

# **Unemployment Insurance Systems Modernization**

**Agency of Digital Services**

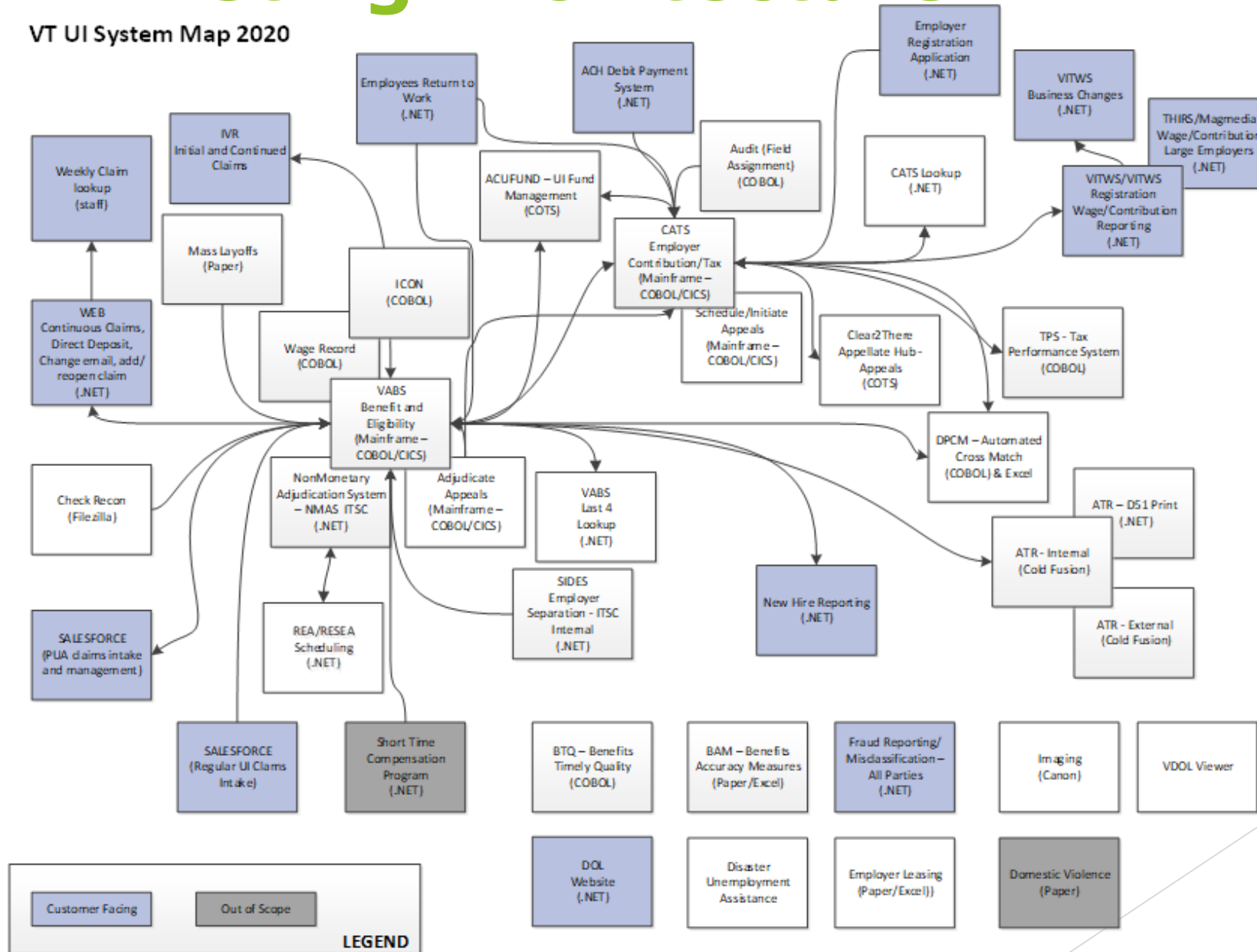
**June 16, 2021**

# Background

- ▶ **Just prior to the pandemic Vermont ended its participation in a consortium with the states of Idaho and South Dakota due to a lack of deliverable technology.**
- ▶ **Vermont had mixed success with UI systems during the pandemic. The traditional UI system on the mainframe has been challenging to use in the agile means required by the situation.**
- ▶ **The Pandemic Unemployment Assistance (PUA) program was developed and continues to be administered on our Salesforce platform and has been a bright spot for technology in the UI space.**
- ▶ **Our plan is to modernize the UI system(s) using mostly the State of Vermont preferred platforms and replacing the mainframe with a UI specific application while applying lessons learned from the pandemic.**

