

National UI Program Update

UWC National UI Issues Conference

June 26, 2024

Spokane, WA



Jim Garner, Administrator
Office of Unemployment Insurance
Employment & Training Administration
U.S. Department of Labor



Topics for Discussion

- National Priorities for the UI Program
 - [Building Resilience: A plan for transforming unemployment insurance](#)
- State UI Administrative Funding FY 2024 Enacted
- Implementing UI Modernization Projects: “The Urgency of Now”
- Investing in System-wide Infrastructure
- Strengthening Reemployment Connections
- Additional Fraud Prevention and Program Integrity Activities
- Additional Equitable Access Activities
- Other Activities and Additional Resources



National Priorities for UI Program

- Rebuilding and improving program performance
- Improving the timely delivery of benefit payments
- Ensuring equitable access to UI programs
- Supporting reemployment of UC claimants
- Ensuring UI program integrity

Reference UIPL No. [09-23](#), with an emphasis on implementing ARPA projects



UNITED STATES DEPARTMENT OF LABOR

Building Resilience: A plan for transforming unemployment insurance

Building Resilience:
A plan for transforming
unemployment insurance



Contents

Executive summary	3
Our nation's first line of defense against economic crises	4
Pandemic turbulence reveals systemic shortcomings	6
Federal-state partnership	10
Historic American Rescue Plan Act investments in modernization	11
Addressing GAO's high-risk designation	15
Summary of transformation efforts	17
1 Adequately funding state UI administration	17
2 Delivering high-quality customer service	18
3 Building resilient and responsive state IT systems	20
4 Bolstering state UI programs against fraud	21
5 Ensuring equitable access to robust benefits and services	24
6 Rebuilding and stabilizing the funding of state UI benefits	26
7 Strengthening reemployment and connections to suitable work	28
Moving forward	31
Action area 1	
Adequately funding state UI administration	32
Strategies	35
Proposed legislative reform	36
Action area 2	
Delivering high-quality customer service	37
Strategies	40
Action area 3	
Building resilient and responsive state IT systems	46
Strategies	49



U.S. DEPARTMENT OF LABOR

UI Transformation Plan – 7 Action Areas

Plan contains 53 discrete strategies, including 41 that are completed or underway

1. Adequately funding UI administration
 2. Delivering high-quality customer service
 3. Building resilient and responsive state IT systems
 4. Bolstering state UI programs against fraud
 5. Ensuring equitable access to robust benefits and services
 6. Rebuilding and stabilizing the long-term funding of state UI benefits
 7. Strengthening reemployment and connections to suitable work
-



U.S. DEPARTMENT OF LABOR

Transformation Convenings

- In April 2024, the Department hosted two national convenings, bringing together stakeholders from across the UI system, including state UI agencies, claimant advocates, employer representatives, and program experts
 - The events were an opportunity to present the transformation plan and the Department's commitment to building on ARPA's progress. Further, the events were designed to provide an open forum for a diverse set of UI stakeholders to connect as well as exchange views on the UI system's major challenges and how to solve them
-

Insights and Successes: American Rescue Plan Act Investments in Unemployment Insurance Modernization



ARPA investments are laying the foundation for transformation

ARPA represents the first time the Department received major resources to work collaboratively with states to implement system improvements, including but not limited to IT-related upgrades. The Department published a preliminary report, highlighting strategic investments and promising state practices

<https://www.dol.gov/agencies/eta/ui-modernization/arpa-success-stories>



State UI Administrative Funding – FY 2024 Enacted



State UI Administrative Funding (FY 2024 Enacted)

- On March 23, the full-year omnibus appropriations for FY 2024 was enacted. Key take-aways for the UI program:
 - State Administrative funding is flat funded at the FY 2023 level: \$2,759,635,000.
 - DOL requested \$2,956,318,000 about \$200M more than made available.
 - The Average Weekly Insured Unemployed (AWIU) was elevated above DOL's recommended level.
 - RESEA is funded at \$382,000,000, which is what we expected based on the Fiscal Responsibility Act from last June.
 - UI Integrity Center is funded at \$9,000,000, which was expected.
 - UI National Activities funding is \$18M, which is a \$5M reduction from FY 2023's level of \$23M.
 - No further rescission of UI-related ARPA funds



Study on UI Administrative Financing

- The Department's Chief Evaluation Office (CEO) is collaborating with ETA to study UI Administrative Funding (Initiated in December 2023).
- Evidence from the study may be used to inform potential future developments of the UI administrative cost funding model.
- The study will rely on existing publicly available cost data, a review of relevant budget and legislative documents, informational interviews with up to nine state UI administrators, and (subject to availability) program administrative data from approximately three to five states.



Implementing UI Modernization Projects “The Urgency of Now”

Grants available to all states

■ Tiger Team Engagement, Equity Grant & Integrity Grant (34)

■ Equity Grant & Integrity Grant (12)

■ Tiger Team Engagement & Integrity Grant (2)

