



Unemployment Insurance (UI) Pandemic Response Briefing to the Joint Standing Committee on Labor and Housing

January 25, 2021

An Unprecedented Year

2019

2020



People who
received
benefits

34K

172K



Amount of
benefits paid

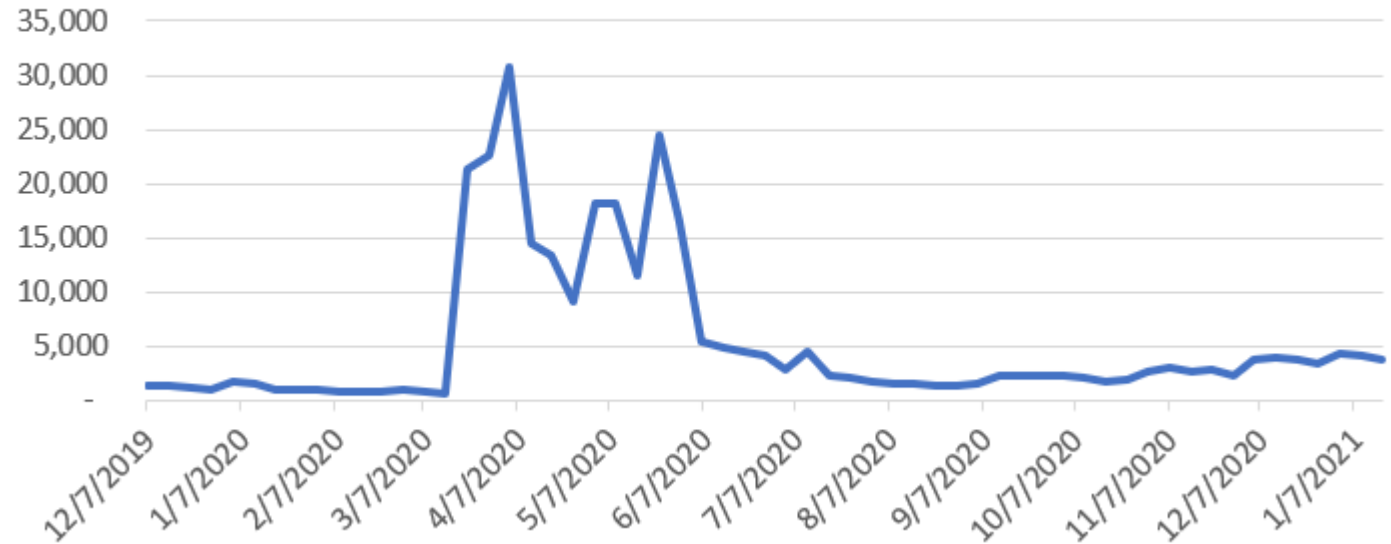
\$80M

\$1.7B

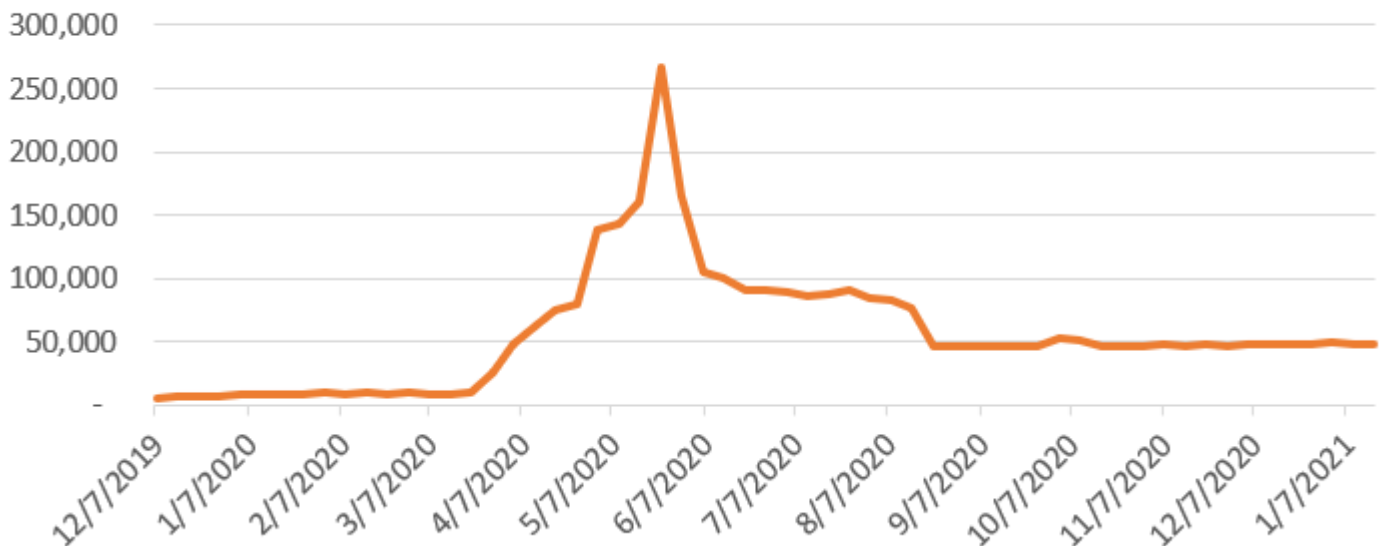
Rapid and Dramatic Increase in Initial Claims and Weekly Certifications

- 634 applicants per week increased to 75,000 in the first 3 weeks of the pandemic
- Implementation of PUA on May 1 resulted in another spike in claims filed
- Organized fraud schemes late May resulted in a spike – culminating in over 250,000 weekly certifications filed
- Initial claims volume remains 3x higher than previous years (3,800 v. 1,200)
- Weekly certifications volume remains 5x higher than previous years (42,000 v. 8,000)

