

Unemployment Fraud Update

**Ryan Wright
Acting Secretary of Labor**

**Joint Committee on
Information Technology
(JCIT)**

December 16, 2020

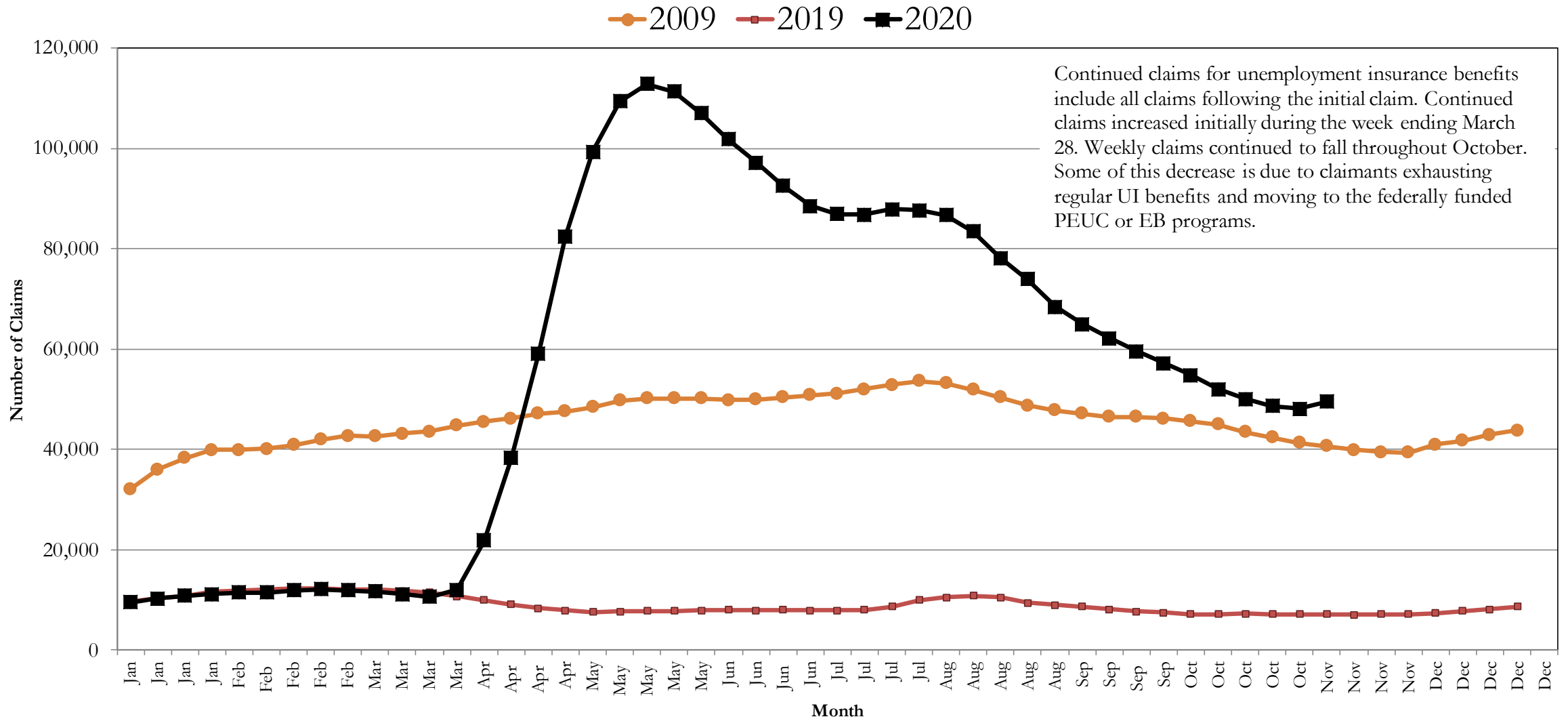


KDOL Overview

Since March 15, KDOL has paid out over 3.4 million weekly claims totaling over \$2.4 billion between regular unemployment, and the federal pandemic programs.

Weekly Continued Claims for Regular Unemployment Insurance (4-Week Moving Average)

Kansas
2009, 2019, 2020



Source: Kansas Department of Labor, Labor Market Information Services; Unemployment Insurance Statistics

Each data point represents an average of initial claims for the current week and three preceding weeks. Note: This chart shows continued claims for Regular UI. PEUC, PUA, and EB claims are not included.