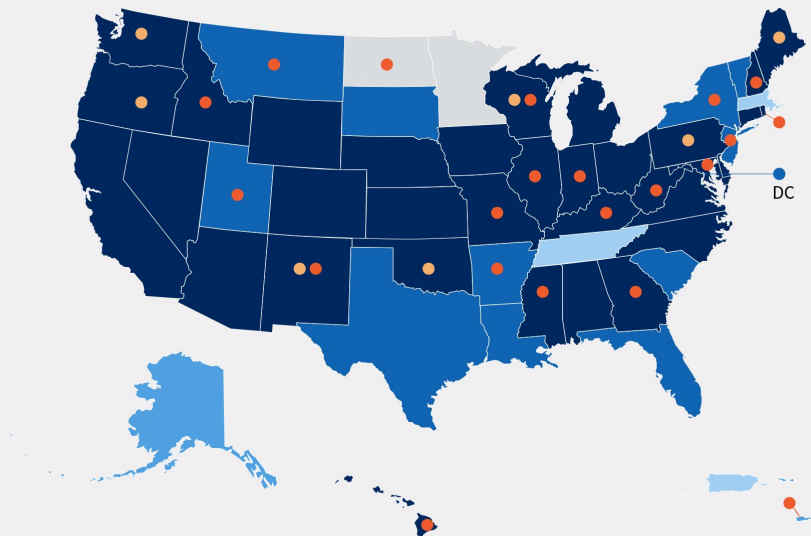
■ Integrity Grant only (3)

■ None (2)

Special projects

■ Navigator Grant (7)

■ IT Modernization or Claimant Experience Grant (20)



Implementation is Underway

- Leveraging ARPA funding, USDOL is helping nearly every state to make meaningful improvements to improve fraud prevention and detection, promote equitable access, and ensure timely benefit payments.
- To date, ETA has provided states with over \$780 million to 52 states and territories.
- Over 600 projects nationwide

From [ARPA Insights and Successes](#) report published November 2023



The Urgency of Now

- Rare Window of Opportunity (significant investments + stable labor market)
 - About 600 projects across the multiple grants – many identified by states and in collaboration with Department Tiger Teams as being able to make a meaningful impact on improving UI service delivery
- State Engagement Calls with ETA Leadership, intended to supplement existing interactions and ETA 9178 reports
 - How are projects progressing
 - Assess needed Technical Assistance, in partnership with NASWA
 - Capture and share lessons learned



Implementing ARPA-funded UI Projects

- Most recent ETA 9178 reports due May 15, next round due August 14
- As of June 24, we've held second-round State Engagement calls with 43 states and hope to completed the remainder by the end of June.
- We're seeing an array of progress across states: Some are coming in ahead of schedule and taking the opportunity to expand the scope of their initial projects, others are coming in on schedule, and others are experiencing procurement and/or resource constraints that are leading to implementation delays and requests to extend periods of performance



Key Performance Measures



UNITED STATES DEPARTMENT OF LABOR

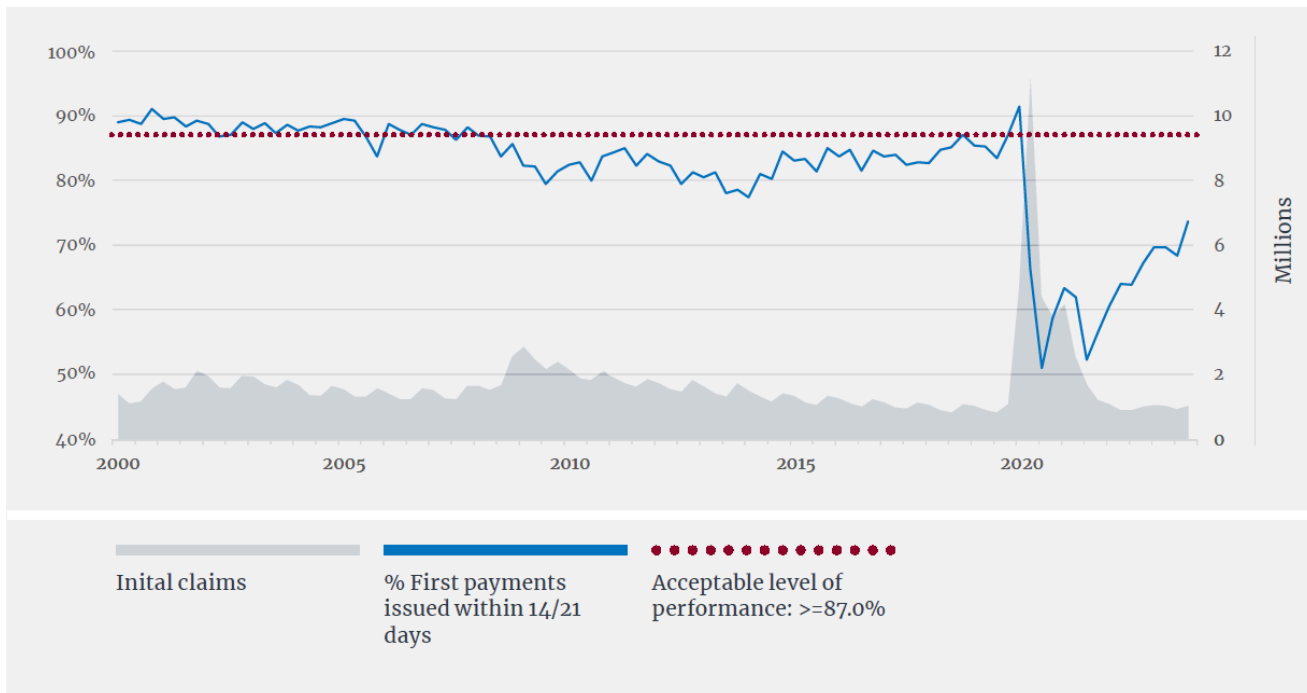
First payment timeliness recovering towards standard after pandemic upheaval

Notes:

Plotted values are quarterly averages. States with waiting weeks are held to standard of issuing at least 87% of first payments within 14 days after the week ending date of the first compensable week in the claimant's benefit year; states without are held to standard of issuing payments within 21 days.

