

MassHire programs and services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. Additional details furnished upon request.

# MassHire Rapid Response

## Teamsters Local 25



DEPARTMENT OF  
CAREER SERVICES

*RapidResponse*

# What is the MassHire Rapid Response Team?

- Designed to assist workers during a business layoff or closure by facilitating re-employment
- **Pre-layoff assistance and services**, including referral to a local MassHire Career Center, are provided by the MassHire Rapid Response Team



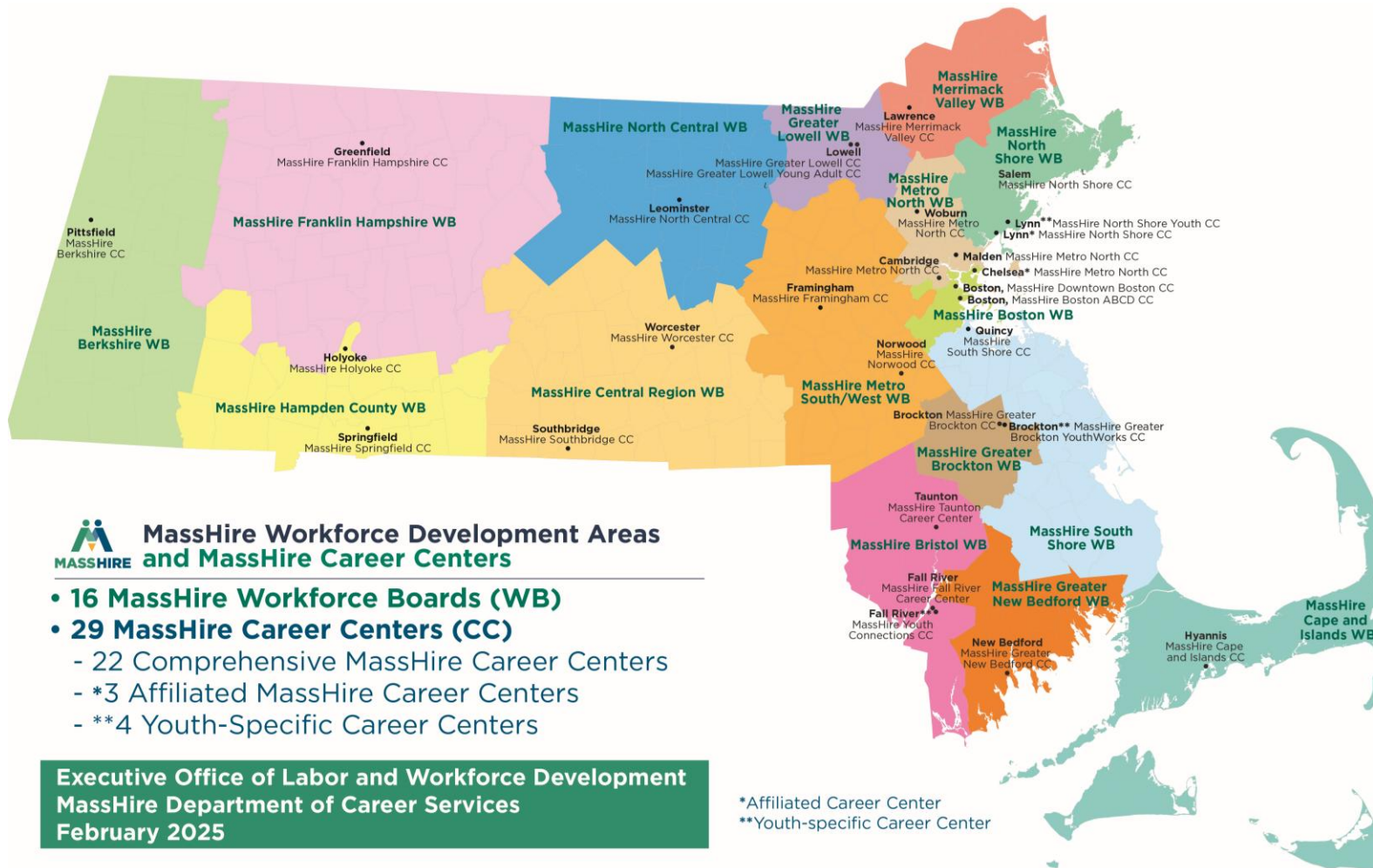
# Individualized Rapid Response Services