KDOL Overview



Regular UI

- Filing for Unemployment Insurance (UI) is the first step for affected workers
- Available for up to 26 weeks



PEUC

- Pandemic Emergency Unemployment Compensation (PEUC) is federal extension of benefits of 13 weeks for those who have exhausted UI
- Available through Dec. 26, 2020



Extended Benefits (EB)

- Extended Benefits (EB) is available only after PEUC is exhausted
- USDOL recently reduced the program from 20 weeks to 13 weeks

EXPIRED on 12/12/20



PUA

- Pandemic Unemployment Assistance (PUA) expands access to unemployment by including those who are affected by COVID-19 and not eligible for UI, PEUC, or EB
- USDOL recently reduced the program from 46 weeks to 39 weeks

KDOL Overview



LWA

- Lost Wages Assistance (LWA) is funded by FEMA to provide \$300 per week to supplement unemployment benefits to eligible claimants
- Available for any claims for the weeks ending Aug. 1, 2020 through Sept. 5, 2020; payments will be retroactive
- To be eligible, claimants must self-certify that they were unemployed or partially unemployed because their work was directly impacted by the COVID-19 pandemic, and must have a weekly benefit amount of at least \$100



FPUC

- Federal Pandemic Unemployment Compensation (FPUC) was available March 29, 2020 through July 25, 2020
- FPUC sent out weekly payments of \$600 to eligible claimants receiving benefits from UI, Shared Work, TRA, Disaster Unemployment Assistance, PUA, or PEUC

Accenture Overview

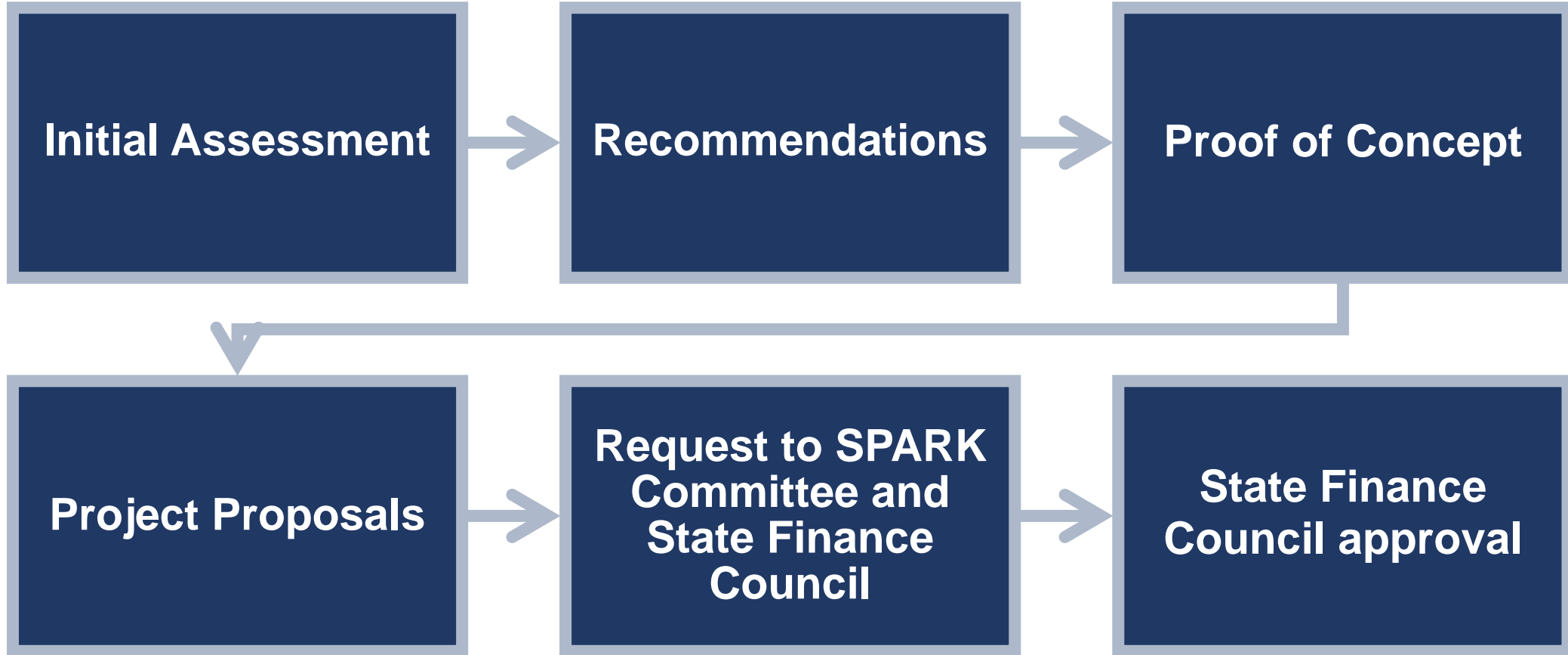
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KDOL-Accenture Overview

