



# Commonwealth of Massachusetts Executive Office of Labor and Workforce Development



## The Big Green Monster of the Recession and Getting Prepared

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## Adjudication and streamlining processing

1. Auto Adjudication Discharge, Quit, Remuneration
2. Simplifying our questions
  1. Reduction in issue creation
  2. Realign work search criteria and process
  3. Partial Earnings reporting
3. Consolidate and eliminate number of workflow queues and duplicate issues
4. Changing business rules for assignment and improved metrics

## Extensions and improvement in program shifts

1. Reduction in under and over payments
2. Fortifying disaster claims processing
3. Streamlining Multi claimant processing

## Improvements in accepting debt owed

1. Credit card payments
2. Automatic payment reductions from accounts

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- Greater emphasis on improved customer experience and self service
  - Multi state “Common Dashboard” between career services, education, LMI and unemployment
    - Self Service / ability to get all information in one place
    - Improved customer experience
    - Reduction in inquiries /walk-in
  
- Self service password resets for staff employers and claimants requirements of employer email/phone and carrier
  - Reduction is staff workload
  - Improved customer experience
  - First large agency moving toward state wide single sign on
  - Registration requires mandatory email address
  - Phone call reduction and improve staff workloads
  - Future is the ability to send text messaging and email validation prior to completing registration



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- Debt Collection Improvements
  - Employer compliance automation forcing them to pay their outstanding debt
    - Employers can download and email their compliance
    - Licensing will not be issued unless debt is compliant
    - Incentive for employers to pay debt
  - Employer state/federal Tax Intercept (TOPS)
  - Charge off process: eliminate uncollectable debt, linkage to Department of Revenue for closed businesses
  - Centralize employer case folders
  - Collections correspondence cycle of debt automations:  
Certified Assessments Judgements Levy Pre-lien/Liens AG's office

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- Software configuration and parameterization
  - Reductions software development
  - Time and resource reduction to change software
  - Improve time to implement changes
  - Parameterize values so that they can be changed by executing a script dynamically
- SARS Suspicious Actors Repository (multi-state process)
  - Fraud detection improvements
  - Reduction in Fraud
  - Reduction in overpayments