

INTERNET CLAIMS SYSTEM

THE CHALLENGE

After years of increasing wait times and long lines outside of Employment offices, the state Employment Security Commission identified the need to modernize the process of managing claims and applications. A project was identified to develop a single application for the filing, review, and submission of



Unemployment Claims and Job Registration Applications. The system would enable applicants to perform these activities using Internet terminals located in Employment Security Offices throughout the state and via the public internet. The application would also need to provide administrative and reporting functions the Commission needed to maximize efficiency.

iSOLUTION™
Methodology

The effectiveness of our approach produces solid results: Quality applications delivered on time and within budget.

- Business priorities drive the planning
- Business requirements are central to the solution
- Business benefits are realized more rapidly

Modernizing the claim taking and job registration process, which previously was hand-written on paper or through data-entry into an antiquated mainframe application with each customer sitting with a staff member to complete the claim, was a daunting task. Previously registrations and claim filing were separate processes and encumbered by manual reconciliation of the two. The new system would take a tremendous load off local office staff so that the claimants could enter their own initial claims and registrations either at the local office independently or from an offsite location. Prior to July 2002 the commission processed between 500 and 950 completed applications (claims filed, job registrations completed or both) a day, all by hand.

In October of 2001 the commission selected TiBA Solutions and began the process of automating the Internet Claims system.

THE SOLUTION

TiBA Solutions began by reviewing an existing Requirements document created by ESC. This was followed by a project to develop the Global, Functional and Detailed Design documents that would determine the overall direction of the project. The design and construction effort was conducted onsite at ESC over a six month period in 2001 and 2002. The application came out of User Testing and into production in July of 2002.

The Applicant side of the application was designed to lead the user through a Question and Answer scenario, much the same as when they had to be done manually. Regardless of where the Applicant filled out the form (ESC office or public terminal) in-process claims can be saved and retrieved for completion at a later time.

All applicants begin a new claim by entering some identifying data (name, SSN, address, etc). The system will attempt to locate information from the Commission's Claim History, ES files, or Department of Motor Vehicles file and use this information to populate subsequent screens used in the filing process.

The system then leads the applicant through a series of pages to collect additional personal information. Applicants filing unemployment claims complete screens such as Claims Information, Retirement Information, Additional Federal Employment Information and Veteran's Claim Information. Applicants registering for work complete screens such as Job Registration Information, Farm Worker Information, Food Processing Information and Job Preferences. All applicants complete the

Work History screen which is pre-populated with employer information from the Wage and Tax files when the data exists.

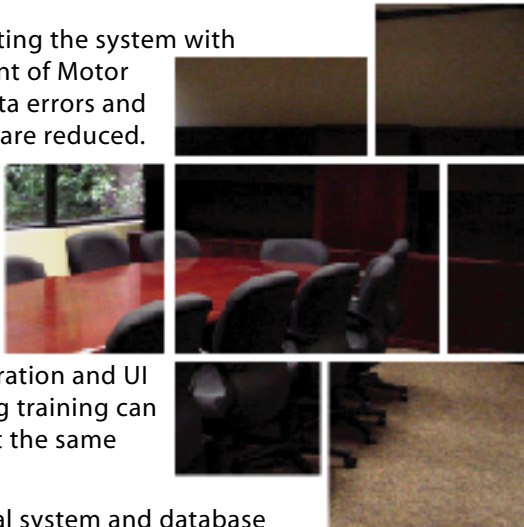


The applicant completes the application process by selecting his local office and submitting the claim. The system then provides the applicant with a confirmation number.

THE BUSINESS VALUE

After the system went live, with little more than a link on the Commission's website to advertise its availability, two thirds of the transactions processed were occurring in the new system. This very fast, effective Return on Investment demonstrates to all stakeholders the value of innovation in e-government. Some of the benefits that the Commission has realized since having applicants fill out their own application are:

- Reviewer's time is more productive by spending less data-entry time with each applicant. The long lines and wait times to start the claims process were virtually eliminated.
- The Reviewer can now examine both a Job Registration and an Unemployment Insurance Claim at the same time.
- By integrating the system with Department of Motor Vehicle data errors and omissions are reduced.
- Staff training is easier and simpler and the Job Registration and UI Claim filing training can be done at the same time.
- One central system and database provides increased flexibility to the Commission.



The applicant has many benefits from the new system, including:

- The process is overall faster.
- Reduced time in offices both waiting in line and filling out forms with Reviewers.
- More personal attention paid to them, since Reviewers have more time.
- The built in edits and validation ensure better, more complete Job Registration data.
- The UI Claim data is more accurate and complete.

The system is acknowledged by the Commission as the best Unemployment Insurance application site in the country.

The value TiBA Solutions brought was the ability to:

- Respond quickly when needed with energized, experienced staff.
- Assume a certain amount of risk, thereby mitigating the clients risks.
- Utilize a disciplined methodology (*i*SOLUTION™) for finding and extracting detailed business and system requirements that result in the job being done right the first time.
- Bring a thorough understanding and experience in government technology, web systems and e-government.

TECHNOLOGIES USED:

- Dell Server PE6450 x86 family
- Linux
- IBM WebSphere 5.0
- IBM VisualAge Generator 4.5
- IBM WebSphere Application Server
- IBM Visual Age Generator Server
- DB2
- VSAM
- CICS

