

Helping States Manage the Flood of UI Claims During COVID-19

The COVID-19 pandemic is having an unprecedented impact on the health and economic wellbeing of millions of Americans, driving massive layoffs and record unemployment. More than 25 million people filed for Unemployment Insurance (UI) between mid-March and mid-April alone – overwhelming states' existing processes and technologies.

We can support your UI program modernization efforts

MAXIMUS can help you interpret and implement policies set forth by the Families First Coronavirus Response Act (FFCRA, H.R. 6201) and the Coronavirus Aid, Relief, and Economic Security Act (CARES Act, H.R. 748) with respect to Unemployment Insurance. Our consultants can assess your state's current operations and policy compliance and provide the support essential to ensuring your program can process claims quickly, efficiently, accurately, and safely. We can also provide planning support and project management oversight if your UI system requires modernization.

Our services can be tailored to meet your state's unique needs, including:

Federal and state policy support

- Reviewing and analyzing the FFCRA and CARES acts
- Mapping of federal legislation to state legislation
- Mapping the Department of Labor rules to state Federal Pandemic Unemployment Compensation (FPUC) business processes
- Making recommendations for state FPUC processes, such as adjustments to governance, delegation of authority, and approval requirements

End-to-end FPUC business process mapping for FFCRA related to new federal legislation and relief for workers affected

- Identifying gaps in service; providing recommendations and solutions
- Identifying fraud vulnerabilities; providing recommendations and solutions
- Identifying process improvements; providing recommendations and solutions

Technical assessment

- Documenting the current system's ability to satisfy the state's technical needs in support of the FFCRA and CARES acts
- Architectural/foundational – Identifying the base design of the system to meet current needs
- Supplementary technologies, infrastructure, and/or components – Identifying specific technology additions that can provide key capabilities and/or improvements to maximize self-service channels and streamline workflows

Operational support and coordination

- Providing claims center triage support
- Identifying and addressing bottlenecks
- Delivering quick process improvements, such as workflow recommendations, phone-queue arrangement, and problem-resolution redistribution
- Assessing the potential and providing a proposal for direct operations support, such as call center and claims processing
- Optimizing manual work processes and equipping team members with the right tools

UI system modernization planning, project management oversight, and risk management

- Providing planning support for the modernization initiative
- Ensuring that UI system modernization project activities occur as scheduled, risks are averted or managed to reduce their impact, and accountability at all levels is enforced
- Quality Assurance (QA) – Focusing on lifecycle development and test processes so that defects are identified earlier in the process when remediation is more cost effective
- Independent Verification and Validation (IV&V) – Evaluating the UI information technology system development processes along with the correctness and quality of the resulting project artifacts and software products

MAXIMUS is here to support your UI program modernization efforts so that you can process claims more quickly, efficiently, accurately, and safely. To learn more, please contact us.

Trusted Consulting Solutions for Public Sector Systems and Programs

Consulting and advisory services

Systems planning and oversight

MAXIMUS offers a broad array of information technology (IT) to support your efforts to implement high-quality automated systems, improve service delivery and business operations, and comply with state and federal requirements. Unique in the field, our consultants not only understand technological needs and standards, but also possess a deep understanding of health and human services programs and funding models.

Proven planning and procurement support

Our team of experienced consultants has an outstanding reputation and a successful performance track record in justifying investments in technology projects and selecting implementation vendors. Our planning services focus on producing feasibility studies, alternatives analyses, cost/benefit analyses, requirements analyses, specification definitions, project budgets and cost allocation plans as part of creating Advance Planning Documents (APD) and related project investment studies.

We have developed numerous procurement documents for a wide range of state agencies. As a result, we are highly knowledgeable about procurement rules and how they can differ in each state. The ultimate goal of our procurement services is to create a fair procurement that results in the best solution for your implementation effort.

Procurement services include:

- Program and system requirements development/validation
- Request for Proposals (RFP) and Statement of Work (SOW) development
- Bidder conference support, including vendor Q&A processing
- Vendor proposal evaluation coordination and training
- Independent proposal evaluation and scoring
- Contract negotiations



Superior project management oversight and risk management strategies

Our project oversight and risk management services are designed to ensure that project activities are managed, controlled, coordinated, supervised and focused on the goals and objectives of the project. It is critical to the success of any project that status, risks, issues and concerns be continually addressed. Our staff apply structured, standards-based approaches to the analysis, review, demonstration and testing of critical system-development processes and products. Our project management oversight and risk management services include:

- **Project Management Oversight.** We help ensure that project activities occur as scheduled, risks are averted or managed to reduce their impact, and accountability at all levels is enforced.
- **Quality Assurance (QA).** Our staff focuses on life-cycle development and test processes so that defects are identified earlier in the process when remediation is more cost effective.
- **Independent Verification and Validation (IV&V).** These services verify that the system is built right and validates that the right system is built.

Success in Action

Program modernization

MAXIMUS delivers a one-stop solution to help health and human services agencies meet their most difficult management and operations challenges. Our job is to help agencies turn their visions into best-practice reality.

Our diverse portfolio of services can be applied to a variety of government programs and include:

- **Business Process Assessment and Redesign.** We review organization and business processes to map current “as is” processes; identify gaps/opportunities for improvement; recommend “to be” processes; implement recommended strategies; and evaluate the success of recommended strategies.
- **Policy and Procedures Review and Development.** Our consultants conduct a review of current policy/procedure to compare with national standards, best practices, and Child and Family Services Review (CFSR) federal outcomes. We then develop or redesign policy and procedures to align with best practices and national and federal standards.
- **Training.** We perform a training needs assessment; develop curriculum; and provide training.
- **Comprehensive Needs Assessment.** We conduct a review of agency policy and procedure, business processes, training, quality assurance and funding strategies; identify areas of need or opportunities for improvement; recommend strategies for improvement; assist with implementation of recommendations; and evaluate the success of implemented practices.
- **Audit Preparation and Compliance.** We provide pre- and post-audit assistance, mock audit reviews, training development and implementation, and policy review and development to help agencies successfully navigate federal reviews and other audits.

Our consulting services have proven effective across a wide spectrum of **public sector systems and programs**, including:

- Child support enforcement
- Child welfare (**CCWIS**)
- Electronic Benefits Transfer (**EBT**) systems
- Health Insurance Exchange (**HIX**) / Health Information Exchange (**HIE**)
- Integrated eligibility
- Medicaid Management Information Systems (**MMIS**)
- Provider Data Management Systems (**PDMS**)
- Public Employees Retirement Systems (**PERS**)
- Unemployment Insurance (**UI**)
- Women, Infants and Children (**WIC**) Program

One focus, one source

MAXIMUS has maintained a single focus on government service since 1975. Our dedicated professionals help government agencies provide essential health and human services with an innovative, compassionate approach and deep subject matter expertise. Every process, procedure and project we undertake is focused on delivering high quality, cost-effective solutions that help government agencies fulfill their missions.