UI claim results from such earnings requires filing an additional claim.

Excessive Earnings

Earnings in a week above the allowable amount. Results in disallowing benefit payments for the week.

Extended Benefits

A supplemental Federal state benefit program to provide UI to claimants who exhaust regular UI benefits during specified periods of high unemployment.

Federal Unemployment Tax Act (FUTA)

The 1939 act that provides the framework with which all state unemployment laws must comply. It also imposes an excise tax on employers.

High Quarter Formula

A benefit formula that uses an individual's highest quarter of wages in the base period to compute the weekly benefit amount. Used in Massachusetts if the claimant has less than 2 quarters of wages in the base period.

Initial (New) Claim

An application for UI benefits by an individual who does not have a current benefit year.

Interested Party Employer

In Massachusetts, any employer for whom the claimant worked during his/her last 8 weeks of actual work. *Note: The claimant does not have to work during these 8 weeks; they could have been on a Leave of Absence.

Interstate Claim

A claim filed in one (agent) state against wage credits earned in another (liable) state. States that take interstate claims by phone do not require agent states since they process their claims directly.

Intrastate Claim

A claim filed in the same state in which the individual's wage credits were earned.

Issue

Question regarding the applicant's potential eligibility for benefits.

Lag Period

The time between the end of a base period and the effective date of the claim.

Liable State

The state against which a worker files a claim through the facilities of another (agent) state.

Maximum Benefit Amount (MBA)

The maximum amount of benefits that an individual may receive during a benefit year. Same as Benefit Credit.

Maximum Duration

The highest number of weeks for which benefits are payable to any claimant. In most states, the maximum duration of a claim is 26 weeks.

Maximum Weekly Benefit Amount

The highest weekly benefit amount for a week of total unemployment. Is usually a percentage of the state's average weekly wage and is subject to revision once a year.

Minimum Weekly Benefit Amount

The smallest amount of benefits an individual may receive during a benefit year under state or federal UI law.

Monetary Eligibility

Claimant's eligibility for UI compensation based on wages and/or the length of time the claimant was employed during the base period.

New Employment Requirement (Section 31)

Requires the claimant to have performed services for wages after the effective date of the previous claim. The wages from this "new" employment must equal or exceed some multiple of the weekly benefit rate of the previous claim (in Mass., the claimant must earn at least three times his/her previous benefit amount).

Non-monetary Eligibility

Claimant's eligibility for UI compensation based on non-monetary factors such as separation reason, ability and availability to work, and residency status.

Non-Subject Employer

An employer not required to pay into the DET UI Fund. Employees of non subject employers are typically not eligible for UI benefits. Some non subject employees are church workers, self-employed individuals, and commission based sales people.

Overpayment

Benefit payment in excess of the individual's legal entitlement. May or may not be fraudulent.

Operational Calendar

The Operational Calendar (Form 0272) is a tool for UI staff to use in determining the base period(s) on a claim.

Payment Rate

Weekly benefit payment plus any dependency allowance and less any deductible income or payments.

Partial Benefits

Benefit payments of less than the full weekly benefit amount resulting from reductions for part-time earnings or other deductible income.

Partial Unemployment

Work of less than regular fulltime hours (usually 40 hours/week) and/or employment that provide earnings less than the amount normally paid for a week of fulltime work. Earnings have to be more than the allowable earnings prescribed by the state unemployment compensation.

Personal Identification Number (PIN)

An electronic signature that permits claimants to access information about their claims over the telephone.

Predate

Assignment of an earlier than normal effective date on a claim for benefits. In Mass., most predates result from partial unemployment the week prior to filing or problems accessing the Call Center's phone system.

Primary Base Period

In Massachusetts, the last 4 completed quarters preceding the claim's effective date.

Profiling

A program that targets claimants who are permanently separated from their jobs and likely to exhaust UI benefits. The program affords intensive reemployment services

Qualifying Employment and Wages The amount of **covered** employment and/or wages an individual must have within a specified period to be entitled to compensation under a specific program.

Reopened Claim

A claim filed after a break in signings or upon a potential change in eligibility status. The claim results from factors other than intervening employment or having earned over the benefit rate (see Additional Claim). Reopened claims are designated as either “B” or “S” reopens in the UI system.

Reason for Separation

The reason why a claimant became unemployed.

Release of Claims

An agreement signed by an employee releasing the employer of any legal claims.

S.A.V.E. (Systematic Alien Verification of Entitlement)

A program developed by INS (Immigration and Naturalization Services) to verify non-citizen immigration status.

Seasonal Employment

Employment that by contract lasts a limited amount of time (season) with employees not generally eligible for UI. Seasonal employers must be registered with DET.

