



**NASWA Unemployment Insurance Integrity Center Integrity Data Hub
Identity Verification Project Evaluation
Request for Evaluation Consultant Independent Contractor Services**

Overview of NASWA UI Integrity Center Integrity Data Hub

The Unemployment Insurance Integrity Center (Center) has been formed in partnership with the U.S. Department of Labor (USDOL) Office of Unemployment Insurance, the New York State Department of Labor, and that National Association of State Workforce Agencies (NASWA) to provide innovative tools, training, and support to states in their efforts to reduce improper payments and combat unemployment insurance (UI) fraud. The Center's mission is to be a go-to resource for successful UI integrity strategies and tools, focusing particularly on the prevention, detection, and recovery of improper payments. One of the key strategies is the development and state adoption of the UI Integrity Data Hub (IDH).

The Center is developing a national UI IDH with interfaces to multiple national and state databases for purposes of crossmatching and data analysis for UI program integrity. The system performs crossmatching of claims data and IDH data to identify matches. The matches are returned to the originating states for further investigation and processing at their discretion. The IDH crossmatches help states identify new cases of potential fraud and improper payments otherwise undetected. The ability for states to systematically crossmatch claims with the IDH also saves state staff time and resources from having to manually review and check individual claims. Users have the option to query the system to determine if any of the selected data elements from one of their claims matches information in the IDH.

Identity Verification Project Overview

One of the Center's current tasks is to define, develop, test, and implement a centralized identity verification/identity proofing service for State Workforce Agencies (SWAs). This Identity Verification Service (IDV) will operate as a part of the Center's IDH and the output of the IDV service will be provided to the SWA's along with other cross-matching and analysis from the IDH.

In September 2019, the Center received funding from USDOL to provide a centralized IDV service to address the need for SWA's to incorporate identity verification into their UI claims, leveraging the existing IDH infrastructure and processes. As such, the Center in March 2020 selected a vendor to provide the Center with a software-as-a-service (SaaS) Identity Verification/Identity Proofing capability.

The IDV solution will deliver a determination of identity validity based upon information presented to the vendor through the IDH. The IDV Project has the goal of reducing the incidence of improper payments due to identity fraud while collecting data to establish additional strategies to address the ever-changing identity fraud problem.

The Center is currently working with participating SWAs to submit all initial and weekly UI claims data. The IDH will serve as a centralized data repository and transmit each SWA's data to the IDV vendor at regular intervals including real time and routine batch processes.

As part of the IDV implementation, the IDH project team and selected vendor will develop and implement the integration and formatting of the exchanged data. The IDV vendor will execute identity verification against this claims data and provide the results back to the IDH including a set of identity verification indicators. The Center's IDV service is expected to function as an augmentation of the current IDH, and minimally impact the SWA-specific processes for handling electronic UI claims already in place.

IDV Project Evaluation

The Center will conduct an evaluation of the IDV project to document implementation and lessons learned by early implementing SWAs and initial project outcomes related to prevented and detected UI identity theft claims. The evaluation will focus on whether early-adopting states found IDV output useful in identifying and preventing identity theft claims. The IDV project evaluation intends to be formative in nature, synthesizing the feedback and experiences of the early-adopting states to better inform future state adoption and use of the IDV platform. The core questions driving the evaluation include:

- From the early-adopter perspective, is the IDV contributing to ongoing efforts to reduce the incidence of improper payments due to identity theft/fraud?
- Does the IDV provide a manageable process for SWAs staff to investigate IDV results to verify claimant identities aligned with their UI administrative resources?
- What challenges did early-adopters face during implementation and use of the IDV? How were they addressed?
- What lessons learned from early-adopting states can inform future SWAs implementation and use of the IDV in the future?
- What IDV enhancements would SWAs see as useful to improve the functionality and performance of the system?

The Center is proposing an evaluation approach that will occur between July 2020 through December 2021. The evaluation will begin once the early-adopting states are in a "production" mode with the IDV solution and are using it regularly for UI integrity operations. The IDV evaluation approach would include two core components:

- **Implementation Study:** This evaluation component will seek to explain the "what", "why", and "how" related to the start-up implementation, administration, and operation of the IDV. The implementation study will provide a listing of challenges and lessons learned to inform future states looking to join the IDH and access the IDV solution. The

primary sources of data for the implementation study will be IDV documentation and interviews with key Center, IDV vendor, and IDV early-adopter state staff.