Source:

Benefits Timeliness and Quality (BTQ) Reports of State Workforce Agencies, <https://oui.doleta.gov/unemploy/btq.asp>.





UNITED STATES DEPARTMENT OF LABOR

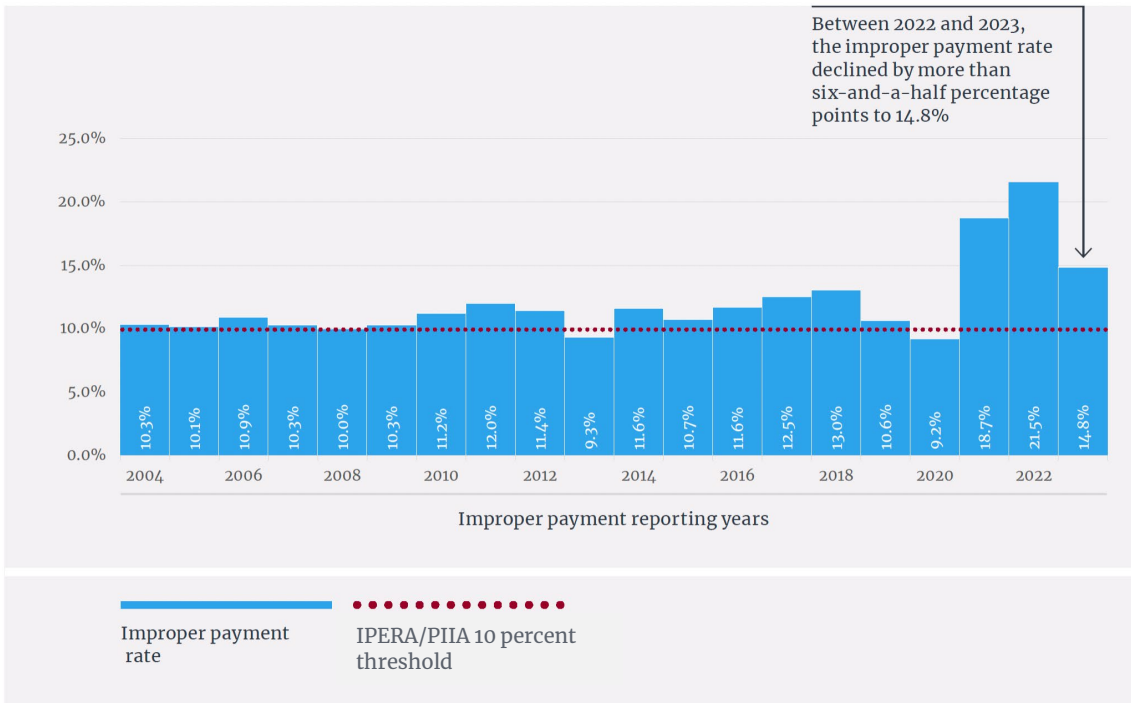
Though still elevated, improper payments also declining after pandemic spike

Notes:

Plotted values are annual average rates of UI improper payments as a percentage of total outlays. The improper payment rate includes both overpayments and underpayments. The improper payment reporting year spans July 1 to June 30.

Source:

PaymentAccuracy.gov, <https://www.paymentaccuracy.gov/payment-accuracy-the-numbers/>.





UNITED STATES DEPARTMENT OF LABOR

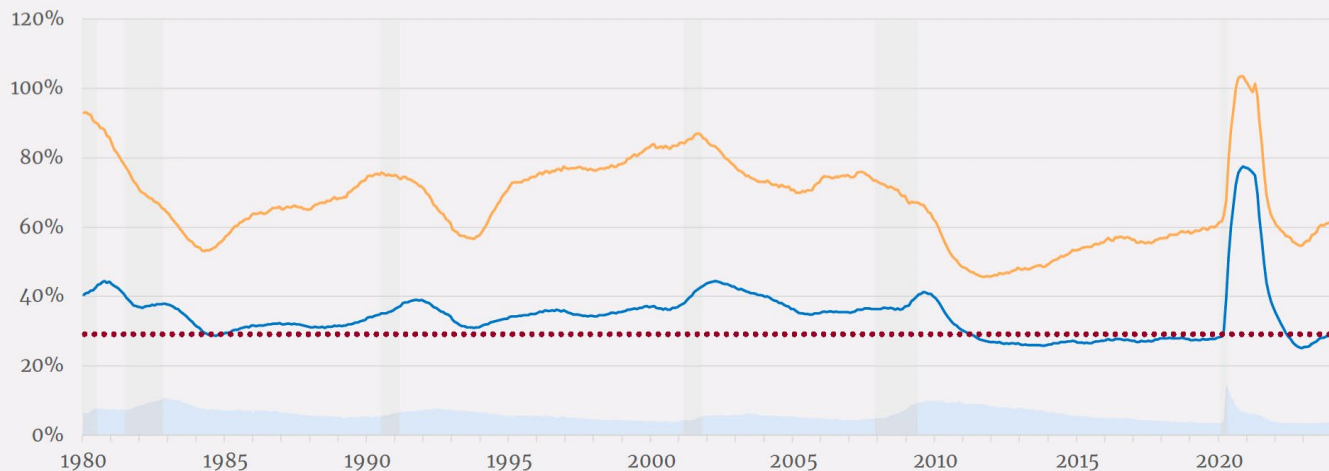
Absent pandemic expansions, UI reciprocity returns to historic lows

Notes:

Plotted values equal the ratio of insured unemployment in regular UI programs to total unemployment; rates are 12-month moving averages.

