Unemployment Insurance National Integrity Academy

COURSE CATALOG

SUMMER 2018

INTEGRITY
NASWA UI Integrity Center
In Partnership with USDOL

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About the Academy

The UI National Integrity Academy is dedicated to providing rigorous and relevant training programs and materials to state administrative agencies. To assist in the UI Integrity Center mission, the Academy provides a series of interrelated certificates designed to support the needs of UI staff members who are seeking to upgrade their skills, advance their career, or initiate a career path change.

The Academy uses instructional strategies that build skills, knowledge, and confidence, then allow learners to apply what they've learned in simulated environments that mimic real-world experience. After completion, students can take the knowledge and skills gained back to the office and hit the ground running.

The following graphic describes the purpose of each lesson type in the Academy's lesson structure model.
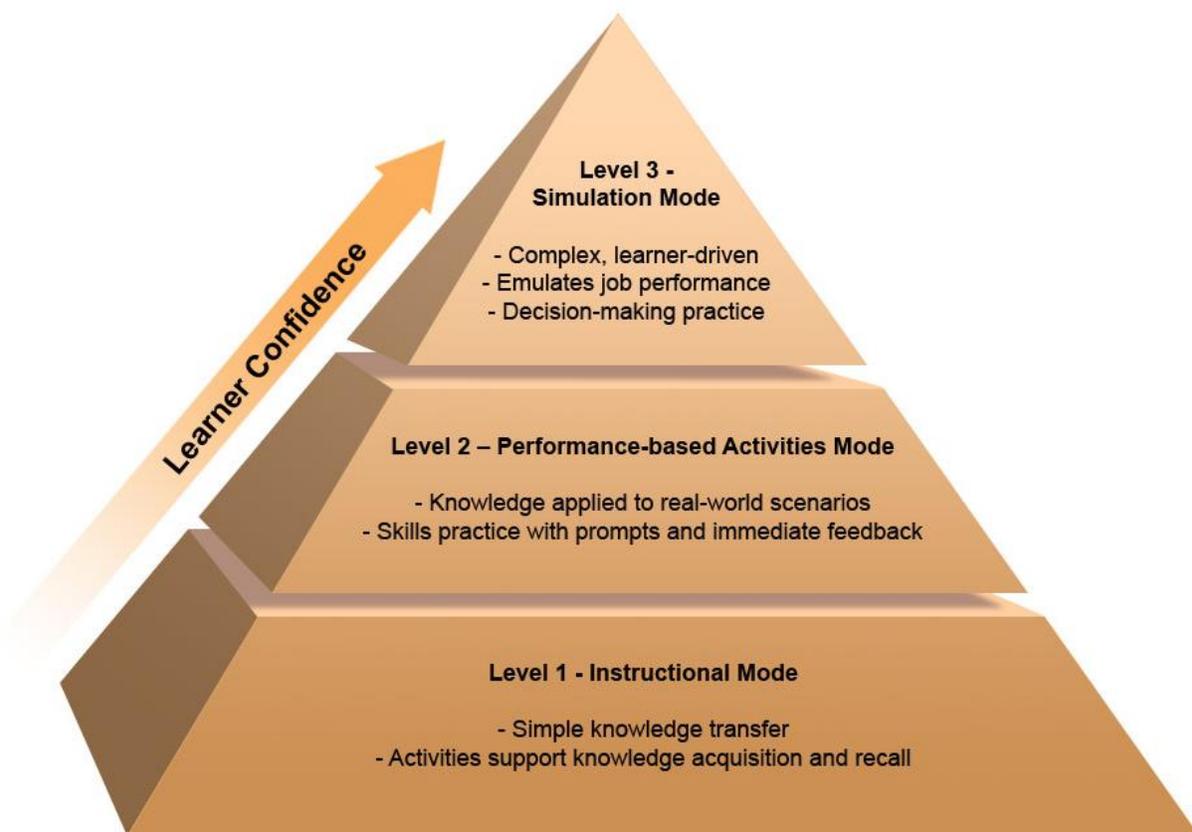
Certificates Offered

The Academy offers[1] five certificates for UI professionals:
- UI Program Leadership
- UI Operations Integrity
- UI Fraud Investigations
- UI Tax Integrity
- UI Data Analytics

Participation in any of the Academy's certificate programs is optional for UI staff. Receipt of a full certificate is dependent upon the completion of each module, lesson, and its associated exams. Many staff members will be motivated to complete certification to improve their skills, increase their knowledge, and to help advance their position within their agency, especially since the certificates are aligned with potential career pathways. For details, see the description of each certificate within this document.