Accenture Process:



KDOL-Accenture Overview

INITIAL FOCUS AREAS

IT Systems & Infrastructure

Claims & Call Center Operations

Customer Service & Stakeholder Communications

ONGOING FOCUS AREAS

SURGE SUPPORT
77%

IT STABILIZATION
8%

AGENCY STABILIZATION & OPTIMIZATION
15%

KDOL-Accenture Overview

INITIAL FOCUS AREAS

IT Systems &
Infrastructure

Claims & Call Center
Operations

Customer Service &
Stakeholder
Communications

Accenture's Initial Findings:

- **System architecture** prevents quick delivery of new requirements and programs.
- Existing **processes need to be more effective and efficient**, while also taking advantage of current system functionality.
- Call and claims volumes are **overwhelming current staffing levels**.

KDOL-Accenture Overview

SURGE SUPPORT

ADJUDICATIONS
SUPPORT

BUSINESS HELP
DESK

CALL CENTER
OPERATIONS

FRAUD TEAM
SUPPORT

PUA OPERATIONS

IT STABILIZATION

CAPACITY BUILDING
&
SKILLS ASSESSMENT

INCIDENT RESPONSE
& SUPPORT

PUA BUILDOUT

SYSTEM
STABILIZATION

WEBSITE REDESIGN

AGENCY STABILIZATION & OPTIMIZATION

ACCOUNTING
SUPPORT

CORRESPONDENCE
REVIEW

SHARED WORK
STABILIZATION &
EXPANSION

YEAR-END TAX
PROJECT

KDOL-Accenture Overview

SURGE SUPPORT

ADJUDICATIONS SUPPORT BUSINESS HELP DESK CALL CENTER OPERATIONS

FRAUD TEAM SUPPORT PUA OPERATIONS

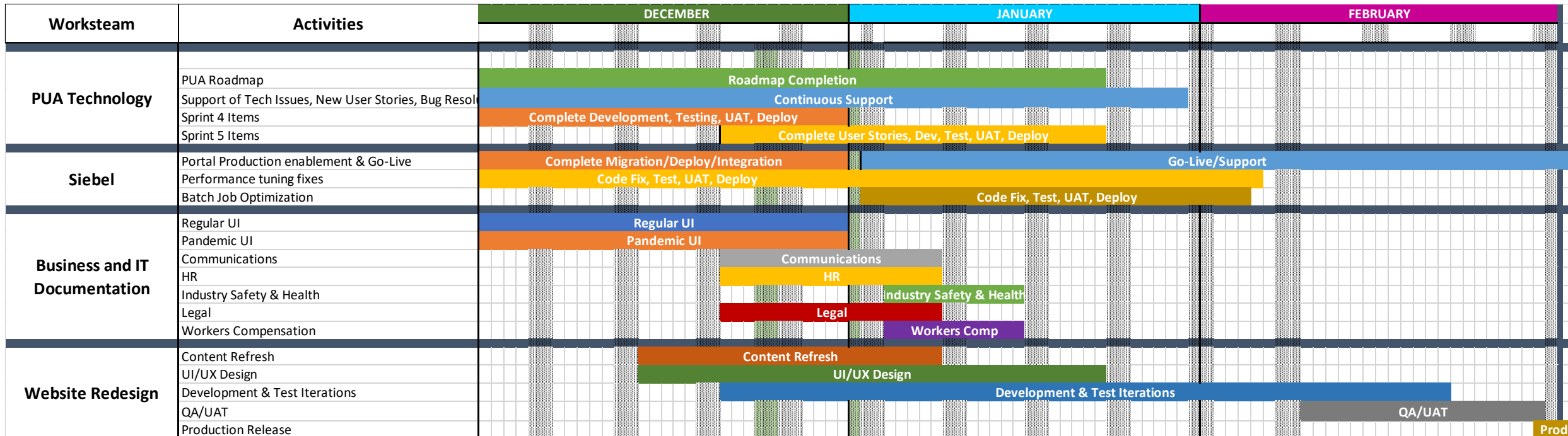
Worksteam	Activities	DECEMBER					JANUARY					FEBRUARY		
		W9-1	W9-2	W10-1	W10-2	W10-2	W11-1	W11-2				W12-1	W12-1	W13-1
Enterprise Training	SURGE UI Training - Weeks 1 & 2	W9-1	W9-2	W10-1	W10-2	W10-2	W11-1	W11-2				W12-1	W12-1	W13-1
	SURGE CWC Expansion Trng.		CWC	CWC	CWC	CWC								
	SURGE QA / Assessment	Continuous QA/Assessment					Continuous QA/Assessment					Continuous QA/Assessment		
	PUA Ops Training		PUA	PUA										
	PUA Delta Training (NonMon)	PUA NM		PUA NM										
	Shared Work		SW											
	Employer Help Desk	EHD	EHD											
ADJ Separations Training		Adj			Adj									
Amelia	UI virtual assistant	Continuous design/deployment					Continuous design/deployment					Continuous design/deployment		
	PUA virtual assistant			Tech implementation			Prod deployment	Continuous design/deploym			Continuous design/deployment			
	Shared work virtual assistant			Tech implementation			Prod deployment	Continuous design/deploym			Continuous design/deployment			
Surge Support	Run Operations	Run Operations					Run Operations					Run Operations		
	New Scope Items	CWC					Siebel Case Management							
	New Staff On Floor													
Adjudications	Run Operations	Run Operations					Run Operations					Run Operations		
	New Scope Items			Not Entitled Claims Backlog										
	New Partners Go Live													
Fraud Operations	Back Office Fraud Operations	Continuous Support					Continuous Support					Continuous Support		
	Employer Notice Fraud Review	Continuous Support					Continuous Support							
PUA Operations	Run Operations	Run Operations					Run Operations					Run Operations		
	Document Backlog Support		Backlog											
	Onboard 25 new partners	PUA Training and Onboarding												