Individualized Rapid Response Services may consist of the following:

- Providing you with information about applying for Unemployment Insurance (UI)
- One-on-one meetings
- Introducing you to MassHire Career Centers



# Find a MassHire Career Center Near You



# Overview



# UNEMPLOYMENT INSURANCE (UI)

# Opening an Unemployment Claim

## Ways to file a claim

- You must register with MyMassGov, you will be directed to Unemployment Services for Workers
- Monday through Friday by Phone (TeleClaim) at 877.626.6800

## Information Needed to File

- Social Security Number/Alien Registration
- Individual Email Address (**Required**)
- Employment Start & End Dates
- Banking Information
- Dependent Social Security Number and Date of Birth, if applicable
- Reason for Separation – **Strike**

# Identify Verification

When you file a claim for unemployment benefits your information will be verified through the Fast Identification Verification System (FIVS).

If unable to verify your ID, you will be required to present identity documents at the USPS or complete an identity quiz consisting of questions known only to you (you will only have 2 chances to complete this quiz).

If any of your contact information changes, it will be verified by FIVS again.



**Failure to complete identification verification will result in denial of benefits!**

# How Your Unemployment Insurance Benefits are Determined

- Once your claim is established, a “benefit credit” will be calculated.
- Your “benefit year” will be the 52-weeks following the effective date of your claim.
- A "benefit rate" is determined using your two highest quarters. This will be the amount of your weekly benefits. You will receive approximately 50% of your average gross weekly wage.
- As of October 2024, the current maximum benefit rate is \$1,051 per week.
- You can receive regular UI benefits up to a maximum of 30 weeks.

# Dependent Allowance

- A Dependent Allowance is available if you provide more than 50 percent of the child's support
- **This is offered to one parent or guardian for each child**
- If eligible for a Dependency Allowance, you will receive \$25 per child
- Dependent Children must be either:
  - Under 18 years of age
  - Under 24 years of age and attending an educational institution full-time
  - Any age, but unable to earn wages due to mental or physical incapacity

# Taxes and Deductions

- You are responsible for paying federal and state income taxes on unemployment benefits
- You may opt not to have taxes withheld from your weekly benefits, however, you will be responsible for these taxes directly
- You may request taxes be withheld from your weekly benefits when you open your claim
  - Federal Income Taxes 10%
  - Massachusetts State Income Taxes 5%
  - Or a total combination 15%
- The Department of Unemployment Assistance (DUA) does not automatically withhold taxes

# Receiving your Unemployment Benefits

- Once you are determined eligible, your first week of unemployment is considered your waiting period for which you will not receive benefits
- All payments will be paid to you weekly by either **direct deposit or debit card**
  - The payment method will be locked one(1) hour after filing a new claim
  - You will need to contact a DUA representative to make any further changes
- For direct deposit you will need to submit your banking information online or call into the Direct Deposit Line 617 626-6570
- For the DUA provided debit card, please contact (844) 532- 0696 or visit [www.USBankReliaCard.com](http://www.USBankReliaCard.com) for assistance

# Requesting your Weekly Benefits

- Log into your UI Claim home page where you can certify online weekly by clicking on the “Request Benefits” link
- Use the DUA’s TeleCert Line at (617) 626-6338 which is available daily from 6:00am to 10:00pm
  - To use TeleCert, you must first create a PIN by calling the DUA PIN Selection Line at (617) 626-6943
- When answering the questions, remember to answer for the previous week and according to the dates provided
- Remember you must be available for work, capable of working and seeking work to receive benefits

# Webcert and Telecert Options

- Were you capable of working? Capable means you do not have any illness or injury that causes you to be physically or mentally unable to work

Yes / No

- Were you available to work? Available means you are ready and willing to accept a new job if one was offered to you.