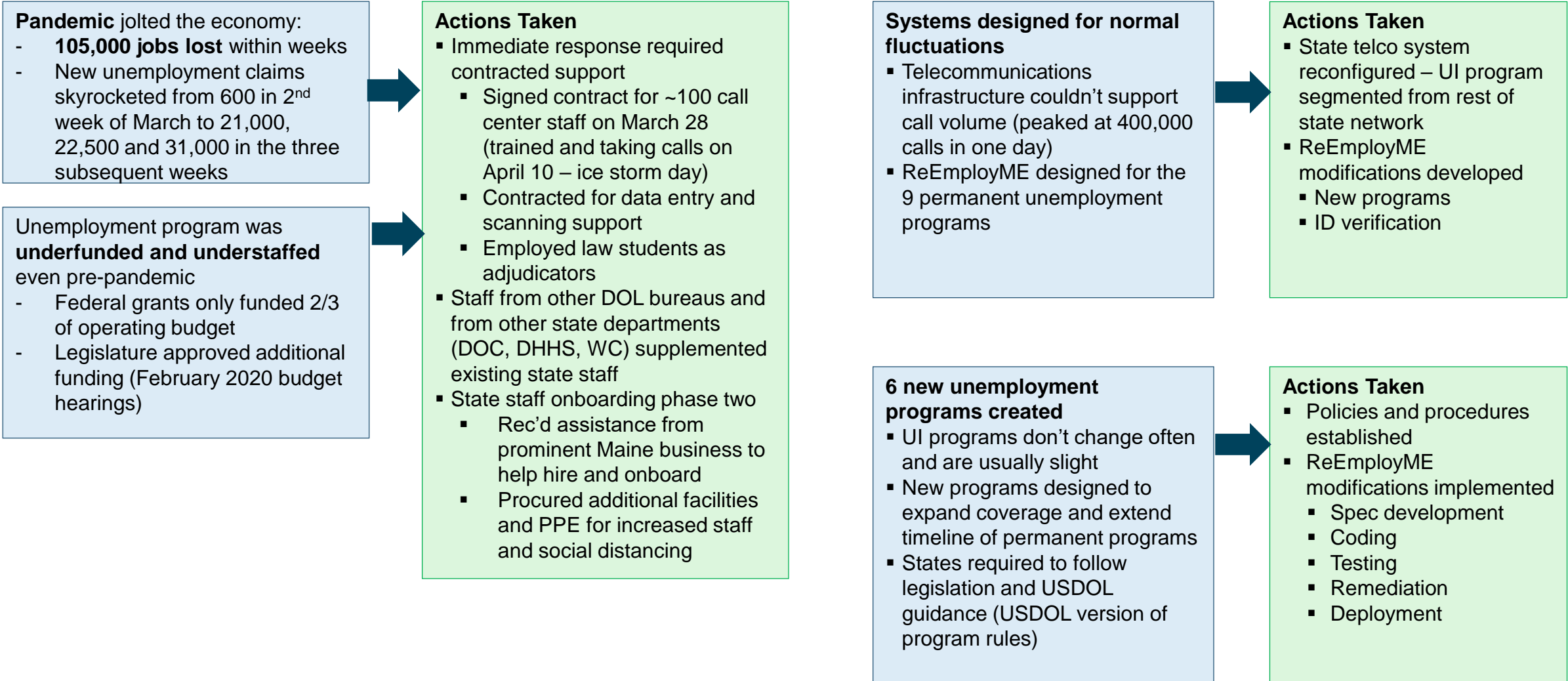
Initial Claims Filed



Weekly Certifications Filed



Context and Actions Taken

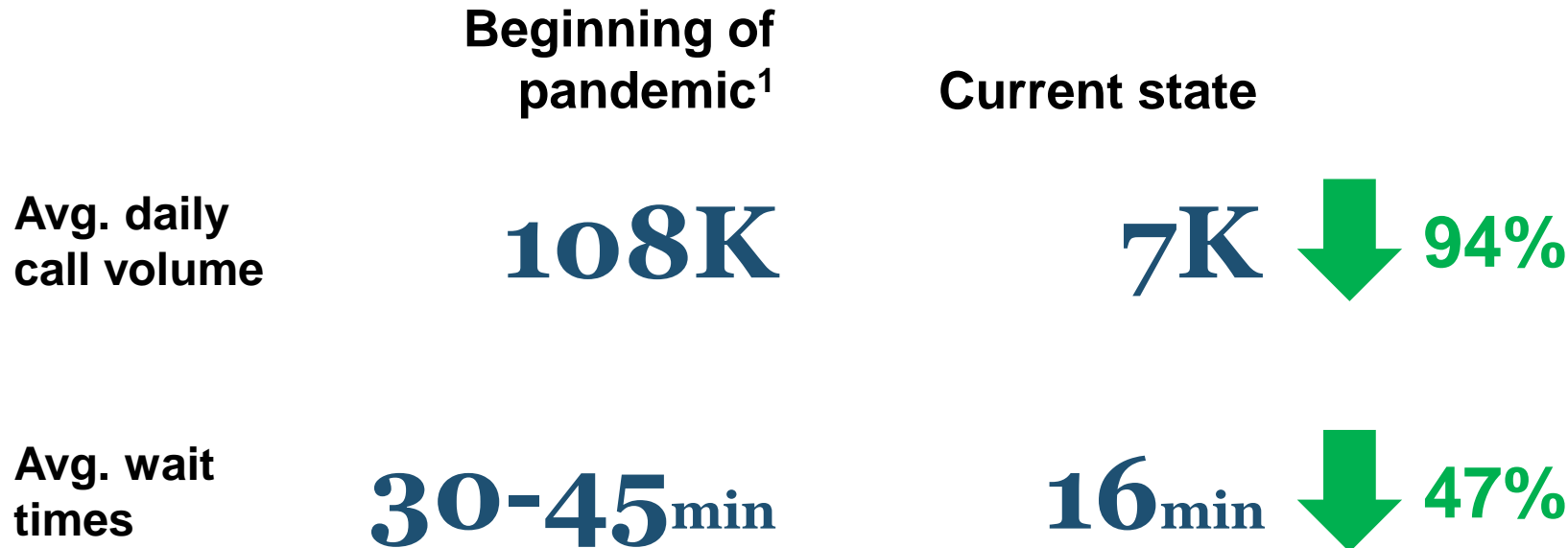


Call volume and average wait times

significantly improved and will continue to improve with enhanced self service options

Performance improvements

Key drivers of reduction



Increased staff count and experience, and claims volume decrease has allowed for better response times than early in the pandemic

Significant reduction in backlog and payment delays to claimants

Improved plain language messaging on unemployment website to address common questions

Redesigned online messaging portal to allow better triage to support user questions, enabling faster email resolution

1. Based on avg. incoming calls in May

2. Based on September data

Source: MDOL call center data

An unprecedented series of events

March

- 15. COVID-19 strikes Maine
- 16. Sudden, unprecedented surge in unemployment claims
- 17. CareerCenters shift to virtual services
- 19. Maine's emergency legislation enacted
- 19. MDOL participates in first live virtual Q&A session
- 27. CARES Act enacted
- 28. MDOL signs agreement with USDOL
- 28. MDOL signs contract for call center support
- 30. State network disrupted by volume of calls to 800 line

April

- 2. MDOL expedites benefit payments by waiving standard 10-day wait for separation verifications
- 4. FPUC guidance released by USDOL
- 5. PUA guidance released by USDOL
- 6. MDOL implements alphabetical call schedule
- 10. PEUC guidance released by USDOL
- 10. Call center contractor goes live and call hours extended to 3pm
- 10. Ice storm knocks out power across the state, 800 line and access to online services impacted
- 16. FPUC \$600 payments begin
- 24. Fact-findings for certain initial claim issues are postponed and people put into pay status

May

- 1. PUA program open for initial claims
- 10. Extended Benefits program activated in accordance with Maine statute
- 21. UI exhaustees rolled into PUA until PEUC implementation
- 26. Benefit payments held in response to surge in fraudulent claims

June

