NASWA UI Integrity Center Update

Evan E. Littrell (portrayed by Scott Sanders)

NASWA UI Integrity Center

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL
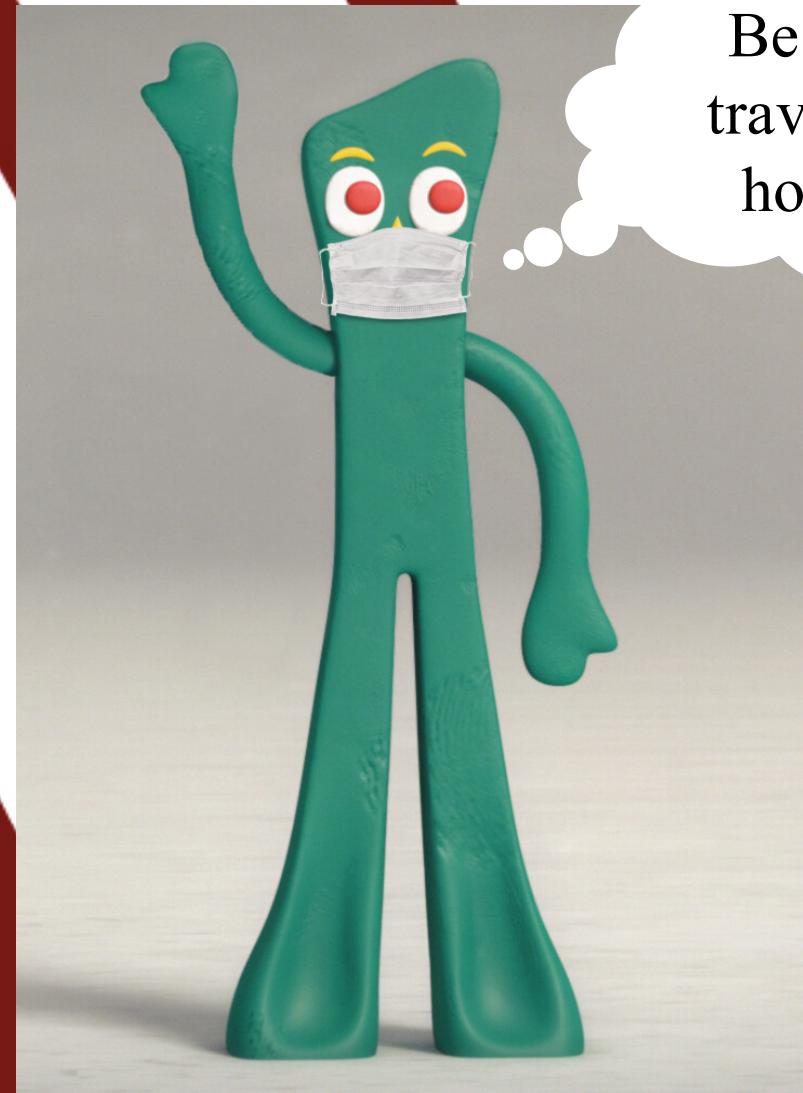
Be safe traveling home!

2021 STATE OF THE WORKFORCE REPORT

Responding to the Pandemic

NASWA
NATIONAL ASSOCIATION OF STATE WORKFORCE AGENCIES

Pandemic Impact on Unemployment Insurance | *Claims In • Benefits Out • Workload*

TOTAL CLAIMS PROCESSED
CY 2020

Legend:
- Regular UI Claims
- Extended Benefits
- PEUC Claims
- PUA Claims
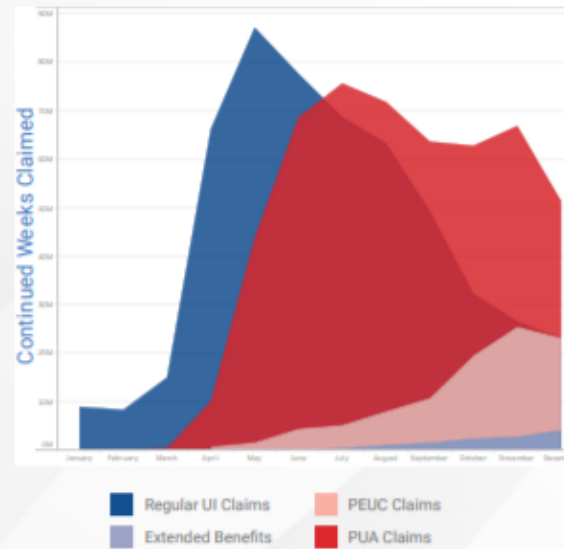
REGULAR UI CLAIMS PROCESSED
CY 2020

