



FROM PROGRAM ADMINISTRATION TO EMPLOYMENT OUTCOMES: NAVIGATING UI'S STRATEGIC SHIFT

Abstract

Current Unemployment Insurance (UI) systems have not kept pace with today's challenges. Labor and Workforce Development agencies have a unique opportunity to **reimagine the delivery of UI with a renewed focus on the claimant and employer experience.** This paper outlines key capabilities and a new approach for agencies to build a digital, resilient, and future-proof UI system.



The challenges Labor and Workforce Development agencies face today are a result of one key issue: unsustainability of their Unemployment Insurance solution. Current Unemployment Insurance (UI) systems have not kept pace with today's challenges. They are difficult and expensive to maintain and are not being regularly enhanced. As painfully shown during the height of the pandemic, these systems were unable to scale to meet the demand leaving many claimants without needed benefits.

There is also a shift in the fundamental drivers of UI from delivering program administration outcomes to improving citizen employment outcomes. As a result, a once in a lifetime opportunity has been presented in the wake of the

pandemic. With new funding sources like the American Rescue Plan Act of 2020, Labor agencies around the country have the unique opportunity **to reimagine the delivery of UI with a renewed focus on the claimant and employer experience. They require a solution that is built on a scalable, sustainable technology and continues to respond to the requirements of the agency in the future.**

Current State: Limited Technology Options

The challenge for many Labor and Workforce Development agencies has been the shortage of technology options.

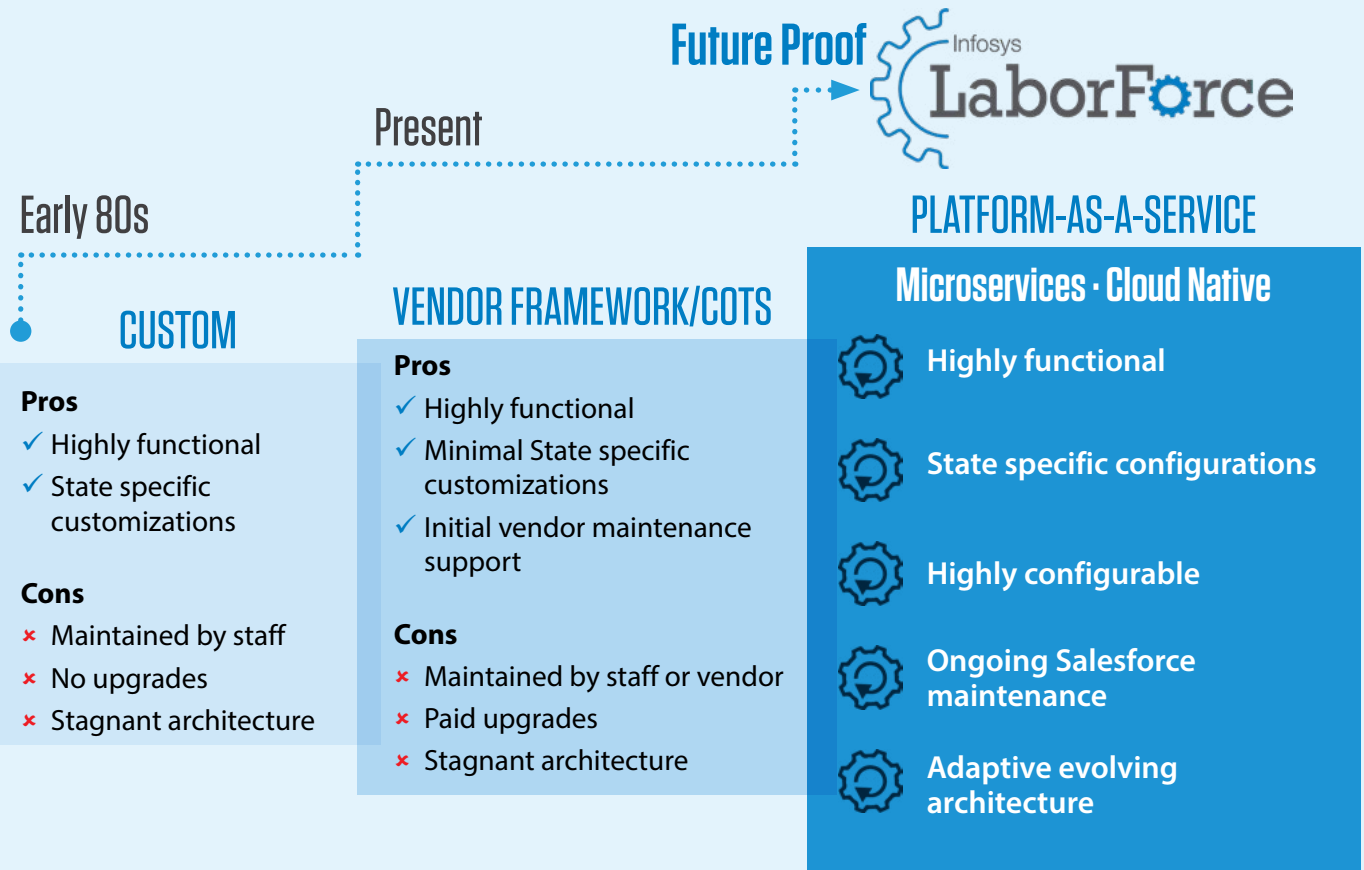
- a. Either choose an off-the-shelf solution that lacks customizability, does not scale efficiently, is not fully mobile, and

is unable to adapt to a department's changing needs, or

- b. Invest heavily trying to develop and support an in-house solution, requiring major up-front and ongoing investments in hardware, software and development resources just to stay current

In essence, agencies are presented with the option to replace their legacy system with another legacy system.

