Please find the Equity Grant October 2022 updates below.

**Total Grant Funding**

|  |  |
| --- | --- |
| Total Funding | $2,283,000.00 |
| Through April 2022 | $32,145.58 |
| May 2022 | $33,089.84 |
| June 2022 | $29,113.39 |
| July 2022 | $72,849.01 |
| August 2022 | $65,713.44 |
| September 2022 | $75,672.16 |
| October 2022 | $81,722.04 |
|  |  |
| Balance | $1,892,694.54 |
| Percentage spent | 17% |

**Additional Factfinding**

Some preliminary work has begun on this project. Most of the work is scheduled to begin 11/1/2022. A staff member erroneously charged to this project and the timesheet corrections have been processed resulting in a credit of $352.76 to this project.

|  |  |
| --- | --- |
| Total Project Funding | $375,100.00 |
| Through April 2022 | $8.37 |
| May 2022 | $0 |
| June 2022 | $551.84 |
| July 2022 | $0 |
| August 2022 | $0 |
| September 2022 | $50.58 |
| October 2022 | ($352.76) |
|  |  |
| Balance | $374.841.97 |
| % Spent | 0% |

**Language Documentation and Handout**

The Babel Notice and Mailer have both been translated to 14 different languages. Once the Babel Notice has been printed, we will insert it into all UI communications as well as start mailing the Mailer to those claimants who have a staff assisted claim. The Babel Notice was originally formatted to fit on an 8.5 X 14 page. We found out that the Statehouse mail would need to purchase equipment to handle folding this size insert. Our Communications team has reformatted the notice to fit on an 8.5 X 11 page. We are coordinating with Statehouse mail to see what further needs to be done to insert the notices into our correspondence. We hope to start using both the Babel notice and the Mailer sometime in December 2022.

Work on this project is behind schedule.

|  |  |
| --- | --- |
| Total Project Funding | $68,355.00 |
| Through April 2022 | $822.62 |
| May 2022 | $961.42 |
| June 2022 | $751.09 |
| July 2022 | $6,375.58 |
| August 2022 | $14,013.37 |
| September 2022 | $207.55 |
| October 2022 | $958.66 |
|  |  |
| Balance | $44,264.71 |
| % Spent | 35% |

**Navigator**

The Navigators continue to charge to this project. Part of the project is to equip the Navigators with tablets to assist customers. All the Navigators have received their tablets.

We have begun working on the outreach marketing campaign. I met with Georgia to go over the requirements of the campaign. Georgia reached out to the area managers to obtain the navigator information and addresses of the remote locations. Jake is working on messages to be used to advertise the navigator availability.

|  |  |
| --- | --- |
| Total Project Funding | $715,795.00 |
| Through April, 2022 | $29,270.92 |
| May 2022 | $16,973.34 |
| June 2022 | $11,384.55 |
| July 2022 | $31,404.63 |
| August 2022 | $24,929.85 |
| September 2022 | $25,386.03 |
| October 2022 | $48,327.44 |
|  |  |
| Balance | $528,208.24 |
| % Spent | 26% |

**Plain Language**

The Claimant Portal screens have all been translated to Plain Language and Spanish. The plan is to divide this part of the project into 33 smaller sections because it is so large. Sections 12 – 17 have been given to iUS. The online weekly certifications have been translated and sent to iUS.

The readability assessment is still in the works. We need to outsource the texting to comply with the grant. Communications is in talks with Purchasing to identify a vendor who can manage the testing for us. There is a delay with the Department of Purchasing. We have been informed that they are understaffed and will not be able to look at our request until approximately the first part of December. While this will put us behind in our schedule, we do have until March 2024 to obligate the funds so the delay will not impact us too much.

We are holding off on translating more documents to plain language until the readability assessment can be completed.

Work on this project is slightly behind schedule.

|  |  |
| --- | --- |
| Total Project Funding | $573,000.00 |
| Through April 2022 | $1,918.19 |
| May 2022 | $12,320.93 |
| June 2022 | $11,907.95 |
| July 2022 | $33,395.46 |
| August 2022 | $23,842.63 |
| September 2022 | $37,062.99 |
| October 2022 | $29,073.79 |
|  |  |
| Balance | $423.478.06 |
| % Spent | 26% |

**Screen Reader Accessibility**

No work has been started on this project. The small charge was from updating the project spreadsheets.