# UI Existing Architecture

VT UI System Map 2020



# UI Planned Architecture

**Customer Facing sites and applications – Salesforce\***

**Phase 1  
12 to 15 months  
\$3.5M**

**Mainframe replacement, core UI administration functions – TBD  
ReEmploy USA  
Solid State  
FAST**

**Phases 2,3 and 4  
24 to 36 months  
\$26.5M**

**User Management – Okta\***

**Document Management – OnBase\***

**Application Integration – Mulesoft\***

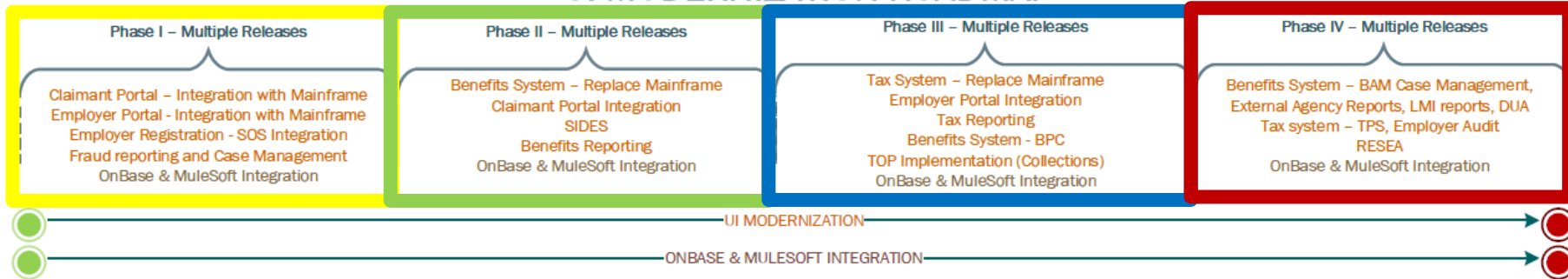
**Reporting and Analytics – PowerBI\***

**\*Denotes existing platforms already in use at the State of Vermont**

# Schedule and Cost Estimates

- ▶ **Project is planned to be completed over 4 phases with Phase 1 lasting 12 to 15 months**
- ▶ **Total cost of modernization is estimated at \$30 Million with Phase 1 estimated at \$3.5M**
- ▶ **Maintenance and Operations Costs post implementation – 20% or \$5M ~ \$6M per year**
- ▶ **Project will consist of at least 2 procurements. 1 for the customer facing portion of the system and one for the mainframe replacement.**

# UI MODERNIZATION ROADMAP



- CLAIMANT PORTAL**  
Claimant  
 Register and Login  
 Maintain Profile  
 Verify Identity  
 Message Staff  
 Upload Attachments  
 View Alerts  
 Submit forms  
 File Initial Claim  
 Verify Work Authorization  
 File Weekly Certification  
 Submit Work Search  
 Submit Eligibility Questionnaire  
 Reopen Claim  
 Set Payment Method  
 Verify Direct Deposit  
 Set Tax Withholding  
 View Status  
 File Appeal  
 Make Payment (Overpayment)  
 View Correspondence  
 Print
- FRAUD REPORTING & CASE MANAGEMENT**  
Public  
 Report Fraud  
 Identify Fraud Type  
 Upload Attachments

- EMPLOYER PORTAL**  
Employer  
 Register and Login  
 Access & Maintain Account  
 Message Staff  
 Upload Attachments  
 View Alerts  
 Submit forms  
 View Information  
 Report New Hire  
 Report Return to Work  
 File Quarterly Reports  
 Make Payments  
 File Appeal  
 View Correspondence  
 Print  
Third Party Administrator  
 Register and Login  
 Access & Maintain Account  
 Message Staff  
 View Alerts  
 Submit forms  
 View Information  
 Upload Attachments  
 Bulk Report New Hire  
 Bulk File Reports  
 Amend Reports  
 Make Payments  
 Print

- CUSTOMER PORTAL**  
**ADMIN**  
Staff  
 Login  
 Search  
 View forms & attachments  
 Lock/Unlock Claimant  
 View reports and work queues  
 Print Information  
 Set Alerts  
 Message  
Benefits Staff  
 Add Claimant  
 Update Claimant Information  
 Message Claimant  
 Verify Claimant Identity  
 File Initial Claim  
 File Weekly Certification  
 Reopen Claim  
 Submit Eligibility Questionnaire  
 Maintain Payment Method  
 Maintain Tax Withholding  
Tax Staff  
 Register a New Business  
 Manage Bulk New Hire  
 Manage Bulk Wage & Contribution  
 Print  
Program Integrity Staff  
 Maintain Fraud Case  
 Maintain Notes  
 Report Fraud  
 Identify Fraud Type  
 Get Notifications