Source:

Insured unemployment values are derived from the ETA 5159 Claims and Payment Activities report, <https://oui.doleta.gov/unemploy/DataDownloads.asp>; total unemployment data are from the U.S. Bureau of Labor Statistics.



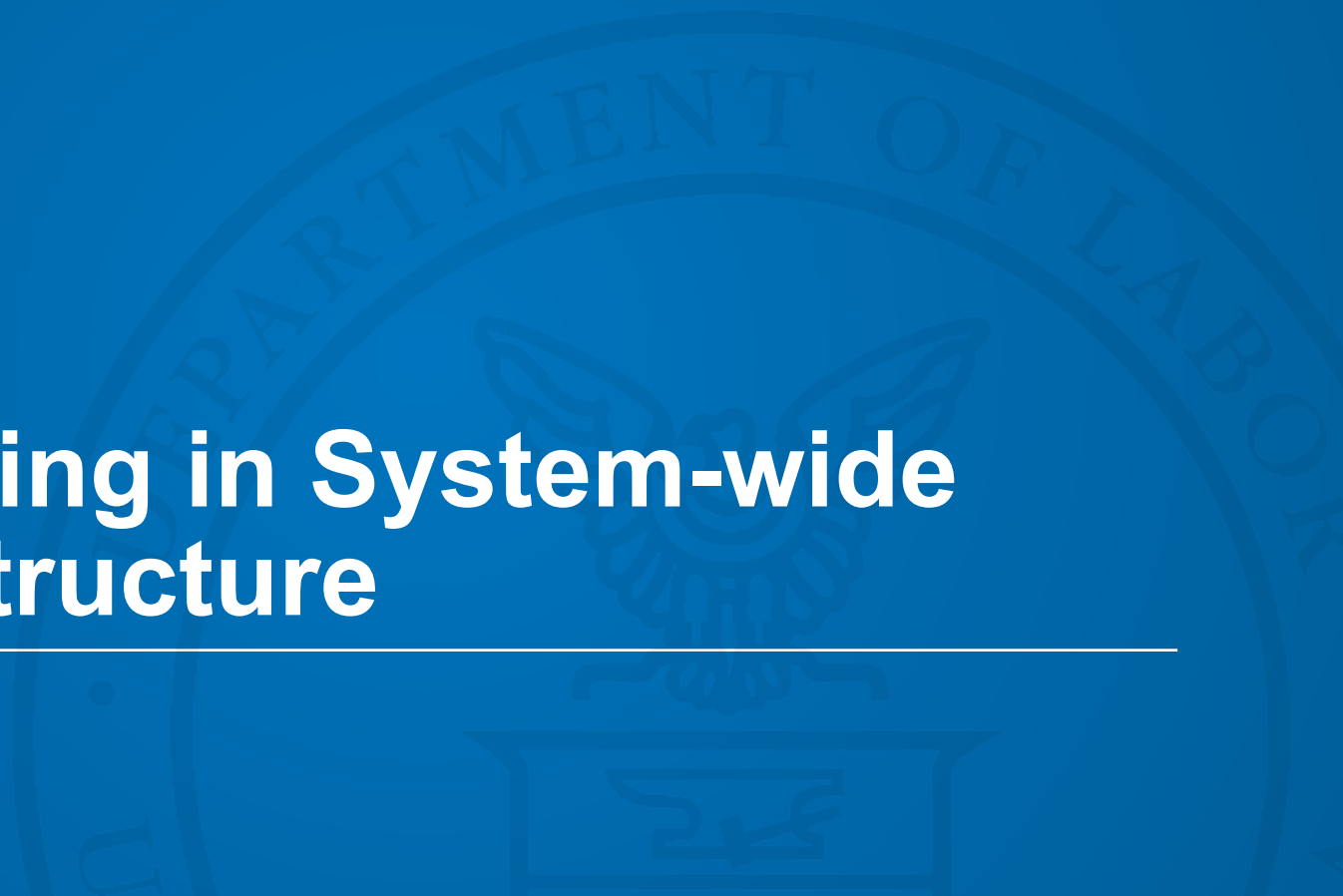
Total unemployment rate

Recession

UI recipients as % of job losers

Current rate (2023)

UI recipients as % of all unemployed

The background of the slide features a large, faint, circular seal of the U.S. Department of Labor. The seal includes an eagle with spread wings perched atop a pedestal, with the words "DEPARTMENT OF LABOR" and "UNITED STATES OF AMERICA" visible around the perimeter.

Investing in System-wide Infrastructure



UI Systemwide Infrastructure Investments

- National Identity Offering (discussed below)
 - Deadline to sign Data Sharing Agreement and to express interest in participating
 - Two Years of coverage
- UI Database Management System (UIDBMS) moving to UI Reporting System (UIRS) (separate slide)
 - ARPA Funds
- UI Integrity Data Hub (IDH) (discussed below)
 - ARPA funds: Treasury Do Not Pay Data Sources
 - ARPA Funds: Fictitious Employer resource
 - Improve Data Analysis
- UI Interstate Connection Network (ICON)
- State Information Data Exchange System (SIDES)
 - Employer Outreach Toolkit (Upcoming Seminar)
 - Upgrade to Modules
 - ARPA funds: Power of Attorney Exchange under development



UI Reporting System (UIRS) State Engagement

- Project summarized in TEN No. [26-23](#), published April 19
- State Input Discovery Phases (Ongoing)
- User Acceptance Testing Events (Ongoing)
- National Webinar (04/22/24)
 - Recording available at <https://ui.workforcegps.org/events/2024/03/22/17/49/Unemployment-Insurance-Reporting-System-UIRS>
- Pilot Testing DV/TPS (June 2024)
- National Survey on Reporting Data needs (Summer 2024)

The background of the slide features a large, faint, circular watermark of the U.S. Department of Labor seal. The seal includes an eagle with wings spread, perched atop a shield, which is set against a background of a classical building facade. The words "DEPARTMENT OF LABOR" are inscribed around the perimeter of the seal.

