

**TRAINING AND EMPLOYMENT
NOTICE**

NO.

10-17

DATE

December 20, 2017

TO: STATE WORKFORCE AGENCIES

FROM: ROSEMARY LAHASKY
Deputy Assistant Secretary

SUBJECT: Update on the Unemployment Insurance Integrity Center's Activities: Launch of the Suspicious Actor Repository, the Integrity Knowledge Exchange, the National Integrity Academy, and Upcoming Informational Webinars

- 1. Purpose.** To provide an update on the Unemployment Insurance (UI) Integrity Center's activities and to announce the launch of the Integrity Center's Suspicious Actor Repository (SAR), the Integrity Knowledge Exchange, the National Integrity Academy, and upcoming Informational Webinars.
- 2. Background.** One of the principal strategies of the U.S. Department of Labor's (USDOL) UI integrity strategic plan is the creation of the UI Integrity Center. The Integrity Center was established in October 2012 to be a state-driven source of innovative program integrity strategies to prevent and detect improper payments and reduce fraud. The Integrity Center is operated through cooperative agreements with the New York State Department of Labor (NYSDOL) and the National Association of State Workforce Agencies (NASWA). NASWA is the lead organization responsible for the operation of the Integrity Center.

All services and tools developed by the Integrity Center are provided to state UI agencies at no cost. State UI staff with registered UI Community of Practice (CoP) accounts can visit <https://integrity.naswa.org/> to access and use the resources developed by the Integrity Center. The process for requesting a UI CoP account is described in Section 7 of this Training and Employment Notice (TEN).

- 3. Suspicious Actor Repository.** The Suspicious Actor Repository (SAR) is a national repository of "suspicious actor" information designed to help states identify UI claims that may warrant further investigation. The SAR contains an array of data elements from suspicious UI claims (as defined by the contributing states). These elements consist of Internet Protocol (IP) address, e-mail address, mailing address, phone number, and bank account information connected to the suspicious claim but do not include sensitive personally identifiable information (PII) like name, date of birth, or Social Security Number. State investigative staff can both contribute suspicious claims information to the repository and cross-match their own state's claims information against the contents of the repository in a batch and/or real-time environment. SAR cross-matches result in a confirmation that certain data elements from the submitting state exist in the SAR and provide the submitting state with information that can be used to conduct follow-up discussions with the contributing state. The SAR Memorandum of Agreement for states contains provisions that are consistent

with the requirements of 20 CFR Part 603 governing the disclosure and security of confidential unemployment compensation data, as well as enforcement provisions in the event of a breach of the agreement.

Originally started as a pilot project between the Integrity Center and several states, the SAR is designed to add additional states quickly and with minimal state effort. State workforce agency staff can visit <https://integrity.naswa.org/data-hub/SAR> for more information on the SAR.

- 4. Integrity Knowledge Exchange.** Launched in July 2017, the Integrity Knowledge Exchange provides a platform for state UI agencies to access and share resources and best practices for all aspects of UI integrity, with on-demand and in-person support services. Within the Knowledge Exchange are three resources: the **Library**, a collection of UI integrity resources to help state UI agencies prevent, detect, and recover improper payments, prevent fraud, and promote program integrity; **State Practices**, an information exchange and virtual warehouse of resources for successful practices where states can explore ways to combat UI fraud, improve integrity, and share approaches; and **Services**, which provides access to UI Subject Matter Experts (SMEs) from across the country to directly assist states virtually or in-person and to identify UI integrity issues, provide recommendations, and evaluate the effectiveness of state operations and practices on an ongoing basis.

The Integrity Knowledge Exchange connects users with ideas and information to inspire new initiatives in program integrity and encourages states to share their own approaches in the fight against UI fraud and improper payments. State workforce agency staff can visit <http://integrity.naswa.org/integrity-knowledge-exchange> for more information.

The active participation of UI Directors, UI Tax Chiefs, UI Benefits Chiefs, and designated UI Integrity Coordinators is needed to continue growth of the Integrity Knowledge Exchange resources. The Integrity Center will offer a webinar to provide an overview of the exchange and how to use it. A schedule of upcoming webinars is contained in Section 6 of this TEN.

- 5. National Integrity Academy.** The fundamental goal of the National Integrity Academy is to provide training to support state efforts in reducing improper payments and fraud rates, while increasing the rate of recovery. To accomplish this, the Academy provides a high quality, relevant program of study designed to foster staff development and a culture wherein “Everybody Owns Integrity.”

Training is available to all state UI staff, administrators and agencies via eLearning and in-person instructor-led training events. The Integrity Academy’s program of study consists of five inter-related certificates designed to build expertise and improve the job performance of UI personnel. Beginning with a common foundational course, Fundamentals of UI Integrity, each certificate provides training and skill development customized to the UI program through a variety of educational strategies. These strategies include the use of actual UI case studies contributed by states, promising practices specific to the UI program, and course content developed and overseen by a broad cadre of UI SMEs.

