Unemployment Insurance Systems Modernization
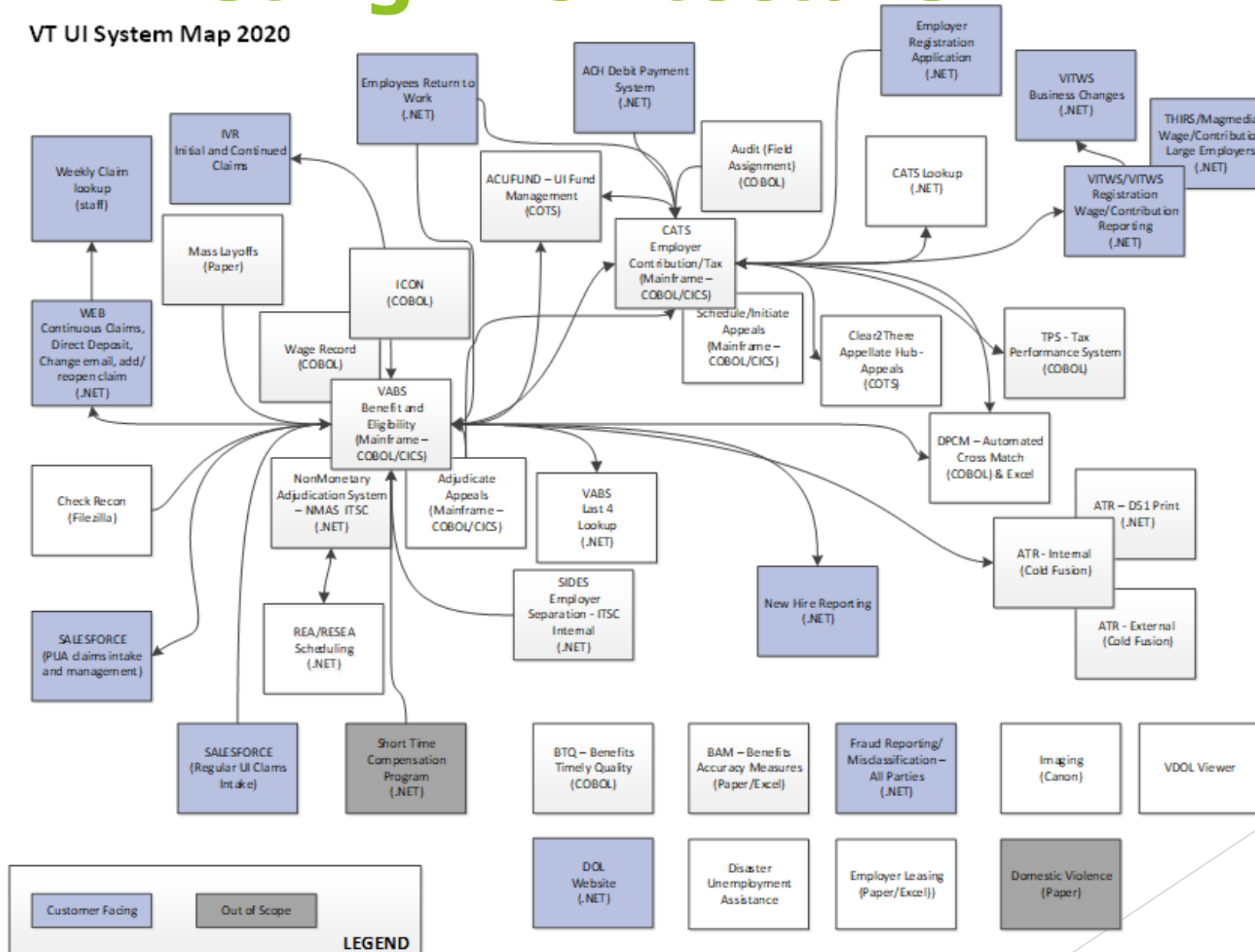
Agency of Digital Services

