

State Quality Service Plan

State Plan Narrative

Idaho – FY 2023-2024

A. Overview

1. The Idaho Department of Labor's priorities for the FY 2023-2024 SQSP include:
 - a. The timely and accurate payment of UI benefits.
 - b. An overall integrity goal of reducing the number of improper payments and the prevention, detection, and recovery of improper and fraudulent payments.
 - c. Continuous business process analysis in all areas of UI to improve program performance with technology.
 - d. Improve state capacity to administer and operate the UI program effectively and efficiently.
 - e. To provide adjudication and claims processing performance that meets the standards established by USDOL.
 - f. To assist and improve the timely reemployment of UI claimants with continued use of the Reemployment Services and Eligibility Assessment (RESEA) program.
 - g. Annual and necessary interim training to enhance performance and quality.

Idaho incorporated identity verification into the initial claim filing process to assist in identifying fraudulent claims. As a result, Idaho was very successful in identifying and stopping payment on fraudulent claims. Idaho was one of two states that received special recognition from USDOL on an exceptional job preventing fraud during the Pandemic. Idaho will meet with the Office of the Inspector General (OIG) for Homeland Security to discuss best practices in this area.

The consolidation of the Benefit and Tax areas into a UI Division, Idaho has been able to capitalize on workload fluctuations and utilize staff across both areas. As the workload and backlog have shifted from initial claims to identifying fraudulent activity, Idaho has been able to adjust staff accordingly. Idaho does not have an Appeals or Adjudication backlog and is working toward resolving the backlog in BPC.

Idaho has continued their demand driven focus for Employment Services and WIOA. This has allowed Idaho to expand their footprint in the state. Idaho currently holds office hours in 9 office locations and 50 mobile sites. This has allowed Idaho to provide services in many small communities and rural areas. Idaho continues to utilize lean processes to reduce inefficiencies and eliminate redundancies.

2. Idaho's performance remains strong.

Idaho has four issues that are included in the FY2023 SQSP Corrective Action Plan(s). One was a result of the increase in workload brought on by the Pandemic. It has already been addressed and Idaho expects to remain within acceptable levels of performance for that item. Plans to correct the remaining three deficiencies are included in the FY2023 SQSP Quarterly Reporting Workbook.

In the area of Integrity, Idaho has an overpayment detection rate above the APL and an overpayment recovery measure slightly below the APL. Idaho continues to work through the backlog of claims filed and paid under the various CARES Act programs. These have contributed to the high overpayment detection rates. As Idaho works through this backlog, the performance is expected to return to acceptable levels. Idaho will continue to monitor progress toward returning to acceptable levels of performance in the establishment and recovery measures through the SQSP period. Idaho was making progress on data validation prior to the Pandemic. With workload levels returning to manageable levels, Idaho expects to devote resources to data validation efforts in the coming FY.

Idaho did not meet GPRA goals in the previous FY due to the workload created from the Pandemic and CARES Act programs. Idaho has worked through the backlog in adjudication and expects to meet or exceeded all USDOL GPRA goals in FY2023.

Idaho has used past supplemental budget requests to enhance current systems and to fund program modernization on new hire, BPC, and tax systems. Idaho has also used these funds to integrate ID.me identity verification into the claim filing process. Ongoing efforts will be made to continue improving IT security and to carry out many of the integrity efforts with respect to identity theft and fictitious employer schemes. Idaho will actively participate in the SBR process when funding is available.

3. Due to the inclusive organizational structure of the Idaho Department of Labor, coordination within the department with other plans is a common practice. The department's Workforce Development Division administers the Employment Services and youth WIOA. UI Adjudication and Claims Processing has been consolidated with UI Compliance into one UI division. This change has allowed closer coordination between the RESEA and WIOA as field management staff is no longer required to oversee UI functions. These changes continue to enhance Idaho's ability to meet the employment needs of the employer community. In addition, claimants are directed during the claims process to utilize the IDOL reemployment services offered in our 9 field offices and 50 mobile offices located throughout the state.

The Idaho Department of Labor is the administrative entity for unemployment insurance, employment security and Labor Market Information, and is also the WIOA Youth service provider in each of the 9 One-Stop centers. Collaboration and connectivity is inherent and will ensure claimant access to the full array of services. Career center staff have the skills to provide a comprehensive One-Stop service orientation and assessment and are able to provide claimants with the

information, tools and technology to build quality work search and career development plans

B. Federal Emphasis (GPRA)

1. Idaho did not meet 2 of the GPRA measures in FY2022
 - a. First Pay Promptness – 80.13%
 - b. Detect Benefit Overpayments – 110.66%
 - c. Establish Tax Accounts Promptly – 83.40%
2. The deficiency in item a has been addressed and Idaho is currently within acceptable levels. Item b is addressed further in the related CAP. Item c is within acceptable levels. Idaho will continue to provide adequate administration to achieve the GPRA goals and targets in FY2023-2024.

C. Program Review Deficiencies

- a. Idaho did participate in program reviews during the prior period.
- b. Idaho will continue to participate in the reviews when requested.

D. Program Deficiencies –

Tax Quality Part A and B- There were two quality issues discovered in the last TPS audit. The deficiencies identified are in the areas of status determination – new employer and collection. The deficiencies were a result of system generated actions. The errors have been identified and Idaho is in the process of resolving those errors.

