
UI 101 Training for Vendors

Course Overview

This course is designed to familiarize information technology professionals and other project staff with the concepts, laws, administrative regulations, and business processes of the Unemployment Insurance (UI) program. It introduces participants to the basics of UI Tax, Benefits and Appeals regulations and processes at both the national and state level. The course starts with a brief overview of the history and purpose of the UI program and describes how UI benefits and administrative costs are funded.

Participants will gain an understanding of the employer's role in the UI system, including: establishment of an employer account; the reporting of quarterly wages and payment of taxes; how employer rates and charging of benefits are determined; and various enforcement activities within the UI Tax program. The instructors walk participants through the various steps in filing a claim including calculations for a monetary benefit amount and determining claimants' eligibility for benefits. The training also includes a description of different claim types; UI claimant and employer appeal rights; overpayment determination; adjustments; and fraud issues. The training concludes with an overview of required UI performance measures and Federal and Non-Federal reporting.

Learning Outcomes

Upon completing this course, participants will be able to:

- explain the purpose of the Unemployment Insurance program and the unique federal-state partnership that exists,
- describe the functional flow of processes and explain the interconnectivity between the various UI functional areas covering Tax, Benefits, and Appeals, and
- discuss the importance of collecting specific data regarding workload and performance of the state UI program and how this is accomplished both manually and using technology.

Target Audience

The training targets vendor and contractor staff and project managers currently assigned to or who anticipate being assigned to an Unemployment Insurance Information Technology Modernization project for one or more states.

Duration

The training is an in-person training course conducted as three full-day sessions.

About the Trainers

UI 101 Training for Vendors

David McGuire UI SUBJECT MATTER EXPERT

David McGuire is a UI Subject Matter Expert for ITSC. He joined the New Jersey Department of Labor, Division of Unemployment Benefits, as a claims examiner in 1975. His tenure with the department spanned 33 years during which time he served in a variety of frontline and administrative positions. His career progressed from worker to supervisor to manager culminating in his appointment as the assistant director in charge of UI operations. Among his most significant accomplishments was the conversion of New Jersey's nonmonetary process from an in person, office-based operation to a telephonic, centralized methodology. This conversion necessitated the consolidation of 250 employees from 25 separate UI offices into nine adjudication centers and the development of policies, tools and procedures that facilitated state performance for nonmonetary timeliness and quality.

Mr. McGuire retired from the state of New Jersey in 2008. In addition to working with ITSC, he continues to serve the State of New Jersey on a part-time basis as an appeals examiner.

Barbara Ramsey UI SUBJECT MATTER EXPERT

Barbara Ramsey is a UI Subject Matter Expert for ITSC. Prior to joining ITSC, she retired as the UI Director for the Oklahoma Employment Security Commission. She began her career with Oklahoma in January 1987 working 26 years in the Unemployment Insurance program. She spent 9 years in the Benefit Division with Federal Claims and Benefit Payment Control (BPC) unit, 7 years in the Quality Control Unit as a Benefit Accuracy Measurement (BAM) investigator and Tax Performance System (TPS) Reviewer. In 2004, Ms. Ramsey was selected as the Assistant Director of Tax and then in 2011 she was selected as the UI Director over Benefits and Tax operations. She retired in July 2013 and joined the ITSC team working on Unemployment Insurance IT modernization projects.

Colin Lennox PMP, CSM, ITIL FOUNDATION V3 | ITSC PROJECT MANAGEMENT OFFICE DIRECTOR

Colin Lennox is technical and project management Subject Matter Expert. Mr. Lennox has been with the ITSC since 2000, first as a contractor and for the past 4 years as a NASWA employee, serving in many technical and management roles. Mr. Lennox has worked as development lead on ITSC projects for 12+ states in the development of UI Internet web front end and middleware applications including Initial and Continued Claims, Employer Registration and Quarterly Wage filing applications. Mr. Lennox has experience with software development in both the .NET and Java platforms, and has business analysis experience including work on the development of requirements for the State Information Exchange System (SIDES). More recently, Mr. Lennox served as Project Manager/Director for the development of UI IT Modernization requirements for the State of Connecticut and the NYNJ Consortium. Mr. Lennox became the ITSC PMO Director in 2014.

Content Developers

The content of the UI 101 Training for Vendors was developed by a team of UI Subject Matter Experts from ITSC and from NASWA. Below is a list of the contributors to this training.

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Day 1 Agenda

The Basic UI System

- History of Unemployment Insurance
- How UI is Funded
- Legislative Changes
- A National View of UI IT Systems

UI Tax

- Employer Registration and Status Determination
- Report Submission and Processing
- Payment Processing
- Employer Rating and Benefit Charging
- Report Delinquency
- Tax Enforcement Activities
- Field Audit
- Employer Account Maintenance
- Trust Fund Accounting
- Common Tax Interfaces
- Technical Takeaways

Includes class activity:

New Employer Registration and Liability Determination

Day 2 Agenda

UI Benefits

- Initial Claims
- Claim Entitlement Types
- Interstate Benefits and UI ICON Applications
- Monetary Determinations
- Connection to the Workforce System
- Tools available to access UI and reemployment services for job-seekers
- Filing and Payment of Weekly Benefits
- Continued Eligibility Requirements
- State variations allowed in the UI program
- Common Benefit Interfaces
- Technical Takeaways

Benefit Payment Control (BPC)

- Preventing, Detecting and Establishing Overpayments
- Overpayment Recovery Methods
- Technical Takeaways

Includes class activity:

New Hire Cross Match Considerations

Day 3 Agenda

Adjudication

- Nonmonetary Eligibility
- Separation vs Non-separation Issues
- Identifying, Scheduling, and Resolving Issues

Appeals Process

- Conducting Hearings
- Impact of Reversals

Includes class activity:

Consequences of a Wage Correction

Other Benefit Programs

- Extended Benefit Programs
- Trade Programs
- Disaster Unemployment Assistance

UI Reporting, Performance Measures, Performance Management

- Benefit Accuracy Measurement (BAM)
- Benefit Timeliness & Quality (BTQ)
- Lower Authority Appeals Quality
- Tax Performance System (TPS)
- Data Validation
- Technical Takeaways