VDOL's **outdated technology** constrains their delivery of the services that Vermonters deserve, which includes **preventing improper payments and fraud.**

Proactively investing in adaptable, flexible UI systems, tools, and human centered approaches is the key to building a UI system that delivers benefits more **timely and accurately**.

Project Background

Act 51 required the Vermont State Auditor's Office to contract with a consultant to examine and identify opportunities for improvement in Vermont's efforts to detect and prevent unemployment insurance fraud and unemployment insurance overpayments.

Resultant conducted discovery and research which led to the development of recommendations in support of VDOL's UI system modernization.

Research and Discovery

- USDOL statistics on improper payment rates, claims data per year, etc.
- Discovery with key stakeholders across state agencies and attributable personas
- Comparative 10-state analysis utilizing information relating to UI systems, claims, population, and economic information

"Do Now" Recommendations

User Account Security Management (ID Management) (Page 54) – Establishes protocols and secure repository for claimant's account credentials, enhancing security of already established accounts.

External IV&V Support for Phase I of Modernization (Page 55)– Provides objective oversight of the modernization project to identify and address project team blind spots and monitor project risks and issues

External POMO Support for Modernization (Page 56) – Ensures timelines, key benchmarks, risks are documented and tracked, and project outcomes are successfully achieved

Leverage Human Centered Design Services in Modernization Projects (Page 57) – Brings the points-of-view of claimants, VDOL employees, and employers into the modernization process

Intergovernmental Collaboration – Cooperation Between ADS, CPO, & VDOL (Page 58) – Aligns expectations between multiple stakeholders, presents an opportunity to enhance business processes in conjunction with technology implementations

No Longer Apply Penalty Weeks and Develop Tiered Administrative Penalty Framework (Page 60) – Removes onerous, or unnecessarily punitive penalties against claimants, can be amended based on deterrence effectiveness

Create a Data Environment Outside of the Mainframe (Page 61) – Allows for ongoing modernization, promotes interoperability and shared information across systems in a secure environment

Strategic Planning & Design for UI Modernization (Page 63) – Opportunity for transparent, shared benchmarks for related stakeholders

Recommendations		2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Authorized	Enhanced Initial & Weekly Claim Portal	■	■	■	■	■							
	Claimant ID Proofing	■	■	■	■	■							
	Enhanced Employer Portal	■	■	■	■	■							
	User Account Security Management (ID Management)	■	■	■	■	■							
Recommended	External IV&V Support For Phase I of Modernization	■	■	■	■	■							
	External POMO Support for Phase I of Modernization	■	■	■	■	■							
	Leverage Human Centered Design Services in Modernization Projects	■	■	■	■	■	■	■	■				
	Intergovernmental Collaboration	■	■	■	■	■	■	■	■	■	■	■	■
	Administrative Wage Garnishment			■	■	■							
	No Longer Apply Penalty Weeks and Develop Tiered Administrative Penalty Framework	■											
	No Longer Apply Penalty Weeks	■											
	Create a Data Environment Outside of the Mainframe	■	■	■	■								
Other Recommendations	Develop Program Integrity Crossmatches in Data Environment			■	■								
	Integrate PUPs Data Crossmatch			■	■								
	Automate IDH Data Crossmatch					■							
	State Lean Green Belt Network Support for NASWA IDH Process Development	■											
	Process Reengineering and Continuous Improvement Training for VDOL Staff		■	■	■	■	■	■	■				
Modernization	Phase II of Modernization					■	■	■	■	■	■		
	Phase III of Modernization								■	■	■	■	
	Phase IV of Modernization												■