

**From:** Demakis, Paul (DWD)<paul.demakis@state.ma.us>  
**Sent on:** Tuesday, October 12, 2021 8:59:07 PM  
**To:** Emiliano Falcon-Morano<efalcon@aclum.org>  
**CC:** Kade Crockford<kcrockford@aclum.org>  
**Subject:** RE: Revised Response to Your Public Records Request  
**Attachments:** Order to Show Cause - IDV Examples.pdf (584.83 KB), Disqualification Letters Setting Forth Appeal Rights and Related Records.pdf (2.71 MB)

Hello Emiliano,

Following up on the revised response to your public records request dated August 26, 2021 that I sent you on October 4, 2021, attached are redacted copies of two versions of an Order to Show Cause that the Department of Unemployment Assistance (DUA) has sent to claimants for Pandemic Unemployment Assistance (PUA) who have appealed a denial of eligibility for failure to verify their identity. These records are being provided in response to Category 9 of your request. Also attached are redacted copies of disqualification letters setting forth appeal rights, together with related records, that are sent to claimants for regular unemployment benefits (regular UI) whose identity is not verified by ID.me. These records are being provided in response to Category 11 of your request.

With regard to Category 16 a. of your request, DUA can provide the total number of PUA claims filed in Massachusetts since the program began on 4/20/20, disaggregated by race, age, gender, ethnicity, and zip code. DUA estimates that **9 hours** will be required to determine this information. However, please note that race, gender, and ethnicity are voluntary inputs on a PUA initial claim, so we don't have this data for every claimant in the PUA system. Those who chose not to report this information will be categorized as "unknown."

Finally, there are seven categories or subcategories of records in your request DUA has not yet provided. The total number of hours that will be required to search for, review, redact, and provide these records, insofar as they are not exempt from production under the Public Records Law, is eighty-six.

As I noted in my revised response to your request, the first 4 hours of search time are free of charge under the Public Records Law. Accordingly, if you wish to obtain all remaining requested records that are not exempt from production under the Public Records Law, DUA will charge you \$25 per hour for 82 hours, or \$2,050.

If you wish to reduce the charge by obtaining fewer than all the remaining records not exempt from production under the Public Records Law, please identify and add the time estimates for the categories or subcategories of records you wish to obtain, subtract 4 hours, and multiply the result by 25 to determine the total amount of the charge.

In either case, please mail a check for the charge, payable to the Commonwealth of Massachusetts, to me at 46 Commonwealth Avenue, Unit 2, Boston, MA 02116. DUA expects to be able to provide you with the requested records within 10 business days of receipt of payment.

Thank you.

Paul

Paul C. Demakis  
Deputy Chief Counsel & Keeper of the Records  
Department of Unemployment Assistance  
19 Staniford Street  
Boston, Massachusetts 02114  
617.626.5615  
Fax: 617.727.3012

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**From:** Demakis, Paul (EOL)  
**Sent:** Monday, October 4, 2021 10:50 AM  
**To:** Emiliano Falcon-Morano <efalcon@aclum.org>  
**Cc:** Kade Crockford <kcrockford@aclum.org>  
**Subject:** Revised Response to Your Public Records Request

Good morning Emiliano,

Attached is the revised response of the Department of Unemployment Assistance (DUA) to your public records request, sent by email on August 26, 2021. Also attached are additional documents that are responsive to the request.

As I explained to you in our conversation last week, we revised the queries for the email search to eliminate NASWA (National Association of State Workforce Agencies and "vendor" of the Integrity Data Hub Identity Verification Tool) and Fast Enterprises (vendor for FIVS (Fast Identity Verification System)) because we communicate with NASWA and Fast

The updated non-de-duplicated search results of the revised queries, after eliminating NASWA and Fast Enterprises, follow:

Search	1 DWD Custodian (Jeffers)	
<b>Query 1 rev01</b>	"ID.me" OR "FIVS" OR " <a href="http://www.fastenterprises.com">www.fastenterprises.com</a> " OR "SSA Interface" OR " <a href="http://www.ssa.gov">www.ssa.gov</a> " OR "In" OR "accurint.com" OR ("Atlas" NEAR(25) ("RMV" OR "Registry of Motor Vehicles"))(c:c)(date=2020-	
Query 1 Hit List (WITHOUT Participants)		
Condition	Items	
ID.me	1492	
FIVS	1708	
<a href="http://www.fastenterprises.com">www.fastenterprises.com</a>	16	
SSA Interface	17	
<a href="http://www.ssa.gov">www.ssa.gov</a>	5	
Integrity Data Hub	500	
<a href="http://www.naswa.org">www.naswa.org</a>	36	
Accurint	269	
Lexis-Nexis	5	
Atlas	0	

Search	1 DWD Custodian (Jeffers)	
<b>Query 2 rev01</b>	"ID.me" OR "FIVS" OR " <a href="http://www.fastenterprises.com">www.fastenterprises.com</a> " OR "SSA Interface" OR " <a href="http://www.ssa.gov">www.ssa.gov</a> " OR "In" OR "accurint.com" OR ("Atlas" NEAR(25) ("RMV" OR "Registry of Motor Vehicles"))(c:c)(date=2020-(26)(participants:jordan.harris@mass.gov)(participants:karthik.viswanathan@mass.gov)	

Query 2 Hit List (WITH Participants)		
Condition	Items	
ID.me	613	
FIVS	1049	
<a href="http://www.fastenterprises.com">www.fastenterprises.com</a>	2	
SSA Interface	3	
<a href="http://www.ssa.gov">www.ssa.gov</a>	0	
Integrity Data Hub	97	
<a href="http://www.naswa.org">www.naswa.org</a>	0	
Accurint	39	
Lexis-Nexis	1	
Atlas	0	

The de-duplicated number of hits for Query 2 as revised, which represents the minimum email search DUA proposes to conduct upon the payment of charges permitted under the Public Records Law, is 1,444. However, although I told you that we would determine a charge based on an assumption that DUA can review (and, if necessary, redact) one hit per minute, or 60 hits per hour, based on an initial examination of the hits, I must lower that assumption to 50 hits per hour because of the number of attachments we will need to review and possibly redact. As you will see in the revised response, we anticipate that it will take 29 hours to complete the review and redaction of all hits. At the same time, I would like to discuss with you, the next time we speak, establishing a process for adjusting the charge for this review upward or downward depending on the actual time it takes to complete this review. In addition, subject to the imposition of additional charges in accordance with the provisions of the Public Records Law, DUA will expand the scope of the email search upon your request.

I look forward to speaking with you further about how you wish to proceed after you have had the opportunity to

Paul  
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Deputy Chief Counsel & Keeper of the Records  
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