- 18. Weekly virtual legislative briefings resume
- Began recruiting for additional state staff
- Continued fraud prevention activities
- Contracted with management consulting firm

July

- 1. PEUC program 13-week extension implemented
- 4. Second surge in fraud attacks detected and remediated
- 24. MDOL begins increases to PUA weekly benefits for self-employed individuals whose earnings were verified with Maine Revenue Services
- 25. FPUC \$600 benefit program expires

An unprecedented series of events

August

- 4. Self-employed individuals can begin uploading tax documentation to substantiate an increased weekly benefit
- 6. Congress enacts new law resolving issue with 50% offset for direct reimbursing employers
- 8. FEMA Lost Wages Assistance (LWA) program authorized by Presidential Memorandum to provide 6 weeks of an additional \$300
- 9. Work search related activities reinstated for people permanently separated from their employer
- 24. MDOL partners with Coursera to provide free online training, which counts as a work search related activity
- 26. MDOL's application for LWA accepted by FEMA

September

- 11. LWA payments begin

October

- 4. Work search related activities required for all unemployment benefit recipients
- 15. Fraud alerts issued on Account Take Overs
- 21. MDOL announces opportunity for people to provide feedback on claims filing process

November

- 14. Extended Benefits program deactivated in accordance with Maine statute

December

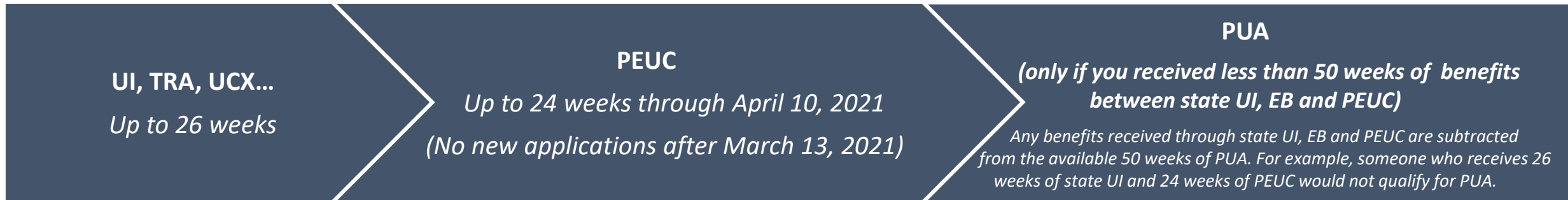
- 3. Commissioner Fortman sends letter to Congressional delegation urging extension of CARES Act programs
- 9. Governor Mills announces one-time \$600 Pandemic Relief Payment to unemployment recipients
- 22. Pandemic Relief Payments released to 40,000 people
- 26. CARES Act programs expire
- 28. Continued Assistance for Unemployed Workers Act is enacted
- Programming completed so that PEUC and PUA recipients with CARES Act entitlement remaining will not see a delay in their weekly benefit payment
- Programming completed to begin payment of new FPUC \$300 benefit for week ending January 2.

