



**DEPARTMENT OF UNEMPLOYMENT ASSISTANCE  
UI POLICY & PERFORMANCE  
INTEROFFICE MEMORANDUM**

Date: April 4, 2016

Reference No. UIPP 2016.05

TO: UI Senior Staff Directors, Career Center Field Operations Director, UITCC Directors, UITCC Managers, Area Directors, Walk-In Center Managers, and UI Staff

FROM: Jennifer Lavin, Director, UI Policy & Performance

SUBJECT: Issues to be Transferred to the UI Policy and Performance Department

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The UI Policy and Performance Department is responsible for assisting in the UI claims process for former EOLWD employees as well as issuing determinations on the following types of disputed unemployment claims:

- Redeterminations
- High Profile Claims
- Plant Closings
- Domestic Violence

The following process is to be used when referring these issues to the UI Policy and Performance Department for resolution:

I. **REDETERMINATIONS and HIGH PROFILE CLAIMS**

After discussing the case with a supervisor, the case should be transferred to the **Redeterminations queue**. Place a note in the claim that the case has been reassigned to the UIPP Department for resolution. Due to privacy concerns, **do not** label the case as "High Priority" in the notes section. Staff should send an e-mail to UI Policy and Performance (with a copy to Jennifer Lavin) at [UIPolicyandPerformance@detma.org](mailto:UIPolicyandPerformance@detma.org) with the claimant's identification number, issue type and sub-type along with a short message explaining the reason the issue has been referred to UI Policy and Performance.

## II. PLANT CLOSINGS

If during the fact finding process, staff obtain information that suggests the claimant's separation involves a **plant closing**, the case should be discussed with a supervisor and transferred to the **Supervisor queue** where UI Policy and Performance staff will access the information and subsequently issue a plant closing memorandum. Do not transfer these cases to the **Redetermination queue**. Staff should send an email to UI Policy and Performance (with a copy to Jennifer Lavin) at [UIPolicyandPerformance@detma.org](mailto:UIPolicyandPerformance@detma.org) with the claimant's identification number, issue type and sub-type along with a short message explaining the reason the issue is believed to be a plant closing.

If a plant closing memorandum is issued, the UI Policy and Performance Department will notify the staff member's supervisor to ensure the issue is resolved in accordance with the plant closing memorandum.

## III. DOMESTIC VIOLENCE CASES

If during the fact finding process, staff obtain information that suggests the claimant's separation involves **domestic violence**, the case should be discussed with a supervisor and the issue sub type changed to "**domestic violence**." UI Online will then transfer the issue to the **Confidential queue**. Staff should send an e-mail to UI Policy and Performance (with a copy to Jennifer Lavin) at [UIPolicyandPerformance@detma.org](mailto:UIPolicyandPerformance@detma.org) with the claimant's identification number, issue type and sub-type along with a short message explaining the reason the issue sub type was changed so UI Policy and Performance staff will know to look for the issue.

## IV. FORMER EOLWD EMPLOYEE UI CLAIMS

The unemployment claims taking and issue resolution process for former EOLWD employees is handled by the UI Policy and Performance Department. **Remember:** the Executive Office of Labor and Workforce Development (EOLWD) includes the following agencies:

- Department of Industrial Accidents
- Department of Labor Relations
- Department of Labor Standards
- Department of Unemployment Assistance
- Department of Career Services (and DCS affiliates)

A former EOLWD employee is one who has indicated that EOLWD was one of the base period employers in the employment history of the claim. EOLWD employees shall not participate in taking, viewing, assisting, providing guidance, adjudicating, adjusting or accepting an unemployment insurance claim from a known associate, affiliate, friend, former co-worker, or former co-worker's relative. **EOLWD employees are not to access or view these claims or any other information in UI Online, under any circumstances.** Such access would violate browsing and/or disclosure prohibitions established by the Internal Control department, and are a conflict of interest, or could create the appearance of a conflict of interest.

If a staff member receives a call from a former EOLWD employee about filing a claim for unemployment benefits, or resolving a problem on an existing claim, the staff should instruct the former employee to contact the UI Policy and Performance Department at (617) 626-6422 and speak with a member of the UIPP staff to begin the resolution process.

If a staff member receives a call from a former EOLWD employee about an open adjudication issue on their claim, the former employee should be referred to the UIPP department and a supervisor should transfer the case to the Redeterminations queue and send an email to UI Policy and Performance (with a copy to Jennifer Lavin) at [UIPolicyandPerformance@detma.org](mailto:UIPolicyandPerformance@detma.org), along with a message including the name of the former EOLWD employee and the date and time staff spoke with the individual.

Walk-in Center staff who encounter a former EOLWD employee in a career center or a designated DUA walk-in center should provide the former employee access to a telephone so the separated employee can contact the UI Policy and Performance Department. A member of the UI Policy and Performance Department will work with the former employee and resolve any outstanding problems on the claim.

Cases	Transfer to Queue	E-Mail Notification
High Profile Matters	Redetermination queue	UIPP email box/Jennifer Lavin
Redeterminations	Redetermination queue	UIPP email box/Jennifer Lavin
Plant Closings	Supervisor queue	UIPP email box/Jennifer Lavin
EOLWD Employees	Redetermination queue	UIPP email box/Jennifer Lavin

If you have any questions regarding these procedures please contact the UI Policy and Performance at (617) 626-6422.