



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

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SECRETARY

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DIRECTOR

DUA ADVISORY COUNCIL MEETING

Thursday, June 12, 2025
Meeting Minutes

Council Attendees: Richard Marlin, John Drinkwater, Chris Carlozzi, Renee Harper, Sam Larson
EOLWD/DWD/DUA/Public Attendees: Katie Dishnica, David Gold, Corey Mescon, Ashley Thompson, John Saulnier, Jason Salgado, Laura Santiago, Rena Kottcamp, Wendy Filosi, Veronica Vivero Condon, Corinna Svarlien, Wendy Savary, Ella Paul, Susan Saulnier

A virtual meeting was held via Zoom.

A motion was proposed to approve the May 2025 meeting minutes.

- Motion was seconded.
- Vote on Motion – all in favor to approve.

Executive Update

Katie Dishnica, Director of DUA, provided an executive update.

There will be no update on the UI Trust Fund today since the report is not out yet.

EMT update. DUA has received claimant feedback from claimants using the new EMT system. Claimants rated weekly certification 4.6 out of 5, weekly benefit claim filing 4.5 out of 5, and an overall rating of 4.5 out of 5.

In the last meeting we discussed the maximum number of weeks going from 26 to 30 weeks. All monetary redeterminations have now been issued. All claimants who were eligible were notified via letters of the increase in weeks.

The next update is in regard to how claimants log in to EMT. Previously, claimants used their SSN and a password to log in to their claim in UI Online. MyMassGov is a secure service that provides people with a single account and password to sign in to all participating Massachusetts state services and applications. Claimants will use this service to link their unemployment claim to the account. DUA has over 108,000 claimants that have linked their unemployment claims to their MyMassGov account.

The next update is regarding service levels. DUA still has agents from the call vendor assisting with call center calls. One hundred forty agents were added to the fifty existing agents totaling one hundred ninety. The average wait time is 7 minutes, 3 seconds. DUA agents accepted approximately 6,100 calls per day with nearly 31,000 calls last week.

The next update is regarding the Board of Review. The application has been posted. The link has been posted in the meeting chat section. Katie will reach out to the subcommittee to find time to review the applications.

At the last meeting Rich Marlin had a question regarding hospitals and the percentage that are reimbursable vs. contributory. 250,000 employers in MA use NICS code 622 for hospitals. 135 active employers are using a contributory method, and 82 active employers are using the reimbursable method. Looking at last year's data, the healthcare sector experienced low unemployment. There were \$5M direct contributions and \$22M in reimbursable charges. 38% use the contributory method.

The next update is regarding Program Integrity and the actions DUA has taken to detect and prevent fraud and improper payments. To reduce identity fraud, DUA has locked the payment method, utilized in person verification at USPS, Multi Factor Authentication, interface with the Social Security Administration, fraud analytics, and Integrity Data Hub. From 2022-2023 4% of total benefits paid were overpaid related to identity verification denials. Today that number is 0.69%. The controls and prevention measures DUA has put in place may be inconvenient for claimants however we must ensure that we are making proper payments.

The next update is SIDES, or State Information Data Exchange System. SIDES allows employers and TPAs to log in to one location to respond to questionnaires from multiple states. DUA will implement three of the modules which are separation information, earnings verification, and additional fact finding based on separation or earnings issues. DUA will onboard three business partners in July to gather and implement feedback regarding the system before it is released to all employers and TPAs. The remaining employers and TPAs will have access by October 2025.

Questions/Discussion

Question by Rich Marlin: What is the average time between the claimant filing and getting their first check?

Answer by Katie Dishnica: We will look into it and get that information for you.

Next meeting July 24, 2025, 9:30am due to scheduling conflicts. Please let Katie or Sara know if you are unable to attend.