

UI and PUA Program Surge Support

The volume of initial Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA) claims stemming from COVID-19 continues to exceed states' capacity to process them. Processing the *ongoing* volume of weekly claim submissions may further strain states' ability to maintain program integrity. And as states reopen and work search activity resumes, individuals may face difficulty or lack initiative for reconnecting to employment in an expedited manner. MAXIMUS can help you address all these challenges.

Solutions for each wave of surges you face

Wave 1 – Helping people submit claims during the initial surge

- **Call deflection** – digital-enabled citizen support to help reduce wait times, reduce queues, and process common inquiries faster – including answering UI/PUA questions, helping with PIN resets, making account-based updates like address changes.
- **Manage PUA-specific claims** – deflect volume from the traditional UI program by managing this unique population as a discrete service handling initial PUA claims.
- **Initial claims adjudication** – perform one-party claims adjudication for first-time claimants, including outreach to employers to validate claimant reason for unemployment, PUA claims adjudication to validate earnings and COVID-specific factors, perform multi-party claims adjudications, and do employer outreach regarding layoffs and furloughs.
- **Certification management** – provide ongoing guidance on self-certification and penalties for providing inaccurate information in support of ongoing program integrity.

Wave 2 – Managing weekly claims, minimizing occurrence and duration of overpayments

- **Support weekly claims adjudication** – reduce the likelihood of overpayment by providing adjudication support of weekly flagged claims, including validation of work search needed.
- **Leverage child support new hire reporting mechanisms** – do employer outreach to obtain information regarding layoffs/furloughs proactively.
- **Support benefits payment control (BPC) process** – reduce the likelihood of overpayment duration by investigating and determining fraudulent activity on claims, conducting data matching on reported earnings, changing the claim status of deceased claimants, and providing verification of unemployment benefits for 3rd parties.
- **Adjustment to eligibility** – as pandemic return-to-work actions are taken, improve the speed and precision of eligibility and payment adjustments by extending these adjudication and payment control services.

Wave 3 – Protect trust fund solvency by supporting claimants through their job search

The prolonged duration of UI payouts may strain trust fund solvency, put pressure on local AJC resources, and create downstream bottlenecks with TANF and other safety-net programs. Employers *will* be looking for qualified workers. By augmenting existing state employment services, we can help claimants reconnect to jobs faster by offering them assistance in their job search – connecting them with online resources and virtual placement coaching. This assistance can begin several weeks after UI benefits begin and progress to more intensive service touchpoints over time for those individuals having more difficulty finding a job. We can work with you decide the right timing for each touchpoint.

- **Touchpoint 1 – Engage claimants shortly after UI benefits begin** – offer claimants additional support and resources in their job search.
 - Facilitate connections to the local American Job Centers (AJC)
 - Provide assistance and virtual support for accessing state job boards and other online resources for job connection
 - Offer digital technologies to expedite the job search and employer job matching
- **Touchpoint 2 – Initiate placement coaching during their ongoing receipt of UI benefits** – start proactive, virtual coaching, and perform ongoing check-ins until the UI benefits are exhausted.
 - Create career evaluation, success plan
 - Support for completing job readiness activities (resume development, interview skills, etc.)
 - Virtual job fairs and employer connection
 - Tax credit eligibility certificate
 - Warm handoff to local AJC, including for skills training
- **Touchpoint 3 – Transition Coaching starting 6 weeks before UI benefits are exhausted** – continue intensive placement coaching and initiate transition planning, including aid with TANF and SNAP applications. Improve handoff to AJC, including skills training, employer connections, and virtual job fairs.

MAXIMUS has the expertise, capability, and capacity to help

- **MAXIMUS is the largest provider of contact center services to government programs**, including 1-800-MEDICARE and 1-800-CDC-INFO (which we expanded to 24/7 service due to COVID-19).
- **Unmatched capacity**, more than 20,000 service agents based in more than 60 MAXIMUS locations across 30 states, handling more than 5.7 million calls each month. Nearly 70% of our workforce is now working from home, giving our teams maximal flexibility and resilience.
- **Ability to launch and scale quickly** proven success standing up and scaling contact centers – including remote contact agents to support UI applicants in 5 states – with each one launched in one week or less. In VT and RI, our work UI work includes adjudications.
- **Experience supporting benefit inquiries and applications** for multiple federal programs, including UI, WIOA, TANF, Medicaid, CHIP, and SNAP programs.
- **Global experience and insight helping people find employment**, including 40,000 people per year in the United States through TANF, WIOA, and other government services.
- **Applied innovation to expedite and simplify processes**, including our automated employer reporting and Webchat and chatbot support for accelerating claims applications.
- **Robust offering of placement and transition coaching services** to reconnect claimants to employment – reducing burdens on existing workforce services and the strain on trust fund solvency.

Governments have flexibility to engage contractors to deliver entitlement services

Changes to the Office of Personnel Management (OPM) guidance allows states to use contractors to administer all aspects of federally funded entitlement programs – including UI programs. The Intergovernmental Personnel Act clarification from November 2019 permitted states to utilize contract help; states can mitigate program surge by using contracted services to supplement staff.