More to come

- Implementation of Mixed Earners Unemployment Compensation
- Staff augmentation and process improvement for lower level appeals
- Identity verification for PUA recipients
- Past employment verification for PUA recipients
- Monitor and react to ending of Continued Assistance Act programs

Transitioning through Maine unemployment programs

State UI Benefits Recipients will automatically transition through PEUC and PUA until fully drawn or the programs end:



PUA Benefits Recipients will remain on PUA until fully drawn or the program ends:

Federal Pandemic Unemployment Assistance (PUA)

Up to 50 weeks through April 10, 2021
(No new applications after March 13, 2021)

What do you need to do if you have a \$0 balance?

Continue to file for your weekly certifications via ReEmployMe.

Individuals receiving UI or PEUC will be asked additional questions on their next weekly certification. If eligible, they will be **automatically enrolled** in PEUC or PUA, as reflected above.

There are no additional unemployment programs after PUA.

FPUC (\$300) – Anyone receiving a payment in the above programs during the weeks ending January 2 through March 13, 2021 will receive an additional \$300

Overview of the CARES Act extensions

Program	Original CARES Act Unemployment Benefits	Continued Assistance Act Extensions
Pandemic Emergency Unemployment Compensation (PEUC)	<p>Expired week ending December 26, 2020</p> <p>Maximum 13 Weeks</p>	<ul style="list-style-type: none"> • 11 additional weeks of benefits, to a maximum of 24 weeks. • PEUC is available until week ending March 13, 2021, with allowance of four additional weeks of benefits for those who have not reached the maximum number of weeks through week ending April 10, 2021.
Federal Pandemic Unemployment Compensation (FPUC)	<p>Expired week ending July 25, 2020</p> <p>\$600/week</p>	<ul style="list-style-type: none"> • 11 weeks of an additional \$300 weekly benefit to eligible claimants. • A claimant must be eligible through a separate unemployment program to receive FPUC. • Once implemented, FPUC will be available to cover weeks of unemployment between Dec. 27, 2020 and week ending March 13, 2021.
Pandemic Unemployment Assistance (PUA)	<p>Expired week ending December 26, 2020</p> <p>Maximum 39 Weeks Reduced by weeks of UI and EB.</p>	<ul style="list-style-type: none"> • 11 additional weeks of benefits, to a maximum of 50 weeks. • Weekly certification required. • Claimants will be required to provide documentation of eligibility • PUA will be available until week ending March 13, 2021 (no new applications), with allowance for four additional weeks of benefits for those who have not reached the maximum number of weeks through week ending April 10, 2021.

MDOL Improvement Actions



Accelerated claims processing

- ❖ Data-driven decision-making for backlog visibility and management
- ❖ Streamlined operations to increase speed and improve access
- ❖ Targeted process redesign and automation to transition to next normal



Accelerated Claims Processing

Example: Initial Claims status dashboard

Aging based on File date/ Issue date

	March 2020		April 2020		May 2020		June 2020		July 2020		August 2020		September 2020		October 2020		November 2020	
	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16	Nov 15	Nov 16
Pending status											2	2	13	13	20	16	124	104
												0%			-20%			-16%
Awaiting fact finding											6	5	17	16	141	112	176	192
												-17%		-6%	-21%			9%
Awaiting PUA evaluation	2	2									2	2	1	1	1		1	
		0%										0%		0%		-100%		0%
Awaiting B1	2	2			1		1	1							2	2	85	88
		0%				-100%		0%							0%			4%
Sub Total	4	4			1		1	1			10	9	31	30	164	130	386	388
		0%				-100%		0%				-10%		-3%		-21%		0%
Flagged as potentially Fraudulent	10	10	5	7	8	8	4	4	17	16	9	10	12	12	248	212	418	411
		0%		40%		0%		0%		-5%		11%		0%		-15%		-2%
Sub Total	10	10	5	7	8	8	4	4	17	16	9	10	12	12	248	212	418	411
		0%		40%		0%		0%		-5%		11%		0%		-15%		-2%
Grand Total	14	14	5	7	9	8	5	5	17	16	19	19	43	42	412	342	804	799
		0%		40%		-11%		0%		-5%		0%		-2%		-17%		-1%

Analytics dashboard enabled data-driven decision-making across MDOL

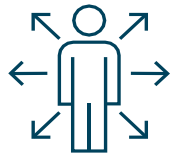
Enhances operational effectiveness by prioritizing claimants in most need

Strengthens early identification and escalation of potential issues through data-driven decision-making process

Improves timeliness of resolution to issues faced by individual claimants

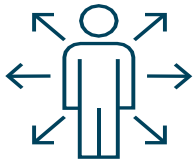
Improves trust amongst external stakeholders

MDOL Improvement Actions



Meaningful claimant and employer engagement

- ❖ Human centered design approaches rooted in claimant and employer viewpoint
- ❖ Simplified and modernized user interface to minimize burden on claimants
- ❖ Enhanced communication to claimants in simple visual design and plain language



Human-Centered Design approaches launched to simplify claimant and employer experiences

We used multiple sources of employers / claimants insight...