Yes / No

- Did you complete 3 work search activities?

Yes / No

- Did you work and earn money from a job or self-employment, or apply for or receive other income (such as disability benefits, workers' compensation, or a company or union pension) that has not been reported to us before today?

Yes / No



# Am I allowed to work part time?

- Yes, if you have a part-time (PT) job, you may still receive unemployment benefits
- If you work (PT) hours during weeks in which you request UI benefits, the amount you earn may affect your benefits for that week
- You must report the gross PT earnings for the week
- Any earnings greater than 1/3 of your weekly benefit amount will be deducted dollar-for-dollar
  - 1/3 is also referred to as an “Earnings Disregard”

# Job Search Requirements

## Job search requirements

To continue receiving benefits, you **must**:

Look for work *at least*:

- 3 times per week

You must also keep a record of your work searches.

If you are a union member and may only accept work through your union, you must keep track of all contacts between you and the Union.

## Job search log

Name: J. Doe Claimant ID: 12345678



## Work Search Activity Log

Use this work search log to:

- Record your job search activities
- Take to your MassHire Career Center appointments, and
- Verify you are looking for work if you are randomly selected.

Get more copies of this form at any MassHire Career Center or at: [www.mass.gov/dual/forms](http://www.mass.gov/dual/forms).

To continue receiving benefits, you must look for work at least 3 times per week. You must also keep a record of your work searches.

Week starting Sunday (date): [Click here to enter a date.](#) – Saturday (date): [Click here to enter a date.](#)

	Date	Position	Pay rate	Employer name and address/Employer website	Method of contact	Results
#1	1/1/20	WAREHOUSE WORKER	DOE	JOBQUEST - XYZ Company - WOBURN MA	<input checked="" type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person	PENDING
Person contacted:		Contact phone number: <u>NA</u>		Action taken:		
HUMAN RESOURCES		Contact email: <u>HR@XYZCOMPANY.COM</u>		<input checked="" type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other _____		
#2	1/3/20	INTERVIEW WORKSHOP	NA	CAREER CENTER, 100 SYLVAN RD WOBURN.	<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input checked="" type="checkbox"/> In person	WORKSHOP COMPLETED
Person contacted:		Contact phone number: <u>617-737-0093</u>		Action taken:		
RECEPTIONIST/FACILITATOR		Contact email: <u>NA</u>		<input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input checked="" type="checkbox"/> Networking <input checked="" type="checkbox"/> Other <u>CC WORKSHOP</u>		
#3	1/5/20	FORKLIFT DRIVER	\$15/HR	INDEED - COMPANY CONFIDENTIAL	<input checked="" type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	PENDING
Person contacted:		Contact phone number: <u>NA</u>		Action taken:		
HIRING MANAGER		Contact email: <u>NA</u>		<input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other _____		

Scan this QR code to register with MassHire JobQuest today!



If you are interested in working with the Commonwealth of Massachusetts, please visit the MassCareers website:

<https://www.mass.gov/find-your-future-commonwealth-job>



# New Job Search Categories

This is an example of what is required (\*).

You will have the option of giving specific information of the job search activity.

However, make sure you keep track of each weekly activity as you may be asked for it by the Department of Unemployment Assistance or MassHire Career Centers.

Activity details ×

**Details of activity during the week of 13-Apr-2025 through 19-Apr-2025**

Activity \* Date of the activity \*

Applied for a job

Interviewed for a job

Worked with a MassHire Career Center

Registered for work with an employment/placement agency

Other job search activities

**Supporting documentation**

Provide a detailed record of your work search activities. You may be asked by DUA to submit your work search activities for any week claimed to us for review and verification of those attempts.

Attachment

**Contact info of a person that can verify this activity**

Contact name

Contact email

Contact phone

Contact website

**Contact address**



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