UI staff members who are interested in receiving training in a particular topic but who are not interested in completing certification can also enroll in training offered through the Academy. UI staff members not interested in pursuing certification will not be required to take the module/lesson exams.

Continuing Education

The Academy offers continuing education courses to those staff members who have completed an Academy certificate program or are interested in obtaining greater learning in specific topic areas. Continuing education courses are designed to provide additional instruction on advanced topics and current trends in UI.

Types of Training Available

The Academy offers a blended training solution that includes:
- eLearning modules
- eSimulations
- Instructor-led training (ILT)
- Virtual Classes

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[1] Some Academy certificates are under development. For more details regarding certificate release schedules, see the description of each certificate within this document.

eLearning modules provide online interactive content. Learners can take eLearning modules at times convenient for them. They can also pause and re-start lessons, if necessary.

eSimulations provide scenarios that require learners to apply knowledge, critical thinking, and reasoning to make decisions and answer questions. These strategies promote knowledge and skill transfer from the learning environment to the job. Like eLearning modules, learners can begin and pause online simulations to fit their schedule.

Instructor-led training provides learners the opportunity to apply new skills in the context of case studies and scenarios within live settings that involve high levels of engagement, group work, and instructor feedback.

Virtual classes provide learners the opportunity to apply new skills in the context of case studies and scenarios within live, virtual settings that involve high levels of engagement, group work, and instructor feedback. These highly-interactive sessions are conducted using our web-conferencing tool, Adobe Connect.

Assessments and Testing

All learners have the opportunity to demonstrate mastery of the learning objectives. The type of assessment used depends on the strategy used to provide the training.

eLearning modules: For all eLearning modules, mastery of the learning objectives is verified through a module assessment. To earn a certificate, learners must complete all lessons in all modules and pass the assessment for each module within the certificate. Learners who do not want to get certified may complete the training modules without taking the assessments.

eSimulations: For online simulations, the assessment is embedded in the simulation. As the learner progresses through the simulation and responds to questions, the results are displayed to the learner and final pass/fail results are recorded. Results, however, are not made available to the learner's supervisors or UI agency. Successful completion of all modules in the online simulation constitutes a passing grade for certification purposes.

Instructor-led training: Participants of instructor-led training who are seeking certification are required to complete the instructor-led course. Learners demonstrate mastery of the learning objectives through active participation in the class and completion of their participant workbooks.

Virtual classes: Participants of virtual classes who are seeking certification are required to complete all sessions. Learners demonstrate mastery of the learning objectives through active participation in the class and completion of their participant workbooks.

Enrollment

For information on how to enroll in the National Integrity Academy and how to access certificates, visit the Academy's website at http://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro.

Cost Information

There are currently no costs associated with the Academy. Learners can access all eLearning modules via the Integrity Center website free of charge. There is also no cost to participate in the instructor-led training, except for any associated food and travel costs.

UI Program Leadership Certificate

Target Audience

The UI Program Leadership certificate is intended for:

- UI directors
- UI supervisors and managers
- Executive leadership who interface with UI personnel

The UI Program Leadership certificate prepares UI program leaders to apply successful leadership techniques and integrity strategies to strategically lead and monitor integrity improvement efforts.

Curriculum

The UI Program Leadership curriculum is delivered through the following six eLearning modules:

- UI Integrity Fundamentals for Program Leadership
- Strategic Management
- Assessing the UI Environment
- Prioritizing UI Integrity Strategies
- Evaluating UI Integrity Implementations
- UI Integrity Funding

To earn the UI Program Leadership certificate, learners are required to complete all lessons within each eLearning module. The following table lists each activity, its code in the Learning Management System, and the average time to complete each activity. The average time to complete the lessons ranges from 20 to 60 minutes.

P0	UI Integrity Fundamentals for Program Leadership	Lesson Type	Est. Time
P0AT1	UI Agency Tour for Program Leadership	❑ eLearning	90 - 120 min
P001	UI Integrity Fundamentals for Program Leadership	❑ eLearning	45-60 min
P0E	Module Exam	❑ eLearning	20 min
P0 Module Release – Available Now			

P1	**Strategic Management**		
P105	Strategic Leadership in UI Operational Integrity	❑ eLearning	30-40 min
P110	Continuous Improvement Tools and Techniques	❑ eLearning	40-45 min
P115	Time Management	❑ eLearning	30-40 min
P120	Managing UI Integrity Strategies	❑ eLearning	20-30 min
P125	Building Strong UI Integrity Relationships	❑ eLearning	20-30 min
P1E	Module Exam	❑ eLearning	20 min
P1 Module Release - Available Now			