- BENEFITS SYSTEMS**  
All Staff  
 Login  
 Search  
 Maintain Notes  
 Generate Correspondence  
 Generate Reports  
Admin  
 Maintain UI Program  
 Maintain Special Programs  
 Maintain Extensions  
Claim Specialist  
 Maintain Claimant  
 Maintain Claim  
 Perform ICON Activity  
 Maintain Payments  
 Maintain Deductions  
 Maintain Benefit Charges  
 Maintain Extensions  
 Maintain Overpayments  
 Maintain TRA  
Adjudicator  
 Assign cases  
 Maintain issues  
 Maintain Adjudication Cases  
 Adjudicate Mass Separation  
 Schedule Interviews  
 Perform Fact Finding  
 Allocate Earnings  
 Determine Claim  
Appeals Staff  
 Maintain Appeal Cases  
 Schedule Hearings  
 Prepare Exhibit  
 Resolve Appeal  
Collections Staff  
 Generate Billing Statements  
 Maintain Payment Plans  
 Maintain Bankruptcy  
 Maintain Legal Action  
 Recover Overpayments

- BENEFITS SYSTEMS (cont.)**  
BPC Staff  
 Assign Cases  
 Maintain BPC Cases  
 Adjust Earnings  
 Perform Fact Finding  
 Determine Fraud  
 Assign Penalty  
 Maintain Issues  
BAM Staff  
 Generate BAM samples  
 Assign Cases  
 Maintain BAM Cases  
 Audit Claims  
 Prepare Document Package  
 Perform Fact Finding  
 Maintain Issues  
 Update Sun System  
BTQ Staff  
 Generate BTQ samples  
DV Staff  
 Generate Data Validation Reports  
Finance Staff  
 Generate Accounting Reports  
 Maintain Trust Fund Accounts  
LMI Staff  
 Receive LMI reports  
Other State Agencies  
 Receive Reports  
**RESEA**  
RESEA Admin  
 Maintain Location Capacity  
RESEA Staff  
 Generate RESEA cases  
 Schedule cases  
 Maintain cases  
 Create Issues  
 Maintain Notes  
 Generate Correspondence  
 Generate Reports

- TAX SYSTEMS**  
All Staff  
 Login  
 Search  
 Maintain Notes  
 Generate Correspondence  
 Generate Reports  
Admin  
 Maintain Rate  
 Maintain Experience Rating  
Tax Specialist  
 Register Employer  
 Maintain Account  
 Maintain Reports & Wages  
 Maintain Payments  
 Maintain Acquisitions  
 Maintain Surcharges & Interest  
 Manage Work Queue  
 Generate FUTA Certifications  
 Generate Billing  
Appeals Staff  
 Assign Audit Cases  
 Investigate Employer/Claimant  
 Maintain Audit  
 Close Audit  
 Maintain Appeal Cases  
 Schedule Hearings  
 Prepare Exhibit  
 Resolve Appeal  
RESEA Staff  
 Maintain Delinquency  
 Recover Dues  
 Maintain Liens  
 Maintain Payment Plans  
 Maintain Estimated Reports  
 Maintain Bankruptcy  
 Maintain Legal Action

- TAX SYSTEMS (cont.)**  
SUTA Staff  
 Investigate Fraud  
 Assign SUTA Penalty  
 Maintain SUTA Dumping  
LMI Staff  
 Maintain LMI Information  
 Receive LMI Reports  
**TOP**  
Collection Admin  
 Import Collection Records  
 Maintain TOP Payments  
 Generate Reports  
SIDES  
SIDES Admin  
 Register Employer for SIDES  
 Maintain SIDE requests  
 Maintain SIDE responses

- ONBASE**  
Admin  
 Maintain Templates  
 Maintain Indexing  
Staff  
 View Correspondence  
Claimant/Employer  
 View Correspondence

# Research

- ▶ This plan was developed and validated through discussions with other states and vendors. The Phase 1 estimates are based on an RFI.
- ▶ States and Organizations
  - ▶ Connecticut Department of Labor
  - ▶ California, Georgia and Arizona – ongoing discussions
  - ▶ NASCIO – National Association of State Chief Information Officers
  - ▶ NASWA – National Association of State Workforce Agencies
- ▶ Vendors
  - ▶ Tata Consulting Services (TCS) – vendor for ReEmploy USA – in use in Mississippi, Maine, and soon Connecticut
  - ▶ Solid State Operations – vendor for Data Station – originally in Idaho and Alabama
  - ▶ FAST Enterprises – vendor for FASTUI – the Tax portion is in use at California, Illinois, and Montana. UI Benefits are in use at Washington and Michigan uses both Benefits and Tax.