Idaho did not meet the Effective Audit Measure (EAM) during calendar year 2021. As Idaho recovered from the UI benefit claim backlog generated by the Pandemic, staff began returning to their regularly assigned duties in late 2021. With the reassignment of staff to assist with benefit claims in 2020 and 2021, a backlog of tax related work items was created. During calendar years 2021 and 2022 the audit staff were assigned to assist in resolving that backlog. Effective calendar year 2023, Idaho expects to meet the EAM.

E. Reporting Deficiencies -

Idaho currently has two delinquent af227 reports and is in the process of finalizing and submitting those reports. Idaho will continue to strive to ensure timely submission of all reports.

F. Customer Service Surveys (optional)

The department has not completed formal customer service surveys this past performance year.

G. Other

Idaho is currently participating in the Tiger Team initiative and is in the process of implementing changes based on this process. The changes include robotic processing automation, efficiencies in the phone system, and calculator and behavioral insights. Idaho also plans to update systems and processes already in place with updates to the claimant portal, implementation of an enhance reporting and operations dashboard, increased utilization of SIDES for allow for easier access to the site and to the employer's determinations and improving efficiencies with the scanning software.

Idaho has no requests for technical assistance at this time.

Promoting equitable access to UI programs is a priority for Idaho. Several projects have been completed, or are in progress, in this area.

- UI Navigators: Idaho hired an additional three navigators to aid customers needing help with the UI claims process. Idaho will also have an outreach campaign to communicate the availability of our navigators and remote locations. This is scheduled for FY2023.
- Plain Language Improvements: Idaho is in the process of reviewing all our communications materials. All the forms, UI determinations, and web sites will incorporate "plain language" to make things easier to understand for the average person. Once finalized, these materials will also be translated into Spanish.
- Texting: To provide more flexibility for our customers, Idaho is pursuing texting as an option for our claimants. Texting will allow us to better communicate with targeted messaging to do things like encourage claimants to submit their weekly certifications once the benefit week ends, resulting in faster payment, and reminding claimants chosen for RESEA of their upcoming interviews, and other helpful information. Texting will be available in Spanish.
- Additional Factfinding: Idaho is gathering requirements to implement additional factfinding questions on our Claimant Portal and continued claims process. Idaho will begin with Failure to Provide Earnings issues generated when the claimant files the weekly certification then will begin incorporating additional factfinding for other issues to streamline and accelerate the factfinding process.
- UI Video: Idaho has incorporated our unemployment insurance video into the claim filing process. The video is available in English and Spanish.
- Language Documentation and Handouts: Idaho has created handouts for customers who speak languages other than English and Spanish in their preferred language, explaining their rights and responsibilities. These documents are in the final stages of production.
- Weekly Certification Optimization: Idaho started a process to automate processing of our paper continued claim reports. This will allow for faster payment of the claimant's weekly benefits.

- Technology Upgrades: Idaho is in the process of testing upgraded hardware systems that will improve connectivity and the claimant experience, especially in the remote offices.
- Screen Reader Accessibility: Idaho is in the beginning stages of an update to assist visually impaired claimants with the claim filing process by updating the website and claim filing software application to be compliant with accessible screen readers.

H. Assurances:

The Idaho Department of Labor certifies we will comply with the assurances listed below:

- a. Assurance of Equal Opportunity (EO).
- b. Assurance of Administrative Requirements and Allowable Cost Standards.
- c. Assurance of Management Systems, Reporting, and Recordkeeping.
- d. Assurance of Program Quality.
- e. Assurance on Use of Unobligated Funds.
- f. Assurance of Prohibition of Lobbying Costs (29 CFR Part 93).
- g. Drug Free Workplace (29 CFR Part 98).
- h. **Assurance of Contingency Planning:**

Information Technology (IT) Contingency Plan Implemented: In March 2006, the Idaho Department of Labor published a major release of its Disaster Recovery Plan which is the basis for the plan in its current state.

IT Contingency Plan Reviewed/Updated: The plan is reviewed annually, particularly since the State of Idaho requires the Idaho Department of Labor to coordinate its contingency plan efforts with the Idaho Office of Emergency Management. The plan was reviewed and updated in October 2022 and will be reviewed annually.

IT Contingency Plan Tested: The Idaho Department of Labor's most recent test of contingency recovery procedures was conducted in September 2022.

The Idaho Department of Labor certifies the state will comply with the assurances listed below:

- i. Assurance of Conformity and Compliance.

Idaho Department of Labor assures that it complies in all areas of Conformity and Compliance.

j. Assurance of Automated Information Systems Security.

Idaho Department of Labor assures that it complies in all areas of Automated Information Systems Security.

Risk Assessment Conducted: In October 2021, the Idaho Department of Labor began a qualitative and quantitative risk analysis. This is scheduled for completion in FY2023.

System Security Plan Reviewed/Updated: A system security status review was planned and started in 2022; however, changes in personnel/staffing prevented completion at that time. The system security plan review is scheduled for completion during FY2023.

k. The Idaho Department of Labor certifies we will comply with the Assurance of Confidentiality.