



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

MAURA HEALEY
GOVERNOR

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SECRETARY

KATIE DISHNICA
DIRECTOR

DUA ADVISORY COUNCIL MEETING

Thursday, October 16, 2025
Meeting Minutes

Council Attendees: Richard Marlin, John Drinkwater, Chris Carlozzi, Renee Harper, Sam Larson
EOLWD/DWD/DUA/Public Attendees: Katie Dishnica, David Gold, Josh Cutler, Lisa Hemmerle, Jeannie Pena, Corey Mescon, Ashley Thompson, John Saulnier, Jason Salgado, Rena Kottcamp, Mark Costello, Wendy Savary, Stephanie Herron Rice

A virtual meeting was held via Zoom.

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

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

UI Trust Fund Update

Lisa Hemmerle Director of Economic Research provided the UI Trust Fund Update for October 2025. The following relates to information throughout the third quarter of 2025, ending September 30, 2025.

- Third quarter employer contributions through September 30, 2025, are estimated to be \$265M with a 2025 year-end total estimated to be \$1.50B.
- Third quarter benefit payments through September 30, 2025, are approximately \$565M, with a 2025 year-end total estimated to be \$2.41B.
- The balance of the UI Trust Fund on September 30, 2025, was \$2.02B on a cash basis.
- Schedule E is projected for 2026

<https://www.mass.gov/info-details/unemployment-insurance-trust-fund-uitf>

Executive Update

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

The first update is regarding the Maximum Weekly Benefit amount. Effective October 5, 2025, the Maximum Weekly Benefit amount is \$1,105. That excludes the dependency allowance. It is a \$54 increase.

The next update is regarding SIDES, or State Information Data Exchange System. It allows employers and TPAs to login to one location and respond to fact finding questionnaires from multiple states. Some issues will still require employers and TPAs to login to EMT to complete the questionnaire. DUA has implemented three modules that include separation information, earnings verification, and additional fact findings. The first phase went into effect in July. Phase two went into effect October 15. TPAs that are currently enrolled in SIDES in MA can use the modules. TPAs need to complete a form to sign up. DUA sent an email to known administrators to notify them. A banner is also on the TPA/EMT site for those we did not have an email for. Prior to SIDES going live, TPAs were using a file transfer that had the separation information that was needed. As of now, that file is still available to TPAs. Once they integrate SIDES, they will not have access to that file. There is no end date for that file transfer at this time. DUA will communicate that date if one is established.

Question by Rich Marlin: When the Max Benefit goes up is that for people after that date?

Answer by Katie Dishnica: It does not adjust backwards. It is effective 10/5 and after.

The next update is in regard to staffing. DUA recently posted twenty-six contact center positions. Twenty-three are related to adjudicator positions, and three supervisors. The fourteen-day application window has closed, and resumes are under review. DUA aims to schedule interviews next week. The positions may need to be reposted depending on the applicant pool. DUA hopes to get additional resources in the near future. There are two positions available with Program Integration, or staff that provide in person services at MassHire Career Centers. One is in the Northeast and covers Salem, Lawrence and Lowell, and DUA aims to post it soon. The other is in the Southwest area and DUA aims to schedule interviews next week. In September Program Integration served claimants with 430 in person appointments. Claimants are asked to contact their local MassHire Career Center to make an appointment.

The next update is regarding the three-month pilot program to close the call center on Fridays to focus on processing claims. DUA is in the third month of the program. There has been a 40% decrease in actionable issues.

Katie Dishnica mentioned changing the format of the Advisory Council Meeting. We want to ensure members get the information that is most important to you. We may reach out to council members for feedback on topics that interest you.

Next meeting –November 20, 2025, 9:30AM [note: meeting cancelled, next meeting 12/16/2025]. Please let Katie or Sara know if you are unable to attend.