

Response

Do We Need Help Instructions

Abstract: This document includes general guidance for how to determine if your UI agency might experience a MUE and require help from other state UI agencies.

This document is part of a larger set of documents comprising the MUE Toolkit. This document will generally require referencing one or more of the other documents such as the [Glossary](#), Checklists, Guidance, or other referenced documentation for a complete understanding of the MUE Toolkit.

Introduction

When your state foresees an impending disaster or a disaster declaration has been made in your state, your UI agency should evaluate the situation and decide whether or not the disaster will cause your UI agency to experience a high enough workload increase to warrant requesting help from other states.

Purpose

To provide guidance and instructions to help your UI agency determine when it might need to request help from other states.

Prerequisites

- None

Instructions

To determine if your UI agency might experience a MUE your UI agency should ensure the following items and actions are considered and taken:

- Assess the current situation. Your UI agency has to perform the initial steps in its COOP to determine the status of the agency operations infrastructure. For example, if your state UI infrastructure is damaged to the extent communications via Internet and telephone or processing claims are not possible your UI agency will need to make repairs before it can process claims or, alternatively, request assistance from another state. Your UI agency infrastructure must be operational to implement this guidance.
- Estimate the number of UI benefit claims your UI agency would normally expect to process (had the disaster not occurred) during the same period.
- Estimate the number of additional UI benefit claims this disaster might cause taking into account the number and type of employers that are affected, the number of employees on their quarterly wage reports, and typical increases in UI benefits claims resulting from

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previous similar disasters (if any exist). Your UI agency's USDOL RO may be able to provide statistics from previous similar disasters in other states if any exist.

- Information regarding the affected employers in the area may be obtained from Labor Market Information.
- Estimate the number of DUA claims that may be filed. Refer to Section IX of DUA Handbook 356 for instructions on the methodology for estimating claim workloads.
- Estimate the resources your UI agency will need to process these estimated UI and DUA claims. Note: UI administrative grant funds cannot be used to process DUA claims and the DUA process requires funding requested through FEMA.
- Determine if your UI agency currently has sufficient staff and resources available to process the combined UI and DUA estimated claims or if your agency will require additional staff and/or resources.
- Review state policies and procedures on rehiring retirees, overtime, union rules, and state staffing restrictions to determine what means are available to rapidly increase knowledgeable staff.
- Review your UI agency's findings on alternate means of rapidly increasing UI benefit claim processing and check and debit card production to determine if they are prepared to process and produce the estimated volume of UI and DUA claims and payments in a timely manner. Refer to MUE Preparation Checklist for more information on these findings.
- Document and consider the differences between the resources your UI agency has available and the resources it needs to process the estimated claims.
- Make a preliminary list of the additional UI services, personnel, and equipment (i.e. mobile vans/units) your UI agency might require to process the estimated increase in UI and DUA claims.
- If your UI agency determines it might need another state to help capture UI data through its IT systems collaborate with your agency's IT department to determine what has to be considered for the data from the potential helper state to be successfully imported into your agency's UI Benefits and/or Tax production system.
- Determine if your UI agency has the resources to filter, collate, and respond to questions from other states and/or potential helper states. Consider requesting assistance with filtering and collating questions from other states or your USDOL RO so your UI agency only has to respond to the questions.
- Determine how your UI agency will handle any specific issues caused by the disaster such as the destruction of employment and/or payroll records of employers, dislocated employers and claimants, and interruptions to the USPS and banking services among others. Your UI agency should refer to formulated policies and procedures from the state's disaster preparedness activities and/or formulate any new policies and procedures

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specific for this disaster, document them, and distribute them to your agency staff and others who might need them.

- Review the Governor's State of Emergency declaration and note any clauses affecting your UI agency.
- Review the major emergency declaration by the President under the Stafford Act to determine if your state has been declared eligible for Individual Assistance. For the most current information on the disaster declaration and any amendments visit the FEMA website at <http://www.fema.gov/news/disasters.fema>.
- Identify and document the goals and objectives for your UI agency that are appropriate to the situation and the pending or declared disaster before your UI agency responds. Your UI agency's goals and objectives should include the key activities and accomplishments required to measure the effectiveness of your agency's response. This is a best practice and documented goals and objectives are required by most After-Action Reports. Refer to [After-Action Reports Instructions](#) for more information about After-Action Reports.

If your UI agency has determined it might experience a MUE and might require help from other states refer to the [MUE Response Overview](#) for information on how to respond to a MUE.

Referenced Document(s)

- [Glossary](#)
- [MUE Preparation Checklist](#)
- [After-Action Reports Instructions](#)
- [MUE Response Overview](#)

Referenced Resources(s)

- FEMA: <http://www.fema.gov/news/disasters.fema>