Strengthening Reemployment Connections



RESEA Recent and Planned Publications

- RESEA FY 2023 Outcome Payments (TEN No. [22-23](#))
 - **Awards of \$37.25M distributed to 43 states in March 2024**
- RESEA FY 2024 Operating Guidance (UIPL No. [08-24](#)/TEGL No. [11-23](#))
 - **Award Letters Transmitted May 2, 2024, announcing over \$290M in operating grants.**
- Revisions to RESEA ETA 9128 report (UIPL No. [09-24](#))
 - **States to begin reporting with revisions ASAP, but no later than February 20, 2025**
- [RESEA Evidence Building and Implementation Study](#), updated April 2024
- Ongoing Developments in RESEA (Coming Soon)
 - Expanded Technical Assistance Staff in ETA
 - RESEA and Supportive Services, UIPL/TEGL in development
 - RESEA State Performance Targets and Midyear Performance Assessment for FY 2024, planned August 2024



Fraud Prevention and Program Integrity Activities



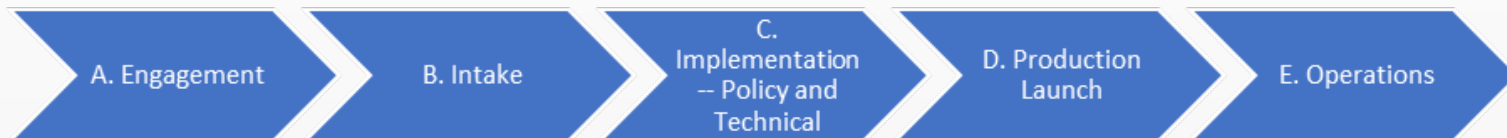
National ID Verification Offering (NIDVO)

- 2 years of transaction costs funded through ARPA (from the date of publication and as long as funding remains available as stated in UIPL No. [11-23, Change 1](#))
 - USPS: In Person verification available nationally, at over 19,000 participating USPS locations in 53 states and territories.
 - GSA – Login.gov: Digital verification
- Effectiveness and Equity data analysis began in Mar 2024
- Recording from 01/24/24 webinar:
<https://ui.workforcegps.org/events/2024/01/09/21/13/National-ID-Verification-Offering>



Participation in National ID Verification Offering

- **Engagement**: State reaches out to ETA Regional Office expressing interest. USDOL schedules a demo outlining the selected offering(s) and follows up with the state with relevant materials (e.g., copy of template Data Sharing Agreement (DSA), list of USPS retail locations, copy of demo)
- **Intake**: State elects to move forward with the offering(s). USDOL conducts an onboarding meeting with the State and coordinates for signatures of DSA. **DSA must be signed by June 28.**
- **Implementation** (both phases occur simultaneously):
 - (1) *Policy*: USDOL and State collaborate on Policy Review under current ID verification guidance; and
 - (2) *Technical*: USDOL collaborates with State over the course of (usually) three 2-week sprints for design, engineering, and testing.





Participation in National ID Verification Offering

Currently operational in 12 states

AR	USPS & Login	OK	USPS
OR	USPS	HI	USPS & Login
UT	Login	CO	USPS
NC	USPS	OH	USPS
MA	USPS & Login	KS	USPS
NH	USPS & Login	WV	USPS & Login

Arranged in order of launch date, from left to right and top to bottom

Status of Launching with Additional States:

- Implementation = 16 states
- Completing DSA = 12 states
- Outreach & Discussions = 8 states