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

VT UI System Map 2020 architecture diagram showing interconnected systems including: Employees Return to Work (.NET), ACH Debit Payment System (.NET), Employer Registration Application (.NET), VITWS Business Changes (.NET), THIRS/Magmedia Wage/Contribution Large Employers (.NET), IVR Initial and Continued Claims, Weekly Claim lookup (staff), Audit (Field Assignment) (COBOL), CATS Lookup (.NET), VITWS/VITWS Registration Wage/Contribution Reporting (.NET), ACUFUND – UI Fund Management (COTS), Mass Layoffs (Paper), ICON (COBOL), CATS Employer Contribution/Tax (Mainframe – COBOL/CICS), WEB Continuous Claims, Direct Deposit, Change email, add/reopen claim (.NET), Wage Record (COBOL), Schedule/Initiate Appeals (Mainframe – COBOL/CICS), Clear2There Appellate Hub - Appeals (COTS), TPS - Tax Performance System (COBOL), VABS Benefit and Eligibility (Mainframe – COBOL/CICS), DPCM – Automated Cross Match (COBOL) & Excel, Check Recon (Filezilla), NonMonetary Adjudication System – NMAS ITSC (.NET), Adjudicate Appeals (Mainframe – COBOL/CICS), VABS Last 4 Lookup (.NET), ATR – D51 Print (.NET), ATR - Internal (Cold Fusion), SIDES Employer Separation - ITSC Internal (.NET), New Hire Reporting (.NET), ATR - External (Cold Fusion), SALESFORCE (PUA claims intake and management), REA/RESEA Scheduling (.NET), SALESFORCE (Regular UI Claims Intake), Short Time Compensation Program (.NET), BTQ – Benefits Timely Quality (COBOL), BAM – Benefits Accuracy Measures (Paper/Excel), Fraud Reporting/Misclassification – All Parties (.NET), Imaging (Canon), VDOL Viewer, DOL Website (.NET), Disaster Unemployment Assistance, Employer Leasing (Paper/Excel), Domestic Violence (Paper).

LEGEND: Customer Facing, Out of Scope

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*
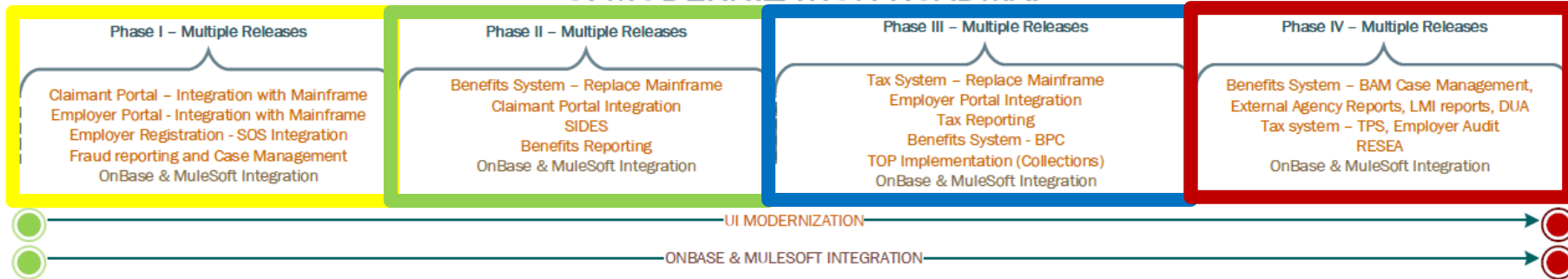
Application Integration – Mulesoft*

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

Phase I – Multiple Releases
Claimant Portal – Integration with Mainframe
Employer Portal - Integration with Mainframe
Employer Registration - SOS Integration
Fraud reporting and Case Management
OnBase & MuleSoft Integration

Phase II – Multiple Releases
Benefits System – Replace Mainframe
Claimant Portal Integration
SIDES
Benefits Reporting
OnBase & MuleSoft Integration

Phase III – Multiple Releases
Tax System – Replace Mainframe
Employer Portal Integration
Tax Reporting
Benefits System - BPC
TOP Implementation (Collections)
OnBase & MuleSoft Integration

Phase IV – Multiple Releases
Benefits System – BAM Case Management,
External Agency Reports, LMI reports, DUA
Tax system – TPS, Employer Audit
RESEA
OnBase & MuleSoft Integration

UI MODERNIZATION

ONBASE & MULESOFT INTEGRATION

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 MANAGMENT
Public
Report Fraud
Identify Fraud Type
Upload Attachments

EMPLOYER PORTAL
Employer
Register and Login
Access & Maintain Account(s)
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(s)
Message Staff
View Alerts
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 Report
Finance Staff
Generate Accounting Reports
Maintain Audit
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
Auditor
Assign Audit Cases
Investigate Employer/Claimant
Maintain Audit
Close Audit
Appeals Staff
Maintain Appeal Cases
Schedule Hearings
Prepare Exhibit
Resolve Appeal

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.