

Mass Workforce Issuance

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Policy Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 9, 2017

Subject: **UI Online Unavailable for Cloud Migration**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners that the DUA UI Online system will be unavailable beginning on Thursday, November 16, 2017 at 4pm until Saturday, November 18, 2017. Posters in Both English and Spanish are attached for display at your Career Center(s).

Background: This period of downtime has been scheduled for necessary system updates to the Cloud. Notification is being sent to all active claimants and employers informing them that during this time they and staff will **not** be able to do the following:

- Contact DUA call centers by phone
- Receive any UI related service at career centers or at the DUA walk-in center
- Check status of payment
- File a claim for unemployment benefits
- Certify for benefits
- Access UI Online accounts for any reason
- Upload any fact-finding or related documents
- File an appeal
- Protest charges
- File wage updates

Action

Required: Local Workforce Development Boards, Career Center Operators, and workforce partners should ensure that staff are aware of the UI Online Shutdown. Posters should be displayed immediately.

Effective: Immediately

Attachment: A - UI Online Unavailability for Cloud Migration - English version
B - UI Online Unavailability for Cloud Migration - Spanish version