Quantitative Survey

Survey with **~600 people** to understand experience and challenges



1:1 Interviews

~22 interviews with people to gather in-depth insights and brainstorm opportunities / ideas



Usability testing

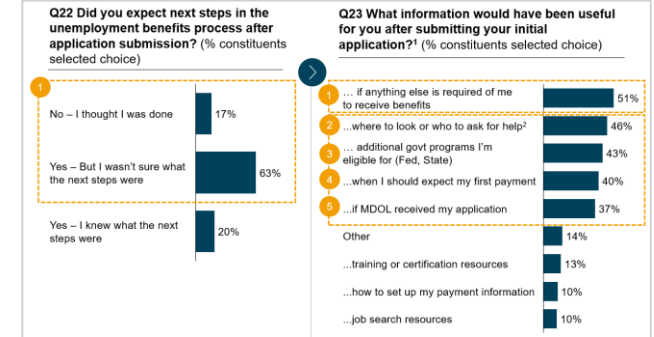
Engaged ~42 constituents for user testing to obtain immediate reaction to proposed solutions

.....to quantify pain points across the entire journey from employment to re-employment

Efficacy of end to end claimant journey

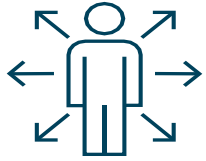
Phase	Unemployment event	Information gathering	Initial application	Waiting & status checking	Problem resolution	Job search	Weekly certification	Situational changes
Phase	Constituent loses his/her employment	Constituent searches online for how to apply for benefits	Constituent applies through ReEmployMe	Constituent waits for his first payment	Constituent reaches out to MDOL to resolve issues	Constituent searches for a new job	Constituent certifies every week that he needs benefits	Constituent found part time employment, but still needs benefits
Emotions	"My confidence was hit hard, I just didn't expect this. I've searched 2-3 jobs off the site."	"The website is awesome but hard to find information. I had to read the entire 20 page guide."	"I was a bit nervous about what I need to do, what's next upfront and center."	"Not being a pay for 8 weeks without knowing why, it was just frustrating, it kept reminding."	"The long wait time I understand but the most frustrating thing is the inconsistent information."	"I was not aware that COVID-19 was affecting resume workshop early."	"The weekly certification asks me: are you eligible to work? I actually don't work on Saturday."	"How do I respond to let you in (help) with your employer? I am frustrated."
Types of pain points	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges	1. Lack of transparency/visibility 2. Inconsistent information 3. Changing needs & situations 4. Small user errors 5. Inadequate search challenges 6. Career change challenges

Quantified severity of challenges



Qualitative understanding of frustrations

Unemployment	Re-employment
<p>1. Lack of transparency and communication</p> <p>Implication: Low visibility into the filing process and progress leads to a universally painful experience. The system should set expectations early and often to ensure that users know exactly where they are in the process and what next steps to take.</p>	<p>5. Remote setting introduces new job search challenges</p> <p>Implication: Claimants' discomfort with new ways of searching, interviewing and working leaves them feeling unsure, unsupported, and not sure how to proceed.</p>
<p>2. Inconsistent information based on multiple 'sources of truth'</p> <p>Implication: The level of service and information users receive from CSR often shape their experience and perception of MDOL. Inconsistent or conflicting information from MDOL not only increases user frustration, but can also erode their trust and confidence for across state services.</p>	<p>6. First-time, professional claimants face career change challenges</p> <p>Implication: Claimants feel stuck both geographically and professionally and do not know how to leverage resources from MDOL to change careers or learn new skills.</p>
<p>3. Existing system supports UI and does not support changing needs and new situations</p> <p>Implication: Claimants are "guessing" how to fill out their forms correctly and questioning how "honest" to be when none of the options apply to them. This leads to errors and potentially putting their benefits at risk.</p>	<p>6. Career change challenges</p> <p>Implication: The reliance on CSRs to resolve issues increases call volumes and backlog, which ultimately leads to longer wait time and delays in payment for claimants. Preventable backlog takes staff time away from claimants who need support.</p>



Simplified user interface

Example: improvements to online weekly claim forms

Before

Work Search Questionnaire
* Required Information

Claimant SSN: ***-**-4873 Claimant Name: HDX X

Address: 123 STREET
NEW YORK, NY 11211

Answer the following questions for the week of:
Sunday, August 09, 2020 - Saturday, August 15, 2020.

Providing false information is punishable by law.

1. * During the week claimed, did you look for work?
(This includes applying or interviewing for a job for which you are reasonably qualified) Yes No

2. * During the week claimed, did you participate in one of the following?
(Participation may be in-person and/or online) Yes No

a. If yes, please identify the activity in which you participated (you may select more than one):

- Attended a job fair/virtual job fair hosted by a CareerCenter
- Participated in CareerCenter virtual reemployment services
- Participated in a CareerCenter virtual workshop
- Applied for a job for which you are reasonably qualified
- Interviewed for a job for which you are reasonably qualified
- Contacted an employer to inquire as to whether the employer is hiring
- Participated in a professional job-related education or skills development

- Unclear guidelines or self-help
- Inflexible employment statuses now eligible for assistance
- Confusing interfaces leading to errors during submissions
- Not mobile friendly



After

Filing for week of Sunday, August 9 to Saturday, August 15

Weekly claims

Get started logging your work search activities now. You can always save and come back to update and add additional activities throughout the week. Eligibility is determined on a weekly basis so file a claim every week unless instructed otherwise, to determine eligibility.

Filing a weekly claim: step by step

Here are the steps to file your Weekly Claim. You should answer the following questions carefully and make sure your responses are correct to the best of your knowledge. Remember, providing false information is punishable by law.

- 1 Report work search**
You will be guided through a series of questions to record any work search activity or new employment.
• You can start logging work search activities anytime during the week and then return when the week has ended to complete and submit your weekly claim.
• Unless waived, work search is a requirement to receive weekly benefits.
Who has to complete work search activities?
[Report Work Search](#)
- 2 File a weekly certification**
- 3 Review & submit your weekly claim**

Select a week

	STEP 1 Work search	STEP 2 Weekly certification	STEP 3 Review & submit	
This week Nov 15 - 21, 2020	Completed	Will be available Nov 22 - Dec 5, 2020	Will be available Nov 22 - Dec 5, 2020	Edit Work Search
Last week Nov 8 - 14, 2020	Not Started	Not Started	Not Submitted Due Nov 28, 2020	Start Claim
Two weeks ago Nov 1 - 7, 2020	Completed	Completed	Submitted On Nov 8, 2020	View Claim