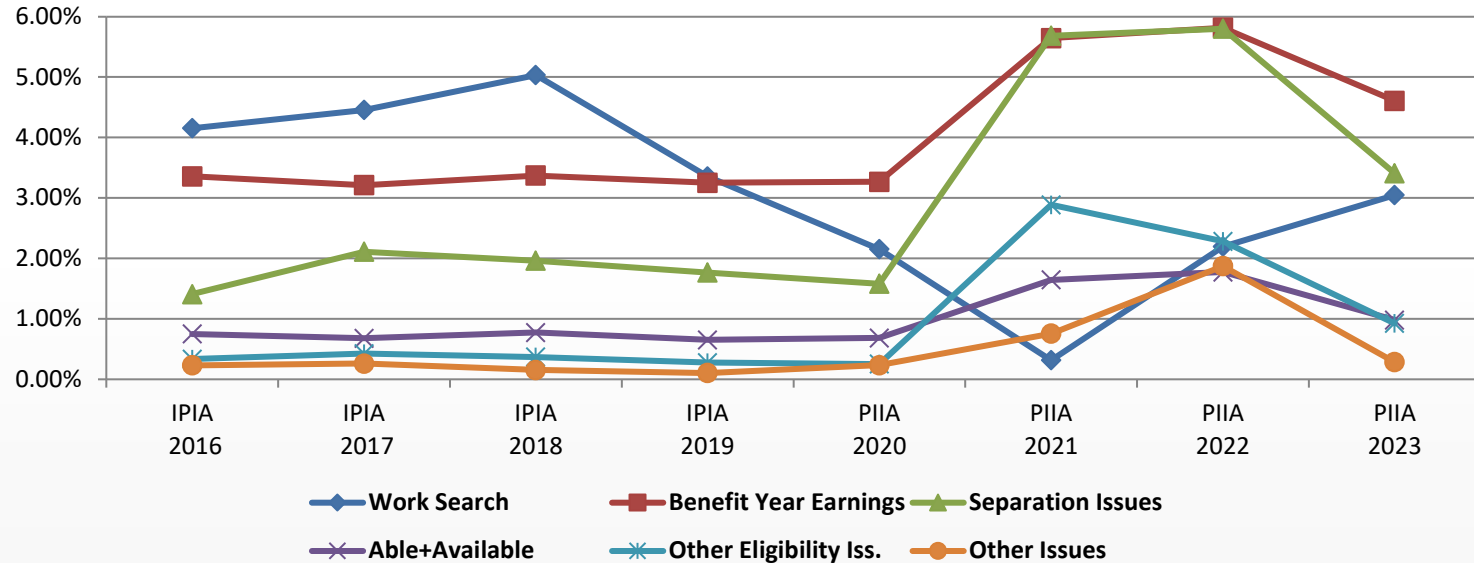


Additional Integrity Activities

- Importance of multi-layered approach to preventing and detecting fraud, as well as increasing state use of the UI Integrity Center's Integrity Data Hub (IDH) (UIPL No. [11-23](#))
- Cross matches and data analytics
 - Increasing robustness of IDH: ARPA investment to support the IDH in gaining access to additional federal data sources and adding suspicious employer data.
 - Data sharing Partnership with Treasury's Bureau of the Fiscal Service to make Do Not Pay data sources and services accessible to states through the IDH (TEN No. [28-23](#))
 - Accessing SSA's Prisoner Update Processing System (PUPS) via ICON (UIPL No. [01-22](#))
- Reporting Unemployment Identity Fraud: www.dol.gov/fraud
- Working with the OIG
 - Sharing Information with DOL-OIG: UIPL No. [04-17 Change 1](#) and TEN No. [05-22](#)
 - Statute of Limitations coming up! Importance of timely referrals of COVID-19 pandemic era UI fraud cases to DOL-OIG and other law enforcement entities (TEN No. [12-23](#))
- UI Fraud Risk Profile using GAO Fraud Risk Framework – More info coming soon to UI Community of Practice on WorkforceGPS. <https://ui.workforcegps.org/>



Improper Payments – Root Causes





UNITED STATES DEPARTMENT OF LABOR

State Information Data Exchange System (SIDES) is an Integrity Control Tool

- The SIDES **Separation Information (SI) Exchange** helps prevent and reduce improper payments by providing states with quicker and more accurate information regarding a persons separation from employment.
- The **Determination and Decisions (DD) Exchange** reduces improper payments by quickly notifying employment of non-monetary decisions on claims.
- Obtaining earnings information through the **Earnings Verification (EV) Exchange** stops improper payments at an early stage and reduces benefit earnings improper payments.
- The **Benefit Changes (BC) Exchange** helps detect improper payments have provide quick and electronic notice to employers of charges to their account allowing for issues to be raised sooner.
- A 2017 OIG report found that SIDES contributes to a reduction in separation errors and recommended more be done to increase employer participation (<https://www.oig.dol.gov/public/reports/oa/viewpdf.php?r=04-17-003-03-315&y=2017>)



ARPA-funded Tiger Team Projects

- Many of the ARPA-funded projects identified by the Tiger Team engagements are aimed at addressing improper payments. Examples include:
 - Real time connection with Integrity Data Hub
 - Wage Calculator to help prevent Benefit Year Earnings (BYE) errors
 - Improving uses of SIDES, such as single sign on with states' employer portals
 - Use of Behavioral Insights to reduce mistakes on BYE, Separation Issues, and Work Search
 - Converting documents/forms to Plain Language to reduce errors



UI Tax Integrity

- Tax Integrity is part of UI Program Integrity
- UI Integrity Symposium held in December 2023 in OKC
 - Included Tax Integrity Track
- Fictitious Employer Schemes
 - Enhancement to IDH: Expanding data collection and analytics to include employer data (i.e., creating an Employer Tax Integrity (ETI) Module).
- Addressing Worker Misclassification
 - States should monitor their performance under the Effective Audit Measure to determine if effectively detecting and preventing worker misclassification (see UIPL No. 03-11).
- Developing New Tax Performance System (TPS) Training Modules

Additional Equitable Access Activities



Additional Equitable Access Activities

- New guidance on Equitable Access in the UI Program (UIPL No. [01-24](#)) published November 8, 2023
- New [webcast series](#) for Plain Language posted on WorkforceGPS on February 20. Topics include:
 - Foundations 101: What is plain language, defining your audience, information hierarchy, tactics for writing in plain language, and validating your work.
 - Voice and Tone: Differences between voice and tone, review of plain language guideline, and workshop tutorial.
 - Content Focused Research: What is research and why does it matter, types of research, research logistics, etc.
- Virtual Convening of States with Navigator Grants on February 20
 - The meeting was an opportunity for ETA to gather current status of the states' efforts with community-based organizations, obtain feedback on the experience (what is working and what could be improved), and to allow for information sharing across the participating pilot states.



Additional Equitable Access Activities

- Updated UI Equitable Access Toolkit (TEN No. [30-23](#)).
https://www.workforcegps.org/resources/2023/04/UI_Content/Public_Equitable_Access_Toolkit
- Training Lessons on Fundamentals of Equitable Access in UI (Ten No. [06-23](#))
- New resources about improving online applications with Customer Experience (CX) principles: <https://www.dol.gov/agencies/eta/ui-modernization/customer-experience/improve-applications>
 - Improve the usability of application and reduce claimants' cognitive fatigue
 - Reduce agent intervention
 - Decrease digital access barriers to the program


Tools for States: WorkforceGPS UI Equitable Access Toolkit

Can help guide states' actions to improve equitable access in a step-by-step approach (TEN No. [30-23](#)).

Covers the topics of:

- Equitable Access Data & Metrics
- Community Outreach
- Plain Language Standards
- Language Assistance Services
- Online Accessibility
- Digital User Experience
- Improving Claimant Access
- Contact Center Operations
- Equity Safeguards for Program Integrity
- Equity Safeguards for Automated Processes

WorkforceGPS / Resources / UI_Content / Unemployment Insurance Equitable Access Toolkit



**UNEMPLOYMENT INSURANCE
EQUITABLE
ACCESS
TOOLKIT**

POST INFORMATION

Likes: 3
Views: 749
Last Updated: 8/16/2023
Resource Publication Date: 2023
Posted By: Lisa Harrison
Posted In: Global

RELATED CONTENT

- Equity Toolkit pdf - size: 11.5MB
- UIPL 10-23: Cancellation of American Rescue Plan Act (ARPA) Related Guidance
- UIPL 11-23: Announcement of Grant Opportunities and National Identity (ID) Verification Offering under the American Rescue Plan Act (ARPA)
- UIPL 02-22 (Announcement of Tiger Teams and Funding Allocations)
- UIPL 02-22 Change 2 (Announcement of Date Extension)
- UIPL 02-16 (Ensuring Access to UI Benefits)
- UIPL 02-16 Change 1 (Ensuring Access to UI Benefits)
- UIPL 11-14 (Claimant Demographic Data)
- UIPL 23-21 (Equity Grant)
- UIPL 11-22 (UI Navigator Program)
- Unemployment Insurance Modernization

CONTENT INFORMATION

Topics: UI Operations - General

[VIEW ALL CATEGORIES](#)

Unemployment Insurance Equitable Access Toolkit

Resource

In 2021, in the aftermath of the COVID-19 pandemic, the U.S. Department of Labor launched its "Tiger Team" initiative. As outlined in Unemployment Insurance Program Letter (UIPL) No. 02-22, the goals of the initiative are to help state Unemployment Insurance (UI) agencies in: 1) promoting equitable access; 2) preventing and detecting fraud and recovering fraudulently paid funds; 3) ensuring the timely payment of benefits as well as engaging in activities to reduce workload backlogs.

Findings from the UIPL No. 02-22 Tiger Team Initiative revealed that many states have been working to promote equitable access to their UI programs. In response, the Department of Labor has developed the Unemployment Insurance Equitable Access Toolkit to present common recommendations, leading practices, and insights. The Toolkit is presented as a PDF document that can be downloaded by clicking the link below.

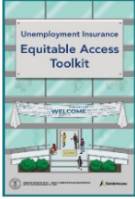
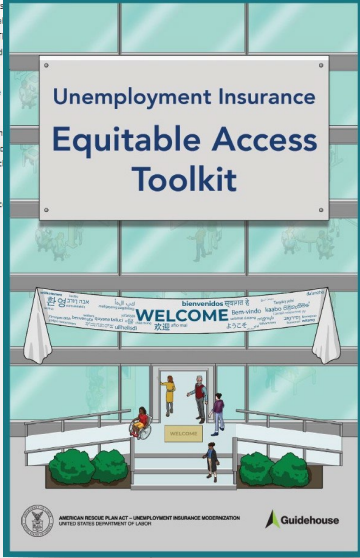
If you are interested in learning more about Equitable Access in UI or working with the Regional Office.

The Unemployment Insurance Equitable Access Toolkit contains common equity recommendations, practices, and insights, represented visually as a different floor of an agency office building. The Toolkit is presented as a PDF document that can be downloaded by clicking the link below.

The following topics (floors) are included in the Unemployment Insurance Equitable Access Toolkit:

- Floor #1: Equitable Access Data & Metrics
- Floor #2: Community Outreach
- Floor #3: Plain Language Standards
- Floor #4: Language Assistance Services
- Floor #5: Online Accessibility
- Floor #6: Digital User Experience
- Floor #7: Improving Claimant Access
- Floor #8: Contact Center Operations
- Floor #9: Equity Safeguards for Program Integrity*
- Floor #10: Equity Safeguards for Automated Processes*

*Currently under construction and "Coming Soon"



Download Unemployment Insurance Equitable Access Toolkit 48.2 MB

Tools for States: Online Training for Fundamentals of Equitable Access in UI

Intended to promote awareness of equitable access barriers within the UI system and provide suggested actionable solutions to mitigate or remove those barriers (TEN No. [06-23](#)).

This lesson covers:

- Advancing Equity, Access, and Integrity in UI
- Key Laws, Regulations and Guidance
- The Claimant Journey
- Identifying the Benefits of Equitable Access in UI
- More to come....



EXIT

Equitable Access in Unemployment Insurance



AMERICAN RESCUE PLAN ACT – UNEMPLOYMENT INSURANCE MODERNIZATION
UNITED STATES DEPARTMENT OF LABOR

Other Matters





Other Activities

- New guidance on use of debit cards for benefit payments developed in collaboration with Consumer Finance Protection Bureau (CFPB)
 - UIPL No. [34-09 Change 1](#) published May 31
 - Claimants must have access to benefits at no cost (e.g., ability to withdraw the entirety of each UC payment at no cost)
 - States may not mandate the use of debit cards
- Proposed revisions to ETA 203, *Characteristics of the Insured Unemployed*
 - [89 Fed. Reg. 39649](#), published May 9 and comments due July 8
- Procedures for Payment Integrity Information Act (PIIA) Reporting Year 2024
 - UIPL No. [11-24](#) published May 3



Continued Oversight Activities

- USDOL Office of Inspector General (OIG)
 - See [OIG FY 2024 Audit Workplan](#)
 - 12 active audits in progress and ETA addressing approximately 45 open recommendations from prior reports (we anticipate more to come).
 - Ten OIG recommendations have been closed in FY 2024.
- US Government Accountability Office (GAO)
 - 8 active studies in progress and ETA addressing 15 open recommendations.
 - Recent publications:
 - Biometric Identification Technologies: Considerations to Address Information Gaps and Other Stakeholder Concerns (<https://www.gao.gov/products/gao-24-106293>) published 4/22/24
 - Estimated amount of fraud during the pandemic (<https://www.gao.gov/products/gao-23-106696>) published 09/12/23
 - IT Modernization Challenges (<https://www.gao.gov/products/gao-23-105478>) published 07/10/23

Additional Resources



UNITED STATES DEPARTMENT OF LABOR

Staff Resources

Active USDOL Advisories SUBSCRIBE TO EMAIL	https://www.dol.gov/agencies/eta/advisories Most recent list published 12/11/23 in TEN No. 14-23
UI Directors' Guide	https://oui.doleta.gov/unemploy/docs/ui_directors_Mar2020.pdf
Federal-State Partnership Paper	https://oui.doleta.gov/unemploy/pdf/partnership.pdf



Overarching Reports

<p>OUI's Division of Legislation Publications</p> <ul style="list-style-type: none">• Comparison of State UI Laws• Significant Provisions of State UI Laws• Report on State Legislation	https://oui.doleta.gov/unemploy/statelaws.asp#RecentStatelaw
<p>Tax Measures Report</p>	https://oui.doleta.gov/unemploy/sig_measure.asp
<p>UI Trust Fund Solvency Report</p>	https://oui.doleta.gov/unemploy/solvency.asp
<p>FY 2023 UI Integrity Strategic Plan</p>	https://oui.doleta.gov/unemploy/integrity_plan.asp



UNITED STATES DEPARTMENT OF LABOR

Service Delivery Toolkits

NASWA Behavioral Insights Toolkit (TEN No. 15-21)	https://library.naswa.org/bitoolkit
Equitable Access Toolkit (TEN No. 30-23)	https://www.workforcegps.org/resources/2023/04/UI_Content/Public_Equitable_Access_Toolkit
<i>Fundamentals of Equitable Access</i> Training Module (TEN No. 06-23)	https://learning.naswa.org/public/contentdetails/11751/equitable-access-in-unemployment-insurance
Plain Language Repository	https://www.dol.gov/agencies/eta/ui-modernization/use-plain-language/plain-language-repository
Claims Status Playbook	https://www.dol.gov/agencies/eta/ui-modernization/customer-experience/claims-status
Claims Status Playbook Webinar	https://ui.workforcegps.org/announcements/2023/09/19/18/29/Claims_Status_Playbook_Webinar_2023



UNITED STATES DEPARTMENT OF LABOR

Technology

USDOL IT Modernization Strategy	https://www.dol.gov/agencies/eta/ui-modernization/2023-strategy
Robotic Process Automation (RPA) Toolkit (TEN No. 25-22)	https://www.workforcegps.org/resources/2023/04/UI_Content/Public_RPA_Toolkit_Landing_Page
RPA Webinars	<ul style="list-style-type: none">• RPA 101: https://ui.workforcegps.org/resources/2023/11/06/14/25/Robotic-Process-Automation-101• RPA and Appeals: https://ui.workforcegps.org/events/2023/10/06/17/06/Robotic-Process-Automation-40-RPA-41-in-Appeals
Open UI Initiative	<ul style="list-style-type: none">• Introductory blogpost: https://www.dol.gov/agencies/eta/ui-modernization/open-ui-initiative• Webinar: https://www.workforcegps.org/events/2024/01/26/14/50/Open-Unemployment-Insurance-Initiative-Open-UI-Webinar
Artificial Intelligence Pilot with Colorado and Stanford University	https://www.dol.gov/agencies/eta/ui-modernization/aiaa



UNITED STATES DEPARTMENT OF LABOR

Other

ARPA Tools, Resources, Training, and Technical Assistance	https://www.workforcegps.org/resources/2023/04/UI_Content/Public_ARPA_External
UI Modernization Reference Site	https://www.dol.gov/agencies/eta/ui-modernization
Insights and Successes from ARPA Investments	https://www.dol.gov/agencies/eta/ui-modernization/arpa-success-stories
Tiger Team Cohort Trends	https://oui.doleta.gov/unemploy/pdf/TigerTeamCohortTrendsJanuary2023.pdf
Overview of State Equity Grants (as of 5/15/23)	https://oui.doleta.gov/unemploy/pdf/AIR_ARPA_StateEquityGrantsSummaryMemo_Final.pdf



UNITED STATES DEPARTMENT OF LABOR

Thank You!