- **Outcomes Study:** The outcomes study is primarily descriptive in nature. The outcomes study will ask participating IDV pilot states to capture information on the total number of claims identified as improper/fraudulent resulting from an IDV match/flag. The Center will make use of quantitative process measures available from the IDH system.

Independent Contractor Evaluation Consultant for IDV Project

The Center is seeking an individual to provide evaluation support services to the IDV project evaluation described above. The individual would work closely with the Center's Director of Research and Evaluation and Research and Evaluation Specialist on all aspects of the IDV project evaluation from developing the evaluation design report, creating data collection instruments and writing of the final report. Provided below are the planned duties and responsibilities the prospective contractor would complete in conjunction with the Center's Evaluation Team to assist successful completion of the IDV project evaluation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage and compose the IDV evaluation design report detailing the evaluation's goals, questions, data collection, analysis, and reporting activities
- Develop individual and focus group interview protocols for qualitative data collection
- Manage the collection and reporting of quantitative IDV outcome measures
- Conduct reviews of IDV documentation and project plans as part of the implementation study
- Create and collect status reports for early-adopter states to provide updates on IDV implementation
- Conduct administrative activities including scheduling and participating interviews for data collection purposes, project meetings, conference calls, and webinars
- Conduct interviews and take notes for individual and focus group interviews with IDV stakeholders
- Apply quantitative and qualitative research methods and techniques to manage and analyze IDV evaluation data
- Construct and clean datasets for IDV evaluation data collected
- Support the preparation of technical procedures, site visit protocols, survey assessments, and reports
- Write, compile, and edit the IDV evaluation final report detailing the evaluation's findings
- Format and review work products to ensure quality and consistency of content

EDUCATION/EXPERIENCE REQUIREMENTS

Education

Bachelor's degree in Program Evaluation, Economics, Public Policy, Political Science, or related social science field required. Master's preferred.

Experience

3-5 years of related program evaluation, economics, public policy, data analytics, and research, work/internship experience preferred. Specific experience participating in evaluations of IT systems implementations preferred.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Proficiency with Excel and NVivo/Dedoose/Other qualitative analysis software
- Advanced expertise in MS Office products required
- Expertise in mixed-method evaluation approaches
- Understanding of the IT systems in the UI or other public benefit programs
- Processes for IT system implementations

Skills

- Strong quantitative and qualitative analytic skills
- Exemplary writing and editing skills to prepare professional reports
- Able to absorb and synthesize large amounts of information and data quickly
- Discretion, creativity, maturity, and good judgment
- Able to be team-player and work in a virtual collaborative environment, while also working independently on assigned tasks
- Strong organizational, oral and written communication skills
- Ability to balance multiple priorities and meet critical deadlines

POSITION CLASSIFICATION

The position is a contract position and is limited to the scope of work described in this announcement to successfully complete the IDV project evaluation. The services provided by the prospective individual will be done in a remote/telework setting as minimal travel will be required.

LEVEL OF EFFORT

The Center anticipates the prospective individual to provide IDV evaluation consultant services is estimated to be +/-1,000 hours over the planned period of performance from July 2020 through at least December 2021. The Center anticipates the following hour allocation over the course of the evaluation but is subject to change based on project:

July – September 2020: 300 hours

October 2020 – June 2021: 200 hours

July 2021 – December 2021: 500 hours

APPLICATION PROCESS

Interested contractors should submit a detailed resume and a cover letter that describes how they meet the experience, knowledge, and skills above, and a writing sample highlighting relevant and prior research and evaluation experience. Interested individuals should also include in their application materials their expected hourly rate to provide the evaluation services described. Application materials should be submitted via email by **Friday, June 5, 2020 by 5 PM EST** to:

Tim Griffith, Director of Research and Evaluation
UI Integrity Center
National Association of State Workforce Agencies
tgriffith@naswa.org

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