

**WORK IN PROGRESS DRAFT**  
**Prepared for the UI Disaster Preparedness Workgroup**

# **EXTERNAL COMMUNICATION**

**MEETING VERSION**

**Task 0803**  
**ITSC Support for UI Disaster Preparedness**

**November 28, 2007**

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**EXTERNAL COMMUNICATION**  
**DISASTER WEB PAGE INFORMATION**

The following categories should be included on a state's website in the case of a disaster. This information should be on a single state web page; the state may provide links to separate pages that contain specific instructions, but the enough information must be on the state's home web page so that an individual reaching the state's home web page will be able to clearly know where to go to get the specific disaster related information.

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1. **Disaster News.** This is an important section of your front page. This section should include links to the latest disaster news. You might consider having a section displayed prominently on the front page that is devoted to changes in methods for providing services. For example, if a center has closed or you are now taking claims at a remote site (such as a DRC), you can have at the top of the page a section that highlights the change and perhaps a link that would take them to a page with more details. This section must be updated regularly.
2. **Areas Affected.** This section should have a listing of all the areas affected by the disaster and any special assistance being offered to these individuals, such as Individual Assistance (DUA, Crisis Counseling, etc), with links to the pages that would have details on these services. This section should be updated whenever the areas change or additional services are offered. This section should also contain a copy of the Disaster News release, if one was issued.
3. **Other State Websites.** If other states are involved in the disaster, this section should note which states are involved, either as helper states or as states directly affected by the disaster. This section should provide links to these state's websites.
4. **Contact Information.** This section will provide information on how individuals can contact your agency if they have questions. Include all appropriate contact information with any specific instructions that relate to that method of contact. See examples below.
  - E-mail addresses (with time frames for response included....like "allow 2 business days for a response")
  - Telephone numbers they can call and hours of operation. If you have multiple departments that handle specific types of questions, provide these details. For example: "for questions related to a claim you have already filed, call...." "for questions related to address changes call", etc.

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5. **Claim Filing Methods.** This section should contain all of the claim filing methods available in your state and information on how to access each method (e.g., telephone numbers, downloadable paper applications, etc.). If there are special ways that disaster victims can file, you should list them in this section as well. You can have links to each method, but you should (at a minimum) list each method on the front page.

6. **Claim Filing Instructions.** This section should include specific steps for filing an unemployment insurance claim. These should also include any special instructions and any special documentation requirements for:

- Military claims
- Federal employee claims
- Combined wage claims
- Interstate claims
- Disaster Unemployment Assistance claims
- School Employee claims
- Workshare or other special worker claims
- Trade Readjustment Act claims
- Any other claim type that might require special handling

These can be links to separate pages that contain all of the special instructions, but the some basic information should be on the front page.

7. **Other Links.** This section should provide links to other agencies that can provide assistance, such as FEMA or GovBenefits.gov.

8. **Job Assistance Links.** This section should provide links to job resources such as One-Stop career centers, USA Jobs, etc.

9. **Remote Claims Taking Sites.** This section should contain lists of remote claims taking sites, such as DRCs or LACs, etc, where individuals can get in-person help. There should also be addresses listed for each remote site and public phone numbers, if available.

10. **Fraud Reporting.** The front page should also have a section for benefit collection fraud reporting.

11. **Determinations/Appeals.** This section should contain information on the determination and appeals process.

12. **Other Important Information.** This section can contain other important information, such as information on anything that the claimant can do without agent assistance, either through your website or through an

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automated system. For example, if you allow an individual to update an address online, this would be the section to include that information.