Section 30

Allows a claimant to submit a plan for vocational training or study to enhance his or her chances in the job market. If approved, Section 30 exempts the claimant from the usual work search requirements. May also extend the benefit year for up to 18 weeks.

Separation Pay

Pay received as the result of an employee’s separation from work. It can include Severance pay, early termination pay, pay in lieu of notice, continuation pay or dismissal pay. Separation pay may or not be potentially disqualifying.

SIC (Standard Industrial Classification) Code

A coding system that identifies the type of industry in which a company is classified (e.g. fishing industry).

SOC (Standard Occupational Classification) Code

A coding system that identifies the type of occupation in which an employee is engaged (e.g. education, entertainment, construction, etc.).

Subject Employer

An employer mandated under the state unemployment compensation law to pay into the UI Fund and pay FUTA taxes.

Timely First Payment

The length of time between the end of the first compensable week and the date of first payment (in Mass., the time period is 21 days).

Total Unemployment

A week in which individuals perform no work and earn no wages or have less than fulltime work, but earn no more than the allowable earnings prescribed by the state’s UI law.

TRA (Trade Readjustment Act)

A federal benefit program, administered by the Commonwealth, which provides benefits to those who have lost their job due to foreign competition.

Transferring State

In a combined wage claim, the state that transfers wage credits to the paying state.

Transitional Claim

A new claim that establishes a new benefit year when the claimant is filing in a continuous claim series after the previous benefit year ends. It has an effective date within the seven day period immediately after the previous BYE date.

Unemployment Insurance

Employer funded temporary financial income provided to workers who are involuntarily separated from their jobs (established by Federal Government in 1935).

Unemployment Compensation for ExService Members (UCX) A federal program that provides benefits to exmilitary servicemen/women.

Unemployment Compensation for Federal Employees (UCFE)

A federal program that provides benefits to employees of the Federal Government.

Wages

All remuneration received from an employer including salary, bonuses, lodging board, and payments in any other medium other than cash.

Wage Credits

Wages earned by persons working in employment covered by state UI laws.

Wage Reporting

Quarterly reporting by a subject employer listing the wages of each individual worker in employment during the quarter

Waiting Period

A week of unemployment for which a claimant does not receive compensation, but must meet the same eligibility requirements that are necessary to receive UI during the benefit year.

Weekly Benefit Amount (WBA)

The claimant's weekly benefit amount for a week of total unemployment excluding any allowance for dependents.

Weeks Compensated

The number of weeks claimed that are actually paid.

Worker's Compensation

A program under which workers are paid benefits for having suffered a work-related injury or disability.

Worksharing

A DUA certified program that helps employers retain their skilled workforce by reducing a company's or unit's work hours instead of reducing staff. Employees can receive a percentage of their UI benefits equal to their reduction in hours.

Glossary of UI Online Terms, July 2013. Provided courtesy of Massachusetts Department of Unemployment Assistance

GLOSSARY OF UI Online Terms, July 2013

Assistive Content -throughout the system, you will find blue clickable text with a question mark either above or below the text. Clicking on the link will display information on it in a new page.

Build: new system functionality or an update of current functionality. Can also be called a new release or version of the system software.

Content: substance of a web page. It consists of the text and graphics that make up the page. Content lies within the layout or design of the page.

Dropdown Menu: choice of options that appear when the user clicks on it.

Event log: contains information on all events that happened in the system.

Fault: an overpayment of benefits with a finding that the claimant knew or should have known that information given or withheld would impact UI eligibility.

Fraud: a finding of fault which results in compensable week penalties.

Header: text that is included at the top of a document before any other text and usually includes important information.

Interview: discussion between two parties in which information is exchanged.

Left hand side navigation bar (Left Nav): lists the options available to you in the staff home page and a drill down list of options available under the current function.

Links: underlined on page. Click on them to obtain more information on that functionality.

Log in/out, Log on/off: web terms associated with getting into (log in/on) or exiting a website (log out/off).

Navigation (also known as left nav): movement from one page of a website to another one usually found on the left side of the web page.

Menu: a list of options available to a user on a web page

Pop-up: usually a small window that suddenly appears on a web page.

Radio Button: usually a circle that user clicks on with mouse to choose only one of a predefined set of options.

Rationales: detailed information that outlines functionality concepts and linkages in the UI Online system.

Glossary of UI Online Terms, July 2013. Provided courtesy of Massachusetts Department of Unemployment Assistance.

Search Box: an area on a web page where information can be entered and the computer will do a search and find.

Splash page/Home page: first page that appears after staff logs in to the system. Also, it is a preliminary page that shows graphics or links to the actual website content.

Self serve: type of electronic support that allows customers to access information and perform routine tasks over the Internet on a website, without requiring any interaction with a representative of an organization.