Regular UI Claims	526M CY 2020	88M CY 2019
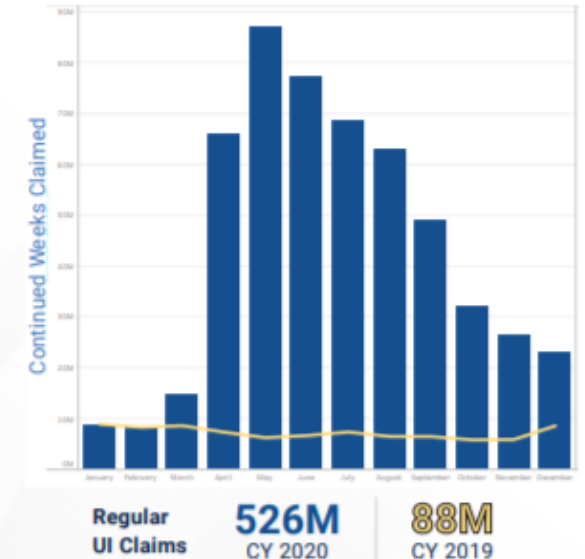
TOTAL CLAIMS PROCESSED
CY 2020 vs CY 2019

Legend:
- 2020 Regular UI Claims
- Extended Benefits
- PEUC Claims
- 2019 Regular UI Claims
- PUA Claims
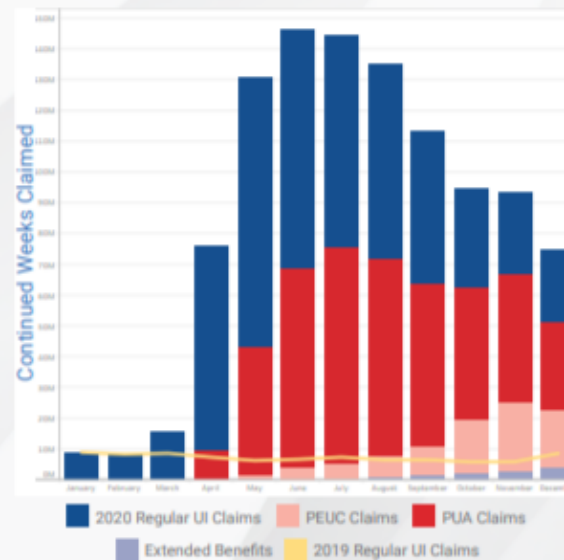
BENEFITS PAID	CY 2020	CY 2019
Regular UI Claims *Total benefits paid*	$143B	$27B
Pandemic Unemployment Assistance	$80B	$0
Federal Pandemic Unemployment Compensation	$277B	$0
Pandemic Emergency Unemployment Compensation	$29B	$0
State Extended Benefits	$4B	$37K
State Supplemental Benefit	$454M	$0
Sub Total	$533B	$0
Lost Wage Assistance	$36B	$0
All Claims *Total Benefits Paid*	$569B	$27B

Data Sources: U.S. Department of Labor, ETA Reports 5159, 2112, 539, and state LWA data. Amounts rounded to the nearest whole number.

Exhaustion: UI Pandemic

- Unprecedented Workload
- New Federal Programs
- Herculean Effort by UI Professionals/TPAs
- Complex Criminal Attacks

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Economic Stabilization

- UI Program is Vital for Economic Security
- Agency Staffing
- Policy Review
- Relationship between UI and Reemployment

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

UI Integrity: A Paradigm Shift

- Focus on Challenges
  - Prevention, Detection, and Recovery
  - Traditional vs. Complex Fraud Schemes
- Use of New and Creative Methods
  - Behavioral Insights (ie. nudging)
  - Financial Institutions
  - Identity Validation
- Equity and Accessibility
  - UI for the modern workforce
  - Modernized systems and capabilities

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Innovative UI Integrity Tools and Services

- Enhance IDH Capabilities
- Provide Professional UI Staff Development
- Publish Timely and Relevant Research
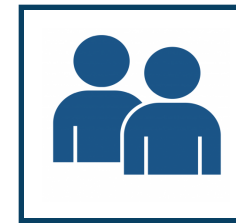- Customized Expert UI Integrity Services

Integrity Data Hub

National Integrity Academy

Knowledge Exchange Library

State Services

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Integrity Data Hub

Empowers agency staff & quickly identifies fraud

Agencies utilize the system to support the UI community nationwide while quickly identifying fraud in their state.

A collaborative approach

The more states engage, the greater the results for identifying fraudulent activity.

Suspicious Actor Repository

Participating states match current claims against this state-populated database of fraudulent and suspicious claims data. The repository leverages the investigative power of all states for the benefit of each state.

Foreign IP Addresses

Using a foreign IP detection tool, states can receive flags on claims filed from IP addresses outside of the U.S.

ID Verification

Powered by the Experian Precise ID solution, this powerful tool provides centralized ID verification for all claims in participating states.