[What happens if I do not submit a weekly claim?](#)

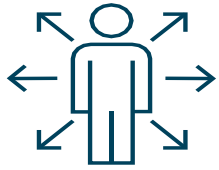
- Provide upfront overview of required activities
- Transparency into status of each eligible week
- Clear steps to set expectations
- Questionnaire is dynamic, showing only relevant questions
- Allows claimants to review answers, including bank account information, before submitting

Operational benefits to MDOL

20% expected reduction in fact finding cases due to user errors

25% expected decrease in daily call center volume for claimants who prefer online channels¹

1. Expected reduction from weekly claims, claims statuses and confirmation emails concepts based on common questions and errors



Data gathered on most common communication documents

Top 10 employer correspondences (total: 75)	% of total volume ¹	Volume (in thousands)	Top 10 claimant correspondences (total: 73)	% of total volume ¹	Volume (in thousands)
Request for separation (B1)	58%	284	Monetary determination Notice	29%	464
Notice of Contribution Rate	11%	52	Seperation decision and charge notice	18%	178
Notice of Fact Finding - Employer	5%	25	First Payment Notice	11%	132
Notice of Estimated Wages	5%	22	BD-1 for PUA	8%	94
Unemployment charges (B29)	4%	19	Lack of Work Non-mon Decision	6%	93
First Notice Direct Reimbursable	4%	17	Non-mon Decision Letter	6%	64
Final Notice / Demand for Payment	3%	13	B1DP-E	4%	59
E-Response Enrollment	2%	12	Notice of Fact Finding-Claimant	4%	38
Wage Information Request (FD-4)	2%	10	Lost Wage Assurance - P1	2%	34
Tax- quarterly bill	2%	8	Notice of Potential Benefits Assessment	2%	33

Process highlights

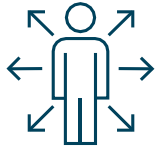
Diagnostic to review all system correspondence

Criteria to prioritize correspondences for further improvement based on:

- **Total volume**
- **Importance** of communication
- Probability of **creating confusion for constituents**

Prioritized correspondence were refined for plain language and tested with end users

1. In the period: October 2019 to October 2020
Source: Cognos database, BUC, MDOL



Revised critical correspondence with simple, easy-to-understand language

Example: weekly certification filing instructions for claimants

Before

MAINE
DEPARTMENT OF
LABOR

Maine Department of Labor
Bureau of Unemployment Compensation
Self-Service Options for Filing Weekly Certifications

IN ORDER TO COLLECT WEEKLY BENEFITS, YOU **MUST** FILE YOUR WEEKLY CERTIFICATION AND PROVIDE YOUR WORK SEARCH INFORMATION **EACH WEEK** EVEN IF YOU JUST OPENED A NEW CLAIM. FAILURE TO PROVIDE YOUR WORK SEARCH EFFORTS EACH WEEK MAY RESULT IN A DENIAL OF BENEFITS FOR EACH WEEK YOU DO NOT PROVIDE YOUR WORK SEARCH INFORMATION.

Filing Online

How:

- Go to www.maine.gov/reemployme
- Click on the Quick Link titled "Weekly Certification"
- Log in to ReEmployME by entering your user name and password
 - If you have not created an account, click on "Claimant Signup" on the left side of the screen and create your account
- Answer all questions for the weekly certification and document your work search activities
- Click "Submit" to complete
- Wait for the confirmation message and you're done!

Filing by Telephone

Filing by Telephone requires two steps:

- File your weekly certification by phone: automated phone filing system
 - Dial 1-800-593-7660
 - Choose the option to "file a weekly certification"
 - Enter your Personal Identification Number (PIN) (See PIN section below)
 - Answer a series of brief questions using your telephone's keypad
 - Wait for the confirmation message and hang up. The automated phone filing system does NOT accept your work search record.
- You must provide your work search activities
 - To complete the weekly certification, you may go online to www.maine.gov/reemployme and document your work search activities (job contacts). If you do not have access to a computer there are computers at the CareerCenters that you may use to document your work search. You may also call the claims center and a customer representative will assist you in documenting your weekly employer work search contacts.

We recommend filing your weekly certification online at the same time that you file your work search online. Failure to provide a work search record may result in denial of benefits.

Important Notes:

- Filing online at www.maine.gov/reemployme is the fastest and most convenient way to file your claim
- The automated phone filing system will ask you to respond to questions by pressing numbers on your phone's keypad. Don't worry if you make a mistake. You will be asked to verify each response before it moves on to the next question, so you will have a chance to correct any errors.
- To save time and make the process simpler, have all information needed to file your claim ready before you call: your PIN, earnings for that week, and work search activities.
- Be sure to answer each question for the actual week (Sunday through Saturday) for which you are filing your weekly certification. The system will ask you to verify the week at the start of the process.
- If you have any difficulty filing your weekly certification by telephone, just call back during normal business hours (8:00 a.m. - 12:15 p.m., Monday - Friday) and a customer service representative will help you complete your claim.

General Information For Filing Either Online or by Telephone:

After

MAINE DEPARTMENT OF LABOR
Bureau of Unemployment Compensation
INSTRUCTIONS FOR FILING WEEKLY CERTIFICATIONS

GENERAL INFORMATION

How do I file my certification?
Weekly certifications for the claim week (Sunday through Saturday) that just ended and for the prior claim week can be filed online or by telephone. Filing online at www.maine.gov/reemployme is the fastest and most convenient way to file your claim. Further instructions for filing can be found later in this document.

If you need to file claims for older weeks or if you do not file a weekly certification for more than two weeks, you will first need to talk with a customer service representative to reopen your claim by calling 1-800-593-7660 8:00 a.m. - 12:15 p.m., Monday - Friday.