Since the early 1980's, choices have been limited to custom-developed applications that, while functional for the program's needs, did not withstand the changing demands over time as the evolution of technology provided more innovative approaches to address these new demands. Vendors also began to develop off-the-shelf frameworks designed around high-level commonalities across program needs. However, these proprietary systems forced States to design policies and processes around the technology, rather than adapting the technology to the needs of the State.



To reimagine the delivery of UI with a renewed focus on the claimant and employer experience, Labor and Workforce Development agencies need to:

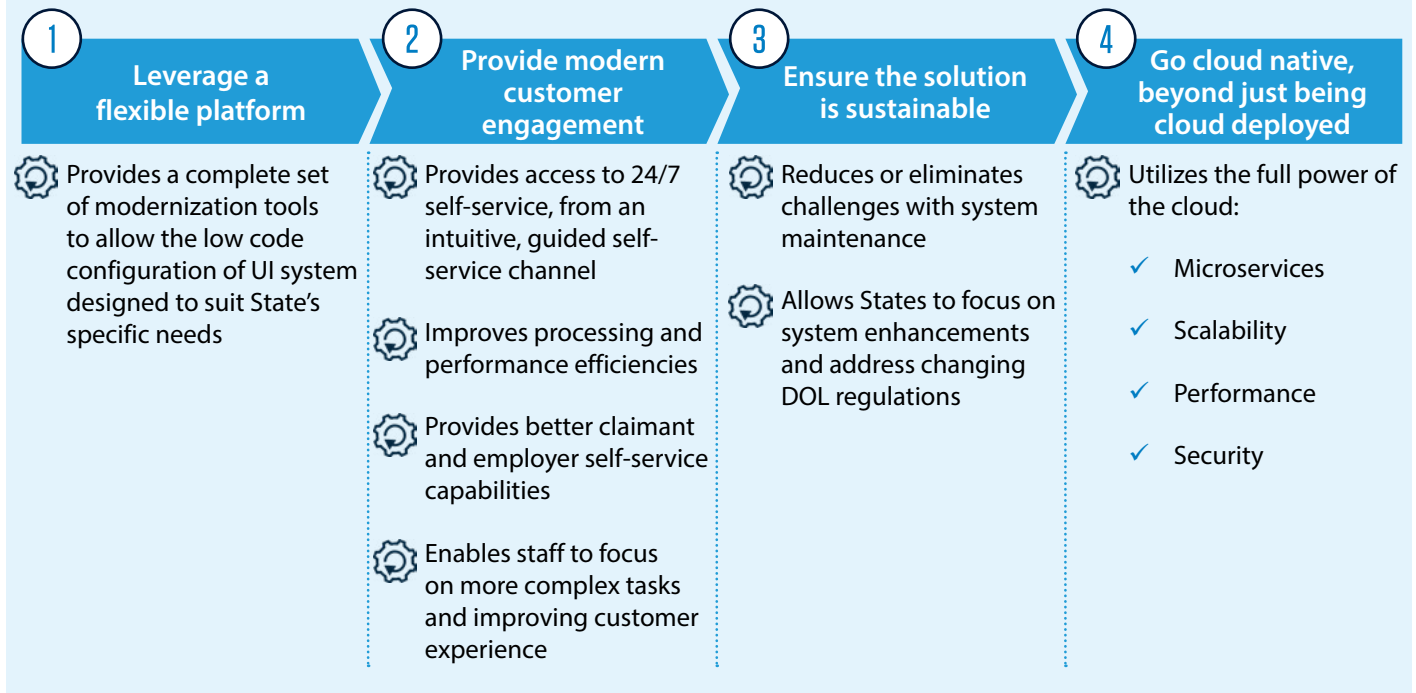


Figure 1 - Key Capabilities of Sustainable, Future-proof UI System

Infosys LaborForce: A Solution with Modern Customer Engagement and Complete Platform Capabilities

The Infosys LaborForce offers a fully integrated, cloud-first enterprise platform for States to navigate UI's strategic shift. It delivers a robust and complete UI system, giving states, their partners, and their

residents the best possible experience in the delivery of unemployment insurance services.

Infosys LaborForce, the only Cloud Native system built on the proven Salesforce Platform, modernizes today's UI technology options by providing agencies with the following capabilities shown below.

In addition to the capabilities outlined in Figure 1, Infosys LaborForce leverages AI to deliver advance fraud prevention and detection capabilities, enabling agencies to deliver the right benefits to the right people in a timely manner.



Contact us to learn how your agency can navigate UI's strategic shift from program administration to citizen employment outcomes with Infosys LaborForce.

For more information, contact askus@infosyspublicservices.com

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