Review of State UI Benefits and Tax System Developments

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● UWC – San Diego, CA
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- Web (2006 – 2011/14)
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- Cloud (2012 /15 – ?)
  - Third generation modern technology
    - Multi-tenancy
    - Rules/decision engine driven

- o Change Drivers
    - Declining resources
    - Technology maturity
    - Legislative changes
    - Customer Demand
    - Workforce program connectivity
    - Criminal activities

o System features of third generation UI technology
- Self-service
  - Tax, wage reports, initial claims, weekly certifications and account maintenance
- Migration to cloud hosting
- Refactored to multi-tenancy
- Mobile technology capable
  - Weekly benefits certification
  - Online work search reporting and validation
- Big data analytics
  - Fraud pattern detection
  - Re-employment effort engagement
- Rules and decision engine driven
- Single sign-on for UI and workforce technology

o ADVANTAGES

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CHALLENGES

- Development funding
- Lack of development staffing
- **<u>Shortage of development expertise</u>**
- No road map – reengineered systems
- Human resistance to change
- Risk associated with being the first
- Increased incidence of criminal activity

o Exporting the success/paying the bills

- Consortium Development
    - o 11 states expressed an interest
    - o Four states started the journey
    - o Three states developed and are maturing the partnership
        - Mississippi
        - Rhode Island
        - Maine
            - o THE MRM CONSORTIUM
- Funded by a grant from USDOL
    - o Funds available into 2018 for this development
        - Obligation to share with other states
- Onboarding
    - o Discussions in progress now with other potential partners

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