If you work and earn wages during the week that you are filing for unemployment benefits, you must report the earnings for the week that you actually worked, and not when you were paid.

When can I file my certification?
Certifications for a specific week can only be filed after 12:01AM the following Sunday (e.g., the week of November 1-7 will be available to claim beginning Nov 8).

The system is available 24 hours/day, 7 days/week; the sooner you file after the end of your claim week, the sooner you will receive your benefit payment.

What else should I know?
To be eligible for Unemployment benefits:

- You must be living in the State of Maine
- Be registered with and active on Maine's JobLink portal.
- Register for JobLink here: <https://joblink.maine.gov>.

If you are filing for unemployment benefits and do not live in the State of Maine, you must be registered for work with the Job Service Agency in the state in which you are residing.

Be sure to notify the Claim Center as well as the US Postal Service of any changes in address or telephone number. **The post office will not forward any mail from the Maine Department of Labor to your new address.** Undeliverable mail will be returned to our central office, which will cause a delay in receiving your benefits or important claim information.

You are required to report your work search activities for the week as part of the certification filing process. Work search involves communicating with potential employers, and contacts that can verify your work search activities must be provided during filing. Please note that the MDOL conducts random audits to verify work search history.
Failure to provide your work search efforts each week may result in a denial of benefits for each week you do not provide your work search information.

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Modifications

Clear sections in the letter explaining

- What the letter is
- Why they are receiving it
- What they need to know
- What they need to do

Removed jargon and used plain language

Improved readability with layout and font updates

What we heard from users

"I actually had the same question this week and when I saw this form I didn't need to call and ask anybody ... so having that laid out is actually nice and clear and clears up a lot of questions."

— 1st time claimant

Operational benefits to the DOL

- **Reduction in call volume** from both claimants and employers as communications are easier to understand
- **Reduced burden on Mainers** to figure out "what is needed from them" and next steps

MDOL Improvement Actions



Enhanced fraud detection and remediation

- ❖ Process changes to sustain and enhance new fraud prevention practices
- ❖ Analytics-driven approaches to proactively anticipate and detect fraud

Unemployment Fraud is a nationwide problem



USDOL OIG estimates
10% of nationwide
payments are to
fraudsters¹
\$36B

What happened in Maine?

- Organized fraudsters used identities stolen through outside data breaches or other illicit means to **file imposter unemployment claims**.
- DOL immediately took action to **stop fraudulent claims**. Benefit payments were initially held in May so that claims could be reviewed. Other actions include:
 - Reinstatement of the 10-day hold for separation verifications
 - Requirement for identity verification on suspicious claims; 67% of accounts flagged as suspicious are ultimately determined to be fraudulent
 - Development of fraud prevention task force: members include: DOL staff; USDOL OIG; U.S. Secret Service; U.S. Attorney's Office; FBI; Maine Attorney General's Office; Maine Office of the State Treasurer; Maine State Police; and, Maine IT.
 - Establishment of new fraud prevention tactics for ongoing detection

Note: The Continued Assistance Act now requires anyone receiving PUA benefits to submit ID verification documentation. DOL will notify people when it's time to submit.

¹September 30, 2020 USDOL OIG Semiannual Report to Congress, page 9



New fraud prevention practices for ongoing detection

New processes

Description

Overview of process

2-day discovery



Discovery process embeds **comprehensive and regular review of all initial claimants and formalization of new fraud patterns**

Conduct daily comprehensive manual review of all initial claimants
Determine claimants that are likely fraud given fraud patterns
Flag claimants that require additional verification
Discover and document new fraud patterns for future automation

Rule creation and monitoring



Evidence-based decision making to add, amend, or remove rules, including testing and monitoring rule performance to improve fraud detection

Form hypotheses of fraud pattern for potential rule from 2-day discovery patterns and external ideas
Test and monitor rules performance through weekly review
Review rule performance with leadership to add, amend, or remove rules based on testing

Knowledge sharing and gathering



Weekly touchpoints and monthly reports on **fraud knowledge sharing and service provider management** with other states and partners

Hold weekly, monthly cadence of meetings with other states and partners
Share operational best practices

MDOL Improvement Actions



Boosting reemployment in Maine

- ❖ Targeted programs to facilitate reemployment
- ❖ Design-led approach to improve access to reemployment services



Targeted programs to facilitate re-employment

Launch of enhanced Reemployment Services and Eligibility Assessment (RESEA) program in March 2021

Details

Services provided



Targeted career services by trained CareerCenter coaches at no cost to participants to get them back to work faster. **Services, which can be virtual or in-person if necessary, include:**

- Review and recommendations on an **individual reemployment plan (IRP)**
 - **Customized referral** to jobs, job fairs, other agencies or training opportunities
 - Orientation of all relevant **CareerCenter resources, local labor market information** etc.
 - Unemployment compensation **eligibility review** including review of work search activities
-

Target population



Claimants selected based on **information collected in unemployment application** (no additional info)

Claimants at **higher risk of exhausting their unemployment benefits are prioritized**

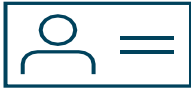
Initial target is to serve **~100 claimants per week and then ramp up over time**

Launch readiness



Target launch date of program is **March 2021**

To **provide seamless experience to claimants**, program is being integrated with current unemployment system (ReEmployMe)



Design-led approach to improve access to reemployment services

Example: CareerCenter quick start guide for users

Existing transition guide

Statewide Resources Transitions Guide

CareerCenter Employment Services

The CareerCenter is the first place to start when you are looking for employment. All CareerCenter services are provided at no cost to you. Your local CareerCenter administrators or refers you to the employment services offered by federal, state or local programs with the primary goal of assisting you with your employment search.