The Integrity Academy's certificates are being made available via an online Learning Management System on a rolling schedule and include the following:

- **UI Operations Integrity:** Techniques and strategies for promoting integrity throughout operations;
- **UI Fraud Investigations:** Knowledge, skills, and proven practices in conducting successful fraud investigations;
- **UI Program Leadership:** Strategies and promising practices for optimizing leadership skills;
- **UI Tax Integrity:** Strategies and techniques for promoting integrity within UI tax operations; and
- **UI Data Analytics:** New and trending data applications and how to apply them effectively.

State UI agency staff can visit <https://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro> for more information on the Integrity Academy. Interested learners are encouraged to review the latest Integrity Academy Course Catalog published on the website for specific information about certificate programs and individual lessons provided by the Academy.

6. **Informational Webinars.** Webinars are scheduled to provide state UI agency staff with information on accessing and using the tools and resources developed by the Integrity Center. The schedule for upcoming webinars is provided below and future events will be announced through the Integrity Center's web site at <http://integrity.naswa.org>.

UI Integrity Center Application	Webinar Date / Time
Utilizing the Integrity Knowledge Exchange	Thursday, February 1, 2018 1-2pm (Eastern)
https://naswa.zoom.us/webinar/register/WN_wi_6cBzpTRaXH8LhII0oPA	
Introduction to the UI National Integrity Academy	Thursday, March 8, 2018 1-2pm (Eastern)
https://naswa.zoom.us/webinar/register/WN_8VagEe85QhW1mdl_Gcf-KQ	
Access and Using the Suspicious Actor Repository	Thursday, April 19, 2018 1-2pm (Eastern)
https://naswa.zoom.us/webinar/register/WN_OszHDUEiS-SPOu3M9qpdAw	

To register for any of the above webinars, please complete the registration form at the URL listed.

7. **Accessing the Integrity Center's Applications and Training.** State UI staff is strongly encouraged to access, explore, and use the Integrity Center's resources as both active

consumers and contributors. The Integrity Center's tools and resources are made available through a secure Internet portal located on the USDOL's UI CoP at <https://ui.workforcegps.org/>. The UI CoP is a private community available exclusively to state and Federal UI practitioners. Users must register an account with the UI CoP in order to access the tools and resources described in this TEN. The process for registering an account is described below:

- a) State and Federal UI practitioners visit <https://integrity.naswa.org/> to access the UI Integrity Center's website.
- b) Users click on the "Login / Signup" button at the top right of the web page to transfer to the UI CoP's single login portal.
- c) **Users with established UI CoP/WorkforceGPS accounts through USDOL** should enter their credentials in the "Login" space at the top of the web page. Users may then click on the "Communities" tab to navigate to the UI CoP homepage. From there, users should click on the Integrity tab (*see screenshot below*) to be transferred back to the Integrity Center's homepage as a logged-in user.
- d) **Users who are new to the UI CoP/WorkforceGPS** will first need to establish a WorkforceGPS account and be approved to use the UI CoP. When signing up for a WorkforceGPS account, users should check the box for "Unemployment Insurance" under "Your Community Memberships" to request access to the UI CoP. Please note that there is a separate approval process to gain access to the UI CoP. Users requesting this access **MUST** provide additional information, including their job title, state agency name, and supervisor name and email address, which will be used by USDOL to verify the requestor's identity and state workforce agency employment prior to receiving access to the UI CoP. Once the account is approved by USDOL, the user may follow steps *a)* through *c)* listed above in this Section.

8. **System Requirements.** The Integrity Center web site and its applications can be accessed via personal computer, Mac, and mobile devices, with Windows (Vista and 7+), Linux, and IOS 7+ operating systems. The applications require an Internet connection and a version of the Internet Explorer (IE) browser that ranges from IE 9 – 11, Microsoft Edge, Mozilla Firefox 33 – 44.0+, Chrome 40 – 49+, Opera 26 – 27+, or Apple Safari 6 – 8.02+. Both the Library and State Practices sections have responsive designs for iPads, tablets, and smart phones. However, creating and editing information in State Practices via mobile devices is not recommended.

9. **Action Requested.** State Administrators are encouraged to share this information with UI Directors, UI Tax Chiefs, UI Benefits Chiefs, designated UI Integrity Coordinators, Benefit Payment Control supervisors, and other appropriate staff throughout the UI program, including Tax, Benefits, and Appeals. State Administrators are requested to encourage the appropriate UI staff to contribute content as authorized, and to access the tools and resources for use in their own work.

10. Inquiries. General inquiries for USDOL should be directed to Brad Wiggins at wiggins.brad@dol.gov. Inquiries regarding access to the UI CoP, including troubleshooting requests, should be directed to ui.wfgps@dol.gov. Inquiries regarding any of the Integrity Center's applications should be directed to the state's corresponding UI Integrity Center State Liaison:

- USDOL Regions 1 and 3: Chris Paquette, cpaquette@naswa.org
- USDOL Regions 2 and 5: Maria Noble, mnoable@naswa.org
- USDOL Regions 4 and 6: Bill Starks, wstarks@naswa.org