P2	**Assessing the UI Environment**		
P205	Making Sense of UI Integrity Data	❑ eLearning	30-40 min
P206	Mining for Gold: The Drill-Down Process	❑ eLearning	40-45 min
P208	Designing Integrity Dashboards	❑ eLearning	30-40 min
P210	Cross-functional Team Collaboration	❑ eLearning	TBD
P2E	Module Exam	❑ eLearning	TBD
P2 Module Release - Available July 2018			

P3	**Prioritizing UI Integrity Strategies**		
P305	Formulating UI Integrity Strategies	❑ eLearning	TBD
P310	Prioritizing Integrity Strategies – You Try It	❑ eSimulation	TBD
P3E	Module Exam	❑ eLearning	TBD
P3 Module Release - Available November 2018			

P4	**Evaluating UI Integrity Implementations**		
P403	UI Implementations Overview	❑ eLearning	TBD
P405	Cross-Match Implementation – You Try It	❑ eSimulation	TBD
P410	Data Warehouse Implementation – You Try It	❑ eSimulation	TBD
P415	Messaging Implementation – You Try It	❑ eSimulation	TBD
P4 Module Release - Available Mar 2019			

P5	**UI Integrity Funding**		
P505	Sources of UI Funding	❑ eLearning	30-40 min
P510	Benchmarking for Your UI Agency	❑ eLearning	30-35 min
P515	Budgeting for UI Performance	❑ eLearning	30-35 min
P520	Managing UI Budgets	❑ eLearning	TBD
P5E	Module Exam	❑ eLearning	TBD
P5 Module Release - Available Aug 2018			

Lesson Descriptions

P0 ◆ UI Integrity Fundamentals for Program Leadership

PAT1 ◆ UI Agency Overview Tour for Program Leaders

This interactive guided tour provides an overview of the various divisions in a state workforce agency, and shows how they work with Employment Services to serve the UI community. You will learn about the purpose and daily activities of these units, and hear UI professionals share their perspectives on their work. This tour presents a high-level view of: Tax, Appeals, Employment Services, and Benefits.

P001 ◆ UI Integrity Fundamentals for Program Leadership

This lesson provides the foundational knowledge required to understand UI integrity and its importance in the state workforce agency (SWA). Topics include: definition and purpose of UI integrity, how SWAs can maintain UI integrity, causes of improper payments, importance of strong cross-functional relationships, the role of program leaders in improving integrity, and references to important resources for UI program leaders.

P1 ◆ Strategic Management

P105 ◆ Strategic Leadership in UI Operational Integrity

Strategic program leaders must balance day-to-day operations with ongoing initiatives for improving integrity. This lesson introduces the importance of strategic leadership in UI integrity. Topics include: attributes of strategic leaders, the strategic management process, and UI integrity strategies.

P110 ◆ Continuous Improvement Tools and Techniques

To maintain and improve UI integrity over time, program leaders must build a culture of continuous improvement. This lesson explores various continuous improvement methodologies and introduces practices, tools, and techniques for improving UI integrity. Topics include: continuous improvement methodologies plus tools and techniques for assessing UI program strengths, process analysis, root cause analysis, and data analysis.

P115 ◆ Time Management

This lesson introduces the importance of time management as it relates to UI integrity. Debunk the myths of multitasking. Learn practical techniques to balance priorities, eliminate distractions, improve UI integrity and achieve timeliness, quality, and productivity goals.

P120 ◆ Managing UI Integrity Strategies

SMART action plans translate UI integrity strategies into tangible outcomes that can be measured and managed. Learn how to get the most out of the State Quality Service Plan, Integrity Action Plans, and Project Charters when managing UI integrity strategies.

P125 ◆ Building Strong UI Relationships

The integrity of the UI program relies on the operational strength of each functional unit and the strength of their cross-functional relationships. This lesson explores the importance of building strong integrity relationships and working collaboratively with cross-functional UI leaders and staff, USDOL and entities outside your agency including other state agencies and departments, and key legislative leadership.

P2 ◆ Assessing the UI Environment

P205 ◆ Making Sense of UI Integrity Data

Step 1 of the strategic management process is assessing the UI environment. This lesson focuses on using UI integrity data to identify and assess internal and external factors that may impact UI integrity. Learn how to interpret UI performance metrics and apply critical thinking skills to identify opportunities to improve UI integrity.

