Category	Sub-System	Feature/Function	
Application	Internet Claims	Adaptive-dynamic functionality (responses lead to additional questions/fact finding)	
Application	Internet Claims	Enhanced fact finding	
Application	Claimant Portal	Password reset	
Application	Claimant Portal	Additional language support (Spanish and Haitian-Creole)	
Application	Mainframe	Index off other variables (last name + last four SSN, Last name + zip, Phone number)	
Application	Internet Claims	Wage worksheet – show calendar and ask claimant to enter hours they worked each day and the wage paid (allow salaried employees to enter hours and total wages)	
Application	Internet Claims	Work search log (capture and present to claimant)	
Application	Internet Claims	Capture work search documentation (to faciliate audit)	
Application	Employer Portal	Require Employers to use portal	
Application	Internet Claims	Random work search audit (select, case management, fact finding)	
Application	Employer Portal	Multiple POAs (adapt system to capture and report)	
Application	Mainframe	Address interest calculation issue (accounts stop accumulating interest)	

Application	Тах	Capture wages by week versus quarter (start with TPAs)	
Application	Internet Claims	Authenticate/update bank account before first payment is paid	
Application	Tax	Automate reconciliations (list)	
Application	Claimant Portal	Single sign-on with DET system	
Application	Employer Portal	Password reset	
Application	Internet Claims	Add alert to claimants who've committed fraud so they are alerted to 1. Balance due 2. Statement alerting them to the fact they will not get benefits until balance is paid in full	
Application	Internet Claims	Remove location selection	
Application	Claimant Portal	Capture IP address	
Application	Employer Portal	View wage reports bulk filing	
Application	Mainframe	Reduce data store (reduce MPS) to save money	
Application	Тах	Allow tax to be paid over multiple periods versus all in Q1 (with interest	
Contact Center	Tools	Email	
Contact Center	Tools	CRM	
Contact Center	Tools	SMS	
Contact Center	Tools	Chat	
Contact Center	Tools	Remote desktop like feature(s)	
Infrastructure	Tools	Document Management	
Infrastructure	Tools	Datawarehouse and Business intelligence tools	
Infrastructure	Case Management	Case Management (Local office, Appeals, Field, BPC)	

Participant File Review									
Date: Office		Purpose: Ensure required data is collected, medical or disability-related information is collected on a separate form and is maintained in a separate file and secure, and the Equal Opportunity Notice is part of each participant's file. Instructions: Select a sample of participant files and complete the form below.							
		Is the following data collected (Y/N)					On file? Is the following info collected and stored separately and protected?		stored
WP/ WIOA	Participant Name	Gender	Race/Ethnicity	LEP	Disability	Age	EO Notice	Medical Records	Disability- related info
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes No	Yes No	Yes No	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes No	Yes 🗌 No 🗌	Yes No	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes No	Yes No	Yes No	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes No	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌
						<u> </u>			
		Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌	Yes 🗌 No 🗌

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	Yes 🗌 No 🗌							
Comments on the file review. Reference comments to file # and or participant name.								