



UI Integrity Reform

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UI Integrity Issues

- **Improving able, available and actively seeking work standards.**
- **UI and ES systems integration**
- **Integration of one stops, local offices, call centers**
- **Avoiding and identifying overpayments and fraud**
- **Improving the effective recovery of overpayments and fraud prosecution**
- **Improving collaboration with employers in the administration of UI**
- **Focus on integrity of the program and returning claimants to work**



North Carolina Issue Resolution

- **Bolster enforcement of able, available and actively seeking work requirements**
- **Increase use of withholding of benefits to collect overpayments**
- **Extend the period during which overpayments may be collected, fraud identified and prosecuted**
- **Increase the public profile of fraud prosecutions and penalties**
- **Increase the penalties for fraud (criminal, civil, fines and disqualification from benefits)**
- **Eliminate unnecessary waiver provisions**



North Carolina Issue Resolution

- **Use complete array of cross-matches that identify individuals working while claiming benefits, claiming while not available to work or claiming while not able to work. (e.g. new hire, wage cross matches, prisons, other cross match tools).**
- **Dedicate staffing and systems resources to use information effectively. Target as necessary to maximize recovery.**
- **Work with employers to exchange information electronically to identify issues, overpayments and prosecute fraud.**
- **Incorporate improved integrity into SCUBI design, improve staff training, participate in SIDES**



North Carolina Issue Resolution

- **Design performance measures that focus on effective integrity in addition to US DOL performance measures**
- **The BAM error rates use a small sample of claims to evaluate whether a state is applying its own law – not whether the law is most effective with respect to integrity**
- **Performance should be evaluated in terms of the integrity standards themselves, issue identification, effective adjudication and collection of outstanding overpayments and fraud prosecution**
- **Secondary measures should be focused on the degree to which increased integrity, enforcement and collection had the effect of avoiding claims fraud and reducing overpayments**



North Carolina Solutions

- **Use continuous improvement evaluations as part of performance evaluations.**
- **Regularly adjust systems and procedures to identify fraud and overpayments (e.g. internet fraud, SSN theft and misuse)**
- **Dedicate sufficient resource to maximize program integrity. State resources may be needed in addition to federal administrative funding.**
- **Include regular reports and performance evaluation in concert with employers, legislators and the Governor to assure that program integrity performance is continuously improved.**