KDOL-Accenture Overview

IT STABILIZATION

CAPACITY BUILDING &
SKILLS ASSESSMENT
INCIDENT RESPONSE & SUPPORT

PUA BUILDOUT
SYSTEM STABILIZATION
WEBSITE REDESIGN

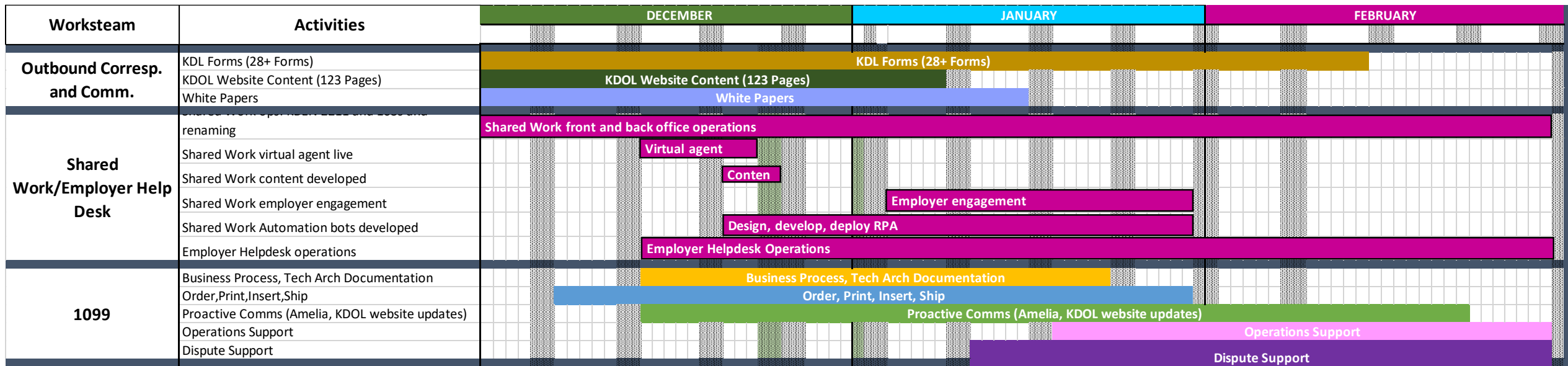


KDOL-Accenture Overview

**AGENCY
STABILIZATION &
OPTIMIZATION**

**ACCOUNTING SUPPORT
CORRESPONDENCE REVIEW**

**SHARED WORK STABILIZATION & EXPANSION
YEAR-END TAX PROJECT**



KDOL-Accenture Staffing: Regular UI

Unemployment Insurance Staffing	Pre-COVID Staffing Levels	Current Staffing Levels	Surge Staffing Levels (Temporary Staff)	Total
Intake	25	56	150	206
Adjudications	20	19	38	57
Appeals	26	25	N/A	25
Fraud	4	14	37	51
Total	75	114	225	339

KDOL-Accenture Staffing: PUA

PUA Staffing	Pre-COVID Staffing Levels	Current Staffing Levels	Surge Staffing Levels <i>(Temporary Staff)</i>	Total
PUA Intake	n/a	8	65	73
PUA Adjudications	n/a	9	20	29
PUA Appeals	n/a	5 (TBD)	N/A	5 (TBD)
PUA Other	n/a	3	10	13
Total	n/a	25	95	120

Questions?

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