Missouri UInteract
Missouri Department of Labor and Industrial Relations
Division of Employment Security
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Division of Employment Security
Where We Came From

- Legacy Mainframe that was approaching 50 years old
- Patchwork of programs/solutions with limited connectivity between them
- Redundant processes that were paper based and largely manual
- Limited online self-service functionality
- Dwindling Knowledge Base/Resources
- “Code-based” entries leading to steep learning curve for new staff
The Project

- Began in 2013
- Obtained base system code from Mississippi
- Used contractor to customize the system to Missouri’s needs with assistance from state IT staff
- Oversight in the form of Independent Verification and Validation (IV&V) contractor and formal partnership with ITSC
- Went live with entire system -Benefits and Tax- in November 2016
Sustainability - Cost

- Do not count on maintenance costs being reduced by new system
  - More functionality to be maintained
  - Who will maintain the system? Contractor or state staff

- Funding Sources
  - Federal UI Administration Grant
    - RJM focuses on current workload but system must be able to be scaled up to handle much higher workloads
  - Dedicated State Funds or Penalty and Interest Fund
    - MO does not receive any general revenue funds. Exploring automation adjustment similar to what initially funded the system
Sustainability - Cost

- Can Costs be shared between states?
- Innovate UI Consortium
  - Feasibility study to determine if there are cost savings for multiple states with like systems to share a common vendor.
  - Technology Deep Dive to identify differences in technology and develop a road map to get them better aligned
  - Increased dialogue already proving useful as states are sharing code for enhancements and bug fixes
Don’t let your modernized system become a legacy system

Continuously upgrade the system.
- Hardware
- Software
- Architecture

It is vital to keep technologies updated
- To ensure the system stays relevant
- To ensure the system is secure
Sustainability - Functionality

- It is important to provide enhancements and the functionality users expect from a website

- Missouri has recently implemented:
  - Responsive Web Design - Entire application is mobile friendly
    - August 2019 - Over 150,000 claimant logins. 63 percent from mobile devices
  - Updated login page
    - Includes Help videos
  - Claimants can log work search activities at any time, not only during weekly certification
Responsive Web Design
Welcome to UIInteract, our new Unemployment Insurance system. ALL USERS MUST FIRST REGISTER IN THE NEW SYSTEM AT ONE OF THE LINKS BELOW. If you have already registered in UIInteract, please use the User ID and Password box below to access your account.

Unemployed Workers can register at: Unemployed Worker Sign Up
Employers with Existing Accounts can register at: Establish Employer Login for Existing Accounts
New Employers can register at: Register New Business with DES
For Third Party, CDS Vendors or Payroll Services you can register at: Reporting Service Signup (Third Party/CDS Vendor/Payroll Services)

UIInteract Login
- Required Information

" User ID
- Password
(Case sensitive)

Submit

Forgot User ID  Forgot Password

Employer Services
- Employer Registration Help
- Add Federal Identification Number (FEIN) to an Existing Account
- Update Employer Information Request

Unemployed Worker Services
- Claimant Registration Help
- Unemployed Worker Sign Up

There is no charge for using our online service. You can "go paperless" by signing up for online correspondence with DES.
Updated Login Page
Organizational Sustainability

- Use your system to assist in meeting your organization’s goals.
  - As budgets get tighter, look for new ways to complete the work

- Missouri utilized staff from across the agency to assist with claim filing during Winter workload
  - Modernized system is more intuitive and staff unfamiliar with the claim process was able to jump in with minimal training and assist customers
THANK YOU