The CareerCenter is a statewide network of professionally-staffed offices linking Maine job seekers to employers across the state and nation. The CareerCenters know which industries and companies are hiring and offer assessments to evaluate your aptitude and interest in various careers.

To find a CareerCenter near you or to access most of the resources and information available there, visit www.maineccareercenter.gov.

At the CareerCenter you can find:

- Career counselors who can help assess your skills and interest in various careers
- Workshops to help you prepare your résumé, polish your interview skills, brush up on your computer skills, and more
- Information about training and education
- Special services for veterans, older workers, young people, dislocated workers, people exploring a career change and people with disabilities
- Access to computers, internet, telephone, fax and copier for employment-related purposes

Retraining and Employment

The staff at the CareerCenter can put you in touch with the best education and training resources in your area. If you want to upgrade your skills, embark on a whole new career or take advantage of training opportunities, the CareerCenter staff will help you get the training you need, with some training available right at the CareerCenter. We also work with training providers to bring onsite training and educational programs to areas of increased need. The point is to get you suitably employed as soon as possible.

- Occupational Training** (ask about these training opportunities at the CareerCenter)
- Credential/Degree/Certificate Training**—The CareerCenter may provide for training based on availability and your eligibility for training funds. Items funded may include tuition, fees, books, travel and daycare.
- On-the-job Training (OJT)**—If you have basic skills and interest in an occupation that does not require traditional training, OJT may be appropriate. Through agreements with private employers, OJT allows you to be trained while earning a wage.

The CareerCenter will help you get connected with Maine Adult Education providers, the Community College System, the University of Maine System as well as many private training vendors. Please ensure you have met with the CareerCenter before spending any of your own personal funds on training.

Peer Support Workers

For layoffs affecting 50 or more workers, laid off workers use ME's workforce development CareerCenter, these Peer Support Workers progress, make sure they understand the seems like a candidate for a peer support information.

Unemployed Workers

For all layoffs in Maine affecting unemployes 04330, 207-622-9675. Website: <https://m...>

Employment Counseling

Each CareerCenter has highly-skilled, professional employment counselors trained to help you with vocational problems and aspirations in the broad areas of choice, change and adjustment. They will assess your qualifications, screen them against employer requirements and, if you are qualified, refer you to interviews. While the final hiring decision rests with the employer, thousands of individuals each year find jobs through CareerCenters.

Information Center

Use the information center to access computers and job-related software, printers, copiers, fax machines and phones for job search purposes. The information centers have many printed materials such as books on career information, developing résumés, how to conduct a job search, information about local training providers and community services agencies.

Call 211 to find assistance in your local area

experience a variety of emotions including: At times, you may want to talk with someone who can help you find assistance in your local area.

The CareerCenter Rapid Response staff will assist opportunities.

This Transition Guide has been created as an info of transition. We strongly encourage you to connect to sign up for the following:

- Job search seminars: e.g., writing a résumé, assessment of current skills and their transferability
- Skills upgrade
- Career and/or retraining options
- Where to look for job openings, how to network

A collaboration of the Maine Department of Labor and the Maine Department of Economic and Community Development



New improved quick start guide

Find a new job

Places to look

- Maine JobLink
- Live and Work in Maine: Job Board
- JobsInME
- LinkedIn
- Indeed
- Glassdoor

First steps

Use the resources for one-on-one help

CareerCenter Resources

Explore all of the resources available to help you when you are looking for a new job

1 Prepare for your job search

- Find free computer resources at CareerCenter Locations, Maine Library Locations
- Register for a free Yahoo email (gmail.com)
- Apply for unemployment benefits

2 Set up a Joblink account

You can create and post information, find training opportunities

- Create a "Job Seeker" profile
- Attend a workshop

3 Create or update your resume

Resumes are a summary to highlight your key skills and contact point with a potential employer

- Download Adobe Reader
- Sign up for Google format documents
- Attend workshops

4 Look for a new job or explore career paths

- Check out the job board
- Explore career paths
- Learn about training
- Attend job fairs

5 Get ready for your new job

Your resources: How can CareerCenter help you?

See what resources are available to help you find a new job.

Your journey: How can I get started?

Tailored guides to help you get started on your job search.

Home & life services

Additional resources to help you take care of yourself and your family. Page X

FAQ

Frequently asked questions about the CareerCenter and the services we offer.

Contact us

CareerCenter locations and contact information.

Reemployment first steps

See the full guide on page X

1 Prepare for your job search

2 Set up a Joblink account

3 Create or update your resume

4 Look for new job or explore career paths

5 Start your new job!

Contact us for free

Resources grouped by common journeys

Clearly laid out steps based for specific constituent journeys

One page summary with for overview of key resources

Improved structure and visuals for better readability

Your support is critical to MDOL continued progress over the coming months

Focus for next 120 days:

- Continue to ensure timely payment of benefits to eligible Mainers while ensuring program integrity
- Maintain healthy backlog levels with target initial payments within 10-20 days
- Expedite fact-findings and administrative hearings
- Complete implementation of Continued Assistance Act changes and new Mixed Earners UC (MEUC) program
- Ongoing technical enhancements to improve self-service and online options and reduce need to call the 800 line
- Continue to improve service levels at call centers by increasing state staffing and ongoing training
- Enhance the reemployment/rehiring experience for job-seekers and employers
- Issue 1099-G tax documents for unemployment benefits and ensure expedient process for rectifying newly identified unemployment fraud

How we could use your support:

- Continue to provide valuable feedback based on your interactions with constituents
- Distribute newsletters and other key messages to constituents
- Support two-year extension of limited-period positions in the 2022-23 biennial budget