



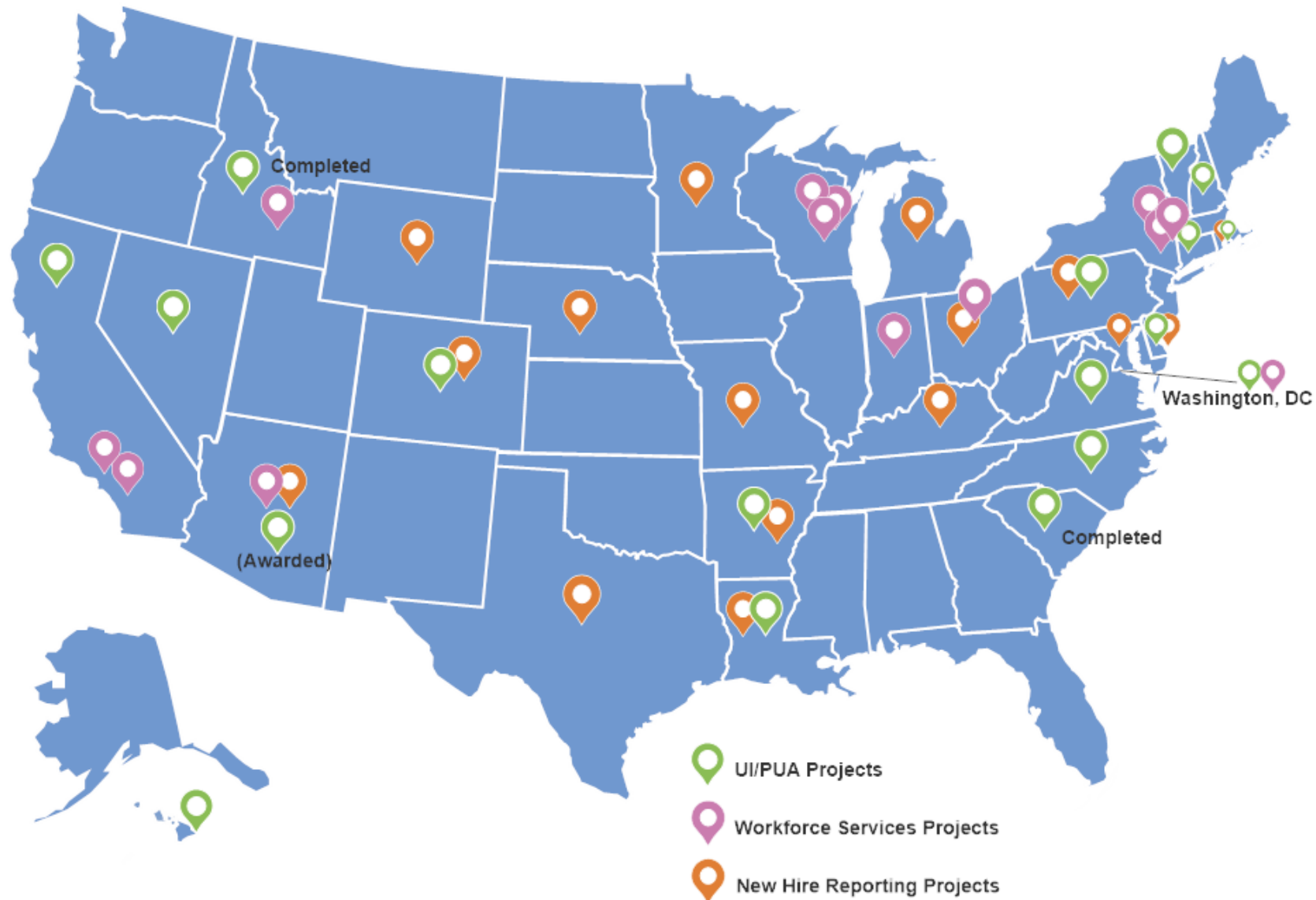
MAXIMUS®

SUPPORTING STATES UNEMPLOYMENT INSURANCE PROGRAM NEEDS

Core Capabilities

January 2021

Supporting state UI and workforce programs across the nation



We've deployed more than 2,000 professionals to support states in delivering Unemployment Insurance.

