

Appendix II – Strategies

Action area 1 Adequately funding UI administration	Status as of Q2 FY 2024
1.1. Update key factors in the Department’s formula for estimating state administrative funding	Completed
1.2. Evaluate the level and distribution of administrative funding	Underway

Action area 2 Delivering high-quality customer service	Status as of Q2 FY 2024
2.1. Develop customer-centric recommendations for state unemployment insurance (UI) programs	Completed
2.2. Promote and support plain language activities	Completed
2.3. Give states actionable tips for adopting Robotic Process Automation into current workflows	Completed
2.4. Support states in strengthening customer experience and information technology (IT) metrics	Underway
2.5. Promote responsible automation to streamline non-discretionary, repetitive tasks	Underway
2.6. Consider updates to unemployment compensation (UC) confidentiality regulations to better support UC stakeholders	Underway
2.7. Update reporting on claims to enhance understanding of timeliness	Planned
2.8. Update the acceptable level of performance for timeliness measures	Planned
2.9. Update timeliness and adjudication reporting	Planned

Action area 3 Building resilient and responsive state IT systems	Status as of Q2 FY 2024
3.1 Apply principles of effective pilot program design	Completed
3.2. Invest in measurable and agile UI IT modernization through grants	Underway
3.3. Create opportunity for knowledge-sharing and collaboration on open and modular IT solutions	Underway
3.4. Enhance the reliability and accessibility of the Department's UI database management system	Underway
3.5. Enhance the UI IT Modernization Pre-Implementation Planning Checklist	Planned

Action area 4 Bolstering state UI programs against fraud	Status as of Q2 FY 2024
4.1. Designate a responsible entity in the Department for improper payment reduction	Completed
4.2. Assess fraud risk in state UI programs using leading practices in the Government Accountability Office's Fraud Risk Framework	Completed
4.3. Develop an interim solution to provide the Department of Labor, Office of Inspector General (DOL-OIG) direct access to states' claims data, and Integrity Data Hub (IDH) data, for the purpose of audits and investigations	Completed
4.4. Better enable states to cross-match UI claims against prisoner records	Completed
4.5. Strengthen resources for victims of UI identity (ID) fraud	Completed
4.6. Provide states with funding to strengthen capacity to protect the UI program from fraud and recover overpayments	Underway

4.7. Strengthen ID verification in state UI programs	Underway
4.8. Expand states' cross-matching capabilities with the IDH	Underway
4.9. Expand states' reporting of nonmonetary determination and disqualification activities	Underway
4.10. Partner with the DOL-OIG and other law enforcement agencies	Underway
4.11. Strengthen states' Integrity Action Plans	Underway
4.12. Coordinate with banks, financial institutions, and law enforcement	Underway

Action area 5 Ensuring equitable access to robust benefits and services	Status as of Q2 FY 2024
5.1. Issue guidance that provides states greater clarity on key equity-related concepts and requirements	Completed
5.2. Relieve the burden of repayment of Coronavirus Aid, Relief, and Economic Security (CARES) Act overpayments for claimants not at fault	Completed
5.3. Compile and disseminate Department's learnings from Tiger Team engagement on equitable access	Completed
5.4. Invest in equity-enhancing programs and activities through grants	Underway
5.5. Orient state staff to equity-related guidance and techniques through trainings	Underway
5.6. Enhance and expand states' UI data reporting, to better understand racial/ethnic and other inequities in regular UI benefit receipt	Underway
5.7. Facilitate partnership with community-based organizations through the UI Navigator Program	Underway
5.8. Develop new, deeper equity-related insights through state data partnerships	Underway

5.9. Explore methods of verifying the income of non-standard workers	Planned
5.10. Explore policy issues related to coverage of contingent and self-employed workers, especially during economic emergencies	Planned
5.11. Research new performance standards for equitable access	Planned
5.12 Train states to effectively address worker misclassification	Planned
5.13 Make clear that states can share information with agencies that enforce wage- and -hour laws to address misclassification	Planned

Action area 6 Rebuilding and stabilizing the long-term funding of state UI benefits	Status as of Q2 FY 2024
6.1. Continue publishing an annual report as a means to provide information and educate the public on the status of states' UI solvency	Underway

Action area 7 Strengthening reemployment and connections to suitable work	Status as of Q2 FY 2024
7.1. Increase staffing to support the Reemployment Services and Eligibility Assessment (RESEA) program	Completed
7.2. Monitor RESEA and UI program performance with three new performance measures	Completed
7.3. Promote expansion of Short-Time Compensation (STC) through grants under the CARES Act	Completed
7.4. Reward state RESEA program performance with outcome payments	Completed
7.5. Publish and implement a revised RESEA State Plan template	Completed

7.6. Develop a significant body of causal evidence regarding effectiveness of RESEA and related interventions	Completed
7.7. Develop a base-funding formula for RESEA state grants	Completed
7.8. Expand states' reporting of RESEA activities to account for the increased opportunity for innovation in service delivery	Underway
7.9. Issue guidance on worker profiling approaches	Planned
7.10. Disseminate best practices for implementation and promotion of STC in states	Planned
7.11. Help states re-envision work search	Planned