


# Payment Integrity Scorecard

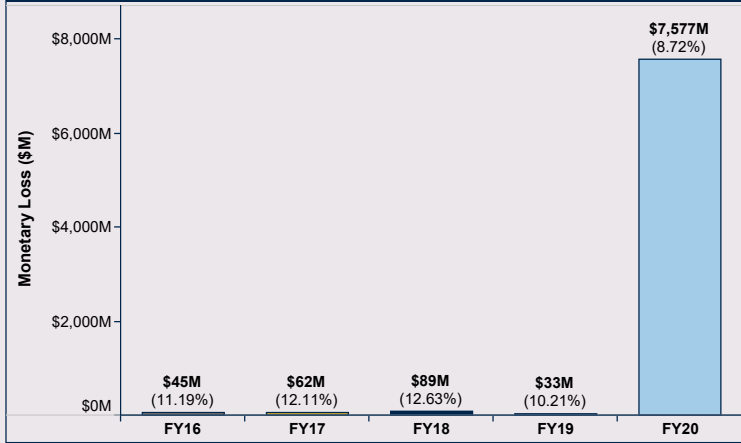
<b>Program or Activity</b> Unemployment Insurance	<b>Reporting Period</b> Q4 2021
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<b>Change from Previous FY (\$M)</b>	<b>\$7,544M</b>	
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 **DOL**  
Unemployment Insurance

**Brief Program Description:**  
The UI program provides temporary, partial wage replacement to eligible workers.

## Monetary Loss (\$M) (Overpayment as Percentage of Total Outlays)



Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	On-Track	Dec-21
2 Evaluate the ROI of the mitigation strategy	On-Track	Dec-22
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-22
4 Implement new mitigation strategies to prevent cash loss	On-Track	Dec-22
5 Analyze results of implementing new strategies	On-Track	Dec-22
6 Achieved compliance with PIIA	Completed	Nov-20
7 Identified any data needs for mitigation	Completed	Sep-19

Goals towards Reducing Monetary Loss	Status	ECD
1 Q4 2021 UI Integrity Center published Behavioral Insights toolkit to provide states information about BI, including how to implement BI interventions with customizable templates, example resources, and best practices to reduce improper payments.	Completed	Sep-21
2 Q4 2021 ETA will deploy multidisciplinary technical assistance teams to states to conduct intensive research to quickly surface problems/propose solutions to address fraud, promote equitable access, reduce backlogs, and ensure timely payment of UI benefits.	On-Track	Dec-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Audit	ETA will provide technical assistance to states on overpayment recovery methods and best practices and find opportunity to streamline state recovery efforts.	ETA issued UIPL No. 22-21, to provide states with up to \$140 million in grant funding to support states with fraud detection and prevention, including identity verification and overpayment recovery activities, in all UC programs * (August 11, 2021).
2 Recovery Audit	TA will continue bi-weekly banking workgroup calls to discuss ongoing recovery efforts & improve communication between banking organizations, Federal Government agencies & law enforcement agencies in regards to overpayment recovery.	ETA continues to work closely with federal law enforcement and banks/financial institutions to streamline recovery efforts and facilitate the return of UI funds. ETA coordinated a call with National Automated Clearing House Association (Nacha) and states

Accomplishments in Reducing Monetary Loss	Date
1 Awarded Blanket Purchase Agreements (BPA) to vendors capable of providing NIST-compliant identity proofing solutions and developed resources and procedures for states to establish orders against the BPAs.	Sep-21
2 Established a secure data exchange using the Social Security Administration's Prisoner Update Processing System (PUPS) to provide all states with the ability to cross-match UI claims with prisoner records for use in determining UI eligibility.	Sep-21
3 Held kick off calls with nine states to begin multidisciplinary technical assistance/consultative assessment work (aka Tiger Teams) and completed intensive discovery research with six states to begin developing recommendations.	Sep-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$408M	Administrative or process errors made by: state or local agency	Administrative errors at the state-level due to the lack of adequate UI program integrity controls, which are under the purview of state workforce agencies.	Holding states accountable through performance measures and requiring corrective action for not meeting targets; providing oversight and technical assistance to poorest performing states; sharing best practices; and proposing legislative reforms.	The reduction of improper payments due to administrative errors.
\$260M	Failure to verify: other eligibility data	To address this root cause, it is critical for states to identify as quickly as possible that a UI claimant has returned to work and to ensure that claimants understand their responsibility to report when they return to work.	Promoting state strategies to improve use of the National Directory of New Hires data and providing enhanced cross-matches for states to utilize to ensure UI benefit payments are only made to eligible individuals.	The reduction of BYE improper payments.

**Monetary Loss** - Monetary loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.  
**NOTE:** From this quarter forward, DOL is transitioning to OMB's instructions that this reporting meets the High Dollar Report requirement and DOL will no longer develop a standalone High Dollar Report  
**NOTE:** FY2020 overpayments reported for the regular Unemployment Insurance (UI) program do not represent a monetary loss to the federal government. The benefits paid under the regular UI program are funded by state-assessed and state-collected taxes and are not federal tax dollars. The UI program is administered by state agencies, which are required by statute to pay benefits when due. Payments were initially made to the right recipients for the right amounts. Subsequent information, which was not available to the agency at the time of the payment, identified an issue resulting in an overpayment. All overpayments recovered by the state agencies are returned to the state UI Trust Funds for the payment of future UI benefits, and are not available for any other federal purpose. Additionally, these monetary losses are outside the agency's control.