Suspicious Email Domains

Participating states receive flags on claims containing email domains frequently associated with fraudulent activity.

Multi-State Claims

This critical tool allows participating states to submit current UI and PUA claims for cross-matching and receive notifications when potentially fraudulent claims are filed in multiple states.

Data Analysis

As the only national database of state UI claims data, the Integrity Data Hub provides the unique ability to analyze national claims data and conduct cross-state analysis within the secure system.

Fraud Alerting

States share information on emerging fraudulent activity within a secure messaging platform. Registered users receive email notifications when Fraud Alerts and created and updated.

Enhance IDH Capabilities

Integrity Data Hub

- 53 States & Territories With Participation Agreement
- State-Requested Enhancements
  - Multi-State Cross Match: Increased Data Matching
- Bank Account Verification Services (AVS)
  - Contract Awarded—Available 2022-1Q
- Enhanced Fraud Alerting
  - Over 1000 Alerts Posted
- Results Management
  - Prioritization of Results returned to States (Priority1 thru Priority 7)
  - Enhances states ability to act on information returned

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

National Integrity Academy

eLearning Modules
Learn at your own pace

eSimulations
Enhance skills that transfer directly into your day-to-day

Instructor-led Training
A live classroom setting for highly engaging activities

Virtual Classes
Engage in activities with peers and collaborate with UI experts remotely

Custom Training
Work with your State Liaison to identify specific needs for improving your state's improper payment rate

Access Learning
Login, view learning paths and courses, create and access your personal course schedule, and more

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Provide Professional UI Staff Development

National Integrity Academy

Certificates Available:
- **UI Program Leadership**
- **UI Fraud Investigations**
- **UI Operations Integrity**
- **UI Tax Integrity**
- **UI Data Analytics**
- **Business Analysis Boot Camp**

Specialized Training Bundles
- **New Hire Bundle**
- **"This Is UI" Video**
- **Adjudication Bundle**
- **BAM Investigator Bundle**
- **Federal State UC Legislative Seminar**
- **UI Lower Authority Appeals**
- **DUA/PUA**

ENROLLMENT COUNT 10/8/2021			
ORGANIZATION	ACTIVE	INACTIVE	TOTAL
SWE's	8,793	5,744	14,537
FED EMPLOYEES	35	80	115
NASWA	102	38	140
EMPLOYERS/TPAs (SIDES)	49	158	207
VENDORS	183	93	276
WORKFORCE PARTNERS	2	0	2
TOTAL	9,164	6,113	15,277

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Knowledge Exchange Library

Submit Promising Practices

Collaborate with other UI professionals. *Submit via the secure State practices Portal.*

Get Notified

Receive updates when new resources are posted. *Sign up for alerts.*

Explore the Library

The library is available anytime, day or night. *Combat fraud & reduce improper payment rates.*

Publish Timely and Relevant Research

Knowledge Exchange Library

- Enhance IDH Capabilities
- Provide Professional UI Staff Development
- Publish Timely and Relevant Research
- Customized Expert UI Integrity Services

Publish Timely and Relevant Research

Knowledge Exchange Library

Knowledge Exchange Library

INTEGRITY KNOWLEDGE EXCHANGE

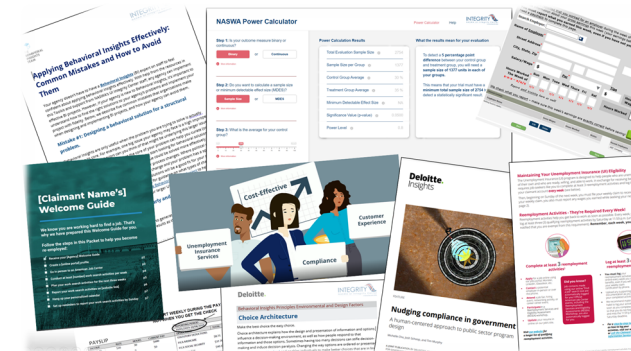| 2,224	112	33	1,225
Total Library Resources	Total State Integrity Promising Practices Available	Total State Services Completed	Total Integrity Services Recommendations

Behavioral Insights Tool Kit

A practical online collection of information, templates, and tools to help UI agencies apply the learnings of behavioral insights to their own states

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

State Engagement

State Service consults

- Operations gap analysis
- Make recommendations for effective operations

Provide technical assistance

- Help implement federal guidance and operations

Collaborate

- With the Services team, provide solutions recommendations for state priorities

Providing a communication platform for states by

- Facilitating work groups and collaborations
- Engaging third-party entities on behalf of states
- Researching and preparing resource guides
- Providing a monthly update of center activities
- Documenting state practices
- Developing webinars around relevant integrity topics

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

Questions

ssanders@naswa.org

elittrell@naswa.org