



# Workforce Issuance

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**100 DCS 32.110**

☐ Policy ☒ Information

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

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** September 5, 2023

**Subject:** **Notice of DUA Weekly Benefit Payment Delay**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of Department of Unemployment Assistance (DUA) weekly benefit payment delay.

**Background:** “UI Online” is the system that processes unemployment insurance claims in Massachusetts. New enhancements have been made to this system that will benefit individuals (“claimants”) filing for unemployment insurance (UI) benefits as well as employers who pay into the system.

In order to install these enhancements into the DUA system, **UI Online will be unavailable from Friday, September 8, 2023, at 5 p.m. ET to Tuesday, September 12, 2023, at 8 a.m. ET.**

Claimants will not be able to file claims or certify for weekly benefits during this timeframe. As a result, claimants who would have certified for weekly benefits

on Sunday or Monday will see a delay in weekly benefit payment by at least 2 business days. Weekly certifications for the benefit week ending September 9, 2023, will be available starting Tuesday, September 12, 2023.

A notice has been posted on each claimant’s UI account Homepage and have been placed on the Department of Unemployment’s (DUA’s) website [Weekly Benefit Payment Delay – Week of September 10, 2023 | Mass.gov](#).

- Action**
- Required:** Please share this information with all appropriate managers, staff, partners, and customers.
- Effective:** Immediately