Work is scheduled to begin 1/1/2023.

|  |  |
| --- | --- |
| Total Project Funding | $123,000.00 |
| Through April 2022 | $8.37 |
| May 2022 | $0 |
| June 2022 | $0 |
| July 2022 | $0 |
| August 2022 | $0 |
| September 2022 | $0 |
| October 2022 | $189.40 |
|  |  |
| Balance | $122,802.23 |
| % Spent | 0% |

**Technology Upgrades**

This project will provide the remote locations with tablets to help those claimants who are not comfortable using a keyboard and mouse. We have ordered one tablet to try. Staff is currently testing this tablet. If feedback from the remote workers and claimants is positive, we will order the remaining 29 tablets for distribution.

Work on this project is behind schedule because the original tablet tested did not receive positive feedback.

|  |  |
| --- | --- |
| Total Project Funding | $56,740.00 |
| Through April 2022 | $8.37 |
| May 2022 | $87.50 |
| June 2022 | $193.52 |
| July 2022 | $980.98 |
| August 2022 | $0 |
| September 2022 | $106.42 |
| October 2022 | $1,972.66 |
|  |  |
| Balance | $53,390.66 |
| % Spent | 6% |

**Texting Feature**

The iUS team will soon be adding the opt in/out feature to the claims taking process and the Claimant Portal.

The Policy Coordinator met with the Communications team to discuss the next steps in this project. Jake is going to translate the messages into plain language. We want to keep the messages under 160 characters. Gov Delivery is going to train the Policy Coordinator and Technical writer on how to set up the SMS messages. We plan to have a spot on the web or blog explaining that we are texting if the claimant signs up. We may show examples of texts they might receive from us.

Work on this project is slightly behind schedule.

|  |  |
| --- | --- |
| Total Project Funding | $209,600.00 |
| Through April 2022 | $92.00 |
| May 2022 | $846.56 |
| June 2022 | $1,581.01 |
| July 2022 | $831.74 |
| August 2022 | $613.58 |
| September 2022 | $11,343.84 |
| October 2022 | $783.35 |
|  |  |
| Balance | $193,507.92 |
| % Spent | 8% |

**UI Video**

The video was successfully tested and deployed to production on 9/8/2022. Claimants are required to watch the video to continue with the claims filing process. We have reports that local offices are having problems with the video. Upon checking with IT, this problem is not specific to the UI video but is common to all videos. IT is working on a solution to the problem. Once the problem has been identified and resolved, we will order headsets for claimants to use so they can hear the video.

|  |  |
| --- | --- |
| Total Project Funding | $63,500.00 |
| Through April 2022 | $8.37 |
| May 2022 | $0 |
| June 2022 | $214.91 |
| July 2022 | $553.24 |
| August 2022 | $1,724.65 |
| September 2022 | $830.54 |
| October 2022 | $293.74 |
|  |  |
| Balance | $59,928.54 |
| % Spent | 6% |

**Weekly Certification Optimization**

We met with our Doculynx representative and provided further input about our paper certification processes. A meeting is being scheduled for November to include a Claim Specialist, Technical Records Specialist, and UI Technical Services Specialist. They will go through the process step by step with our OnBase Coordinator to assure we are not missing any steps.

Work on this project is behind schedule. We anticipate deploying the new process sometime in the spring of 2023 so that we do not make high risk changes during our busy period.

|  |  |
| --- | --- |
| Total Project Funding | $97,910.00 |
| Through April 2022 | $8.37 |
| May 2022 | $1,900.19 |
| June 2022 | $1,413.24 |
| July 2022 | $422.65 |
| August 2022 | $589.37 |
| September 2022 | $684.21 |
| October 2022 | $619.77 |
|  |  |
| Balance | $92,272.21 |
| % Spent | 6% |