Maximus Unemployment Insurance and Pandemic Unemployment Assistance Core Capabilities

State	PUA Assistance	Claimant Questions	Filing Claims and Ongoing Claims Processing	Adjudication Support and Fact Finding	Fraud Investigations Support	Systems Consulting
Arizona	X				X	
Arkansas	X	X	X		X	
California		X				
Colorado	X				X	
Connecticut*	X	X	X		X	
Delaware						X
District of Columbia			X			
Hawaii	X	X	X		X	
Idaho**	X	X	X		X	
Louisiana	X	X	X		X	
Nevada	X	X	X		X	X
New Hampshire		X				
North Carolina	X	X	X		X	
Pennsylvania*	X	X	X			
Rhode Island	X		X		X	X
South Carolina**		X	X			
Vermont	X	X	X		X	X
Virginia		X	X		X	

Serving the entirety of the unemployment lifecycle



Claimant Support

Helping claimants file or update their claims and answer basic questions

Virtual support, omni-channel communication, cloud-based technology



Claims Management

Fact-finding and investigating to support adjudication, fraud investigations, and appeals processes

Experienced professionals and Center of Excellence delivery experience in UI process and systems



Program Integrity

Preventing, detecting, and defending UI programs against overpayment and fraud risk; maintaining or improving federal BTQ and BAM quality standards achieved by states

Experienced professionals, technology tools, and Center of Excellent oversight



Business Process

Conducting business process improvement, feasibility, and gap analysis for system improvements

Subject matter experts with experience in UI process and systems



Return to Work

Proactively support claimants in navigating existing state resources; using AI and machine learning to cultivate improved matching plus virtual support to divert AJC volume

Virtual navigators, coaching support, and omni-channel communication

Analyze Gaps and Avoid System Pitfalls

Let us help you adjust to a post-COVID world by:

- Addressing silos in business and technical processes
- Providing hand-offs from your primary UI system to the new PUA system
- Auditing your systems to ensure that your system-of-record is updated and data are accurate
- Identifying fraud gaps and your federal ETA reports are accurate

Types of UI consulting support we offer

Systems Modernization and Integration Support

- GAP analysis
- Need assessments
- Implementation support (PMO, QA, IV&V)

UI Business Process Review

- Process improvement
- Change management
- Improper payment detection and recovery

Cultural Process Improvement

- Set departmental goals with stakeholders
- Break down silos for team collaboration
- Define desired outcomes
- Develop continual improvement
- Develop leaders
- Agile transformation

Making a Difference in UI Programs

Stabilization – Providing immediate relief to help solve the most challenging issues, or the issue causing downstream problems that create bottlenecks and claimant frustration.

- **Idaho – *Reduced call volume*** by more than 65% during the first 3 weeks, from a starting average of more than 13,000 unique calls to around 4,000 unique calls in just under 3 weeks.
- **Hawaii – *Reduced wait time*** and established a contact center infrastructure that let only human – versus auto-dialer – callers connect. ***Reduced average wait time*** by more than half in the first week, from 1.5 hours to 40 minutes, and down to the current average wait of about 17 minutes.

Agility – Pivoting quickly to address different tasks as our government partners' needs evolve and doing so in time to make an impact.

- **North Carolina, Vermont, and Hawaii – *Transitioned from performing simple FAQ*** from claimants to helping claimants file claims, and ultimately to supporting adjudication fact-finding related to non-monetary eligibility and separation issues.
- **Nevada, Rhode Island, and Vermont – *Supplemented adjudication efforts*** with tasks related to fraud investigations, performing tasks that include fact-finding investigations, managing fraud hotline, and releasing identity-related fraud holds for validated claims.
- **Colorado – *No service interruption during planned modernization effort***, maintained service levels during planned conversion of UI system; worked with state partners to create workflow process and procedures to protect business continuity during transition.

Impact – Supporting more fact-finding and adjudication tasks that support states' overall ability to maintain quality standards while still managing claims volume and reducing backlog.

- **Vermont** – Over 40K complex issues resolved from May to July; staff average of ***1,500 issues per person***.
- **Idaho** – More than ***2,500 issues resolved*** by 10 processors in 30 days, including 90% related to non-monetary eligibility.
- **Colorado** – Over ***13,000 issues adjudicated***; 600 able and available issues per day and an average of 500 separation issues per day from mid-November through December 2020.
- **Connecticut** – More than ***9,000 issues resolved*** since mid-November, roughly 1,200 issues per week.
- **Nevada** – Over ***4,100 issues resolved*** since October 2020, with accuracy of recommended disposition above 85%.
- **Rhode Island** – More than ***80,000 issues resolved*** since April 2020, including both simple and complex issues; ***11,400 fraud investigation issues*** since July 2020.



Contact For More Information

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