Third Party Administrator (TPA): individual or business that acts for an employer. One area of employer support is providing employee wage information as requested by DUA.

Tool Bar: a set of buttons on the window. Each button has a specific function, allowing the user to execute a command.

View & Maintain: Functionality that allows user to view information in a system and then take some action such as update, delete, etc.

Wildcard search: searching for information without knowing all of it. Ex: enter partial name. System will return list of all names that have that partial information in them.

Workflow: documents, information or tasks are passed from one participant to another for action, in accordance with a set of procedural rules. The purpose of workflow is to get the work to the right person or process and to move the work through the organization. There are 3 different types of Workflow queues:

Workflow – Administrator: This queue provides the ability to view all active workflows in the system including items in the user inbox queue and group queue. Only administrators have access to the queue. They can assign/re-assign workflow items to individuals as necessary or terminate the workflow item from this queue to perform additional actions.

Workflow – Group: This queue allows any staff member that can access it, to pull workflow items to their Inbox that are waiting to be processed.

Workflow – My Inbox: This queue contains all the workflow items assigned to the individual user who is accessing it.

TERMINOLOGY GUIDE CARD, July 2013
(For use with UI Online Claimant Information Screens)

CLAIM STATUS TERMINOLOGY

- Active – the initial claim is established
- Inactive – 21 days has elapsed and the claimant has declined to request a week.
- Not Registered - the initial claim process has been started by either the staff or the claimant, but the process has not been completed. Claim must be completed by Saturday.
- Ineligible – the claim is not *monetarily eligible*.
- Withdrawn – Staff has withdrawn the claim.
- Purged – the system has purged the claim.
- Expired – BYE of the claim has gone by.

CLAIM STATUS TERMINOLOGY – EXHAUSTED (EXTENSION)

- Exhausted – the claim’s regular UI balance goes to \$0 but the claimant is not on an extension, DUA, TRA, or other program.
- Exhausted – *Active* – the claim’s regular UI balance goes to \$0 and the claimant is on an extension, DUA, TRA, or other program.
- Exhausted – *Inactive* – the claim’s regular UI balance goes to \$0 and the claimant is on an extension, DUA, TRA or other program and 21 days has elapsed and the claimant has declined to request a week.

MONETARY STATUS CODES

- Pending - there is an outstanding wage request
- Eligible - the Claim has sufficient wages and this is the initial monetary determination
- Eligible – Re-determined - the Claim has sufficient wages and this is NOT the initial monetary
- Ineligible - the Claim does not have sufficient wages in the determined base period and this is the initial monetary determination
- Ineligible – Re-determined - the Claim does not have sufficient wages in the determined base period and this is NOT the initial monetary determination
- Not 3XWBA – Claimant did not earn at least three times the weekly benefit amount of the prior claim since the prior claim effective date
- Not \$3500 - Claimant did not earn at least \$3500, the minimum base period earnings requirement
- Not 30X WBA - Claimant did not earn at least 30 times the potential weekly benefit amount

CLAIM TERMINOLOGY

- Authenticated – specific claimant information has been verified with Social Security Administration.
- Identify Requestable Weeks – weeks that are available to be claimed.
- Request Benefit Payment – previous weeks that are available to be claimed, but have not been claimed (found on left nav if applicable)
- Processed – the requested week has been paid (found on payment history screen)
- Wage Limitation – previously known as HI-LO.

ADJUDICATION TERMINOLOGY

- Rationales – are determinations
- Eligible – the issue has been approved
- Ineligible – the claimant has been disqualified for a closed period of time.
- Indefinitely ineligible – the claimant has been disqualified indefinitely
- Manage Debt – new terminology for overpayment
- Collections – refers to the overpayment
- Pending Overpayments – new terminology for potential overpayment (formerly known as POPS)

PAYMENT HISTORY TERMINOLOGY

- Processed – Payment has been released. View “Payment Amount Issued” to see amount for the week.
- Pending - - view the request date to see when it was done. If the request date column matches current date, then an overnight batch process needs to be run to process the payment.
- Waiting Week - the claimant served a legislatively imposed non-paid waiting week for the claim and will not be paid for that week.
- Earnings Over Benefit Rate - the claimant went EOBR and a re-open may be needed to proceed for claiming benefits.
- Disqualified - the claimant has an outstanding disqualification.
- Hold – the payment is not being released for one of several reasons.
 - The most common being a non-mon issue is holding payment and it will continue to do so until resolved. Staff should navigate to “Eligibility Issues” – “Issue Summary” to view the outstanding issues on the claim.
 - The second most common cause would be an address hold existing on the claim. To correct this, staff would navigate to “View & Maintain Account Information – “Contact Information” and view the Mail Hold on Payment indicator. To modify this, click “EDIT” and remove the mail hold and “SUBMIT”.