Review of State UI Benefits and Tax System Developments

Dale Smith, Chief Operating Officer
Mississippi Department of Employment Security
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  o True legacy processes
    • Paper
    • Pen
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• **Mainframe (mid 1970’s to 2005)**
  - Modern technology begins
    - Recording data
    - Batch processing
    - Record keeping
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• Web (2006 – 2011/14)
  o Second generation modern technology
    • Online, real-time processing
    • Customer self-service
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    • Record keeping

• Web (2006 – 2011/14)
  o Second generation modern technology
    • Online, real-time processing
    • Customer self-service

• Cloud (2012 /15 – ?)
  o Third generation modern technology
    • Multi-tenancy
    • Rules/decision engine driven
• Change Drivers
  • Declining resources
  • Technology maturity
  • Legislative changes
  • Customer Demand
  • Workforce program connectivity
  • Criminal activities
o System features of third generation UI technology

• Self-service
  ▪ Tax, wage reports, initial claims, weekly certifications and account maintenance
• Migration to cloud hosting
• Refactored to multi-tenancy
• Mobile technology capable
  ▪ Weekly benefits certification
  ▪ Online work search reporting and validation
• Big data analytics
  ▪ Fraud pattern detection
  ▪ Re-employment effort engagement
• Rules and decision engine driven
• Single sign-on for UI and workforce technology
ADVANTAGES

- **Reduced cost of operation**
  - Enhanced self-service features
  - Faster response times
  - Better connectivity
  - Enhanced fraud detection and prevention
  - Less dependence on human resources
**CHALLENGES**

- Development funding
- Lack of development staffing
- **Shortage of development expertise**
- No road map – reengineered systems
- Human resistance to change
- Risk associated with being the first
- Increased incidence of criminal activity

**ADVANTAGES**

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Exporting the success/paying the bills

- Consortium Development
  - 11 states expressed an interest
  - Four states started the journey
  - Three states developed and are maturing the partnership
    - Mississippi
    - Rhode Island
    - Maine
      - THE MRM CONSORTIUM
- Funded by a grant from USDOL
  - Funds available into 2018 for this development
    - Obligation to share with other states
- Onboarding
  - Discussions in progress now with other potential partners
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