



Workforce Issuance

100 DCS 32.102.1

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: April 1, 2020

Subject: **Resources for UI Claims, Resources & Public Closure of Non-essential Business**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of new resources to assist with UI claims, resources and public closure of non-essential business.

Background: We would like to alert you to important information to share with individuals who are in the process of filing for unemployment insurance. The Unemployment Insurance Call Centers (telephone service) is not yet open for business through remote staffing. In the interim, the following virtual support is available for *individuals who are working on their UI application*. The Town Halls are not designed as a general information session and therefore should not be distributed in large, email distribution lists. Please see below.

VIRTUAL TOWN HALL for Individuals Filing for Unemployment Insurance

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

- **Purpose:** The Town Hall will walk through Unemployment Insurance application system (UI Online) to help individuals impacted by COVID19 to successfully complete the application process
- **Audience:** Individuals applying for Unemployment Insurance through UI Online
- Up to 90,000 people can participate per Town Hall
- Secretary Acosta; DUA Employees will lead this technical assistance call

The Virtual Town Hall's will take place:

- Thursday, April 2, 2020 at 2:10 PM
- Friday, April 3, 2020 at 2:00 PM
- Saturday, April 4, 2020 at 12:10 PM – Spanish Town Hall

Sign up information for the virtual town hall is available at www.mass.gov/unemployment/townhall

Guidance for Unemployment Insurance Applicants

To further help claimants through the process of applying for benefits, we have made specific web page updates that include the latest guidance for employee qualifications and additional resources <https://www.mass.gov/info-details/massachusetts-covid-19-unemployment-information>.

All covid specific info is on <https://www.mass.gov/resource/information-on-unemployment-and-coronavirus-covid-19> Check back regularly information is updated frequently.

Many resources for DUA, UI related questions we are getting are located at: <https://www.mass.gov/unemployment-insurance-ui-online>

Form is translated into Spanish and 12 other languages <https://www.mass.gov/forms/covid-19-solicitud-de-contacto-del-departamento-de-asistencia-al-desempleado>

You can find the following resources:

- FAQs for Business and Employers
- How to file a claim - step by step handbook
- Instructions for Claimant Password Reset in UI Online (see Attachment A)
- RESEA Fillable documents: <https://www.mass.gov/massworkforce-resources>
- DUA - UI material translated in Spanish are located at: <https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19>
- Additional Forms are located at: <https://www.mass.gov/service-details/remote-resea-documents>
- Fillable Forms for Trade are located at: <https://www.mass.gov/service-details/trade-fillable-electronic-forms>

Business Resources

As you've likely heard by now, Governor Baker issued an [emergency order](#) requiring all businesses and organizations that do not provide "COVID-19 Essential Services" to close their physical workplaces and facilities to workers, customers, and the public as of Tuesday, March 24th at noon until Tuesday, April 7th at noon.

Please find a link to a [detailed list](#) of the many services and operations that are deemed essential for the next two weeks, which is based on federal guidance and amended to reflect the needs of Massachusetts' unique economy. Any business that is not on that list is permitted to operate safely and responsibly in a remote manner, if possible.

Please be advised that you may request designation as an essential business if the function of your business is not listed in the link above. EOHED has established a process for that on our [webpage](#).

SBA Loan Fund

The Baker-Polito Administration announced on March 18, 2020, that the U.S. Small Business Administration (SBA) approved the Commonwealth's disaster declaration and will offer low-interest federal disaster loans for working capital to Massachusetts small businesses suffering substantial economic injury as a result of the Coronavirus (COVID-19).

The U.S. Small Business Administration is offering designated states and territories low-interest federal disaster loans for working capital to small businesses suffering substantial economic injury as a result of the Coronavirus (COVID-19). Any interested business needs to apply directly to the SBA. The deadline to apply for an Economic Injury Disaster Loan is December 18, 2020. For additional information, please visit the SBA disaster assistance website at [SBA.gov/Disaster](https://www.sba.gov/disaster).

Administrative Tax Relief

- On Wednesday, March 18, the Baker-Polito Administration announced administrative tax relief measures for small local businesses that have been impacted by the ongoing COVID-19 outbreak, especially in the restaurant and hospitality sectors.
- His tax relief includes postponing the collection of regular sales tax, meals tax, and room occupancy taxes that would be due in March, April and May so that they will instead be due on June 20.
- Additionally, all penalties and interest that would otherwise apply will be waived.

- Businesses that paid less than \$150,000 in regular sales plus meals taxes in the year ending February 29, 2020 will be eligible for relief for sales and meals taxes, and business that paid less than \$150,000 in room occupancy taxes in the year ending February 29, 2020 will be eligible for relief with respect to room occupancy taxes.

Action

Requested: Please share this issuance with all appropriate managers, staff and partners

Effective: Immediately

Attachment: A: PPT – Instructions for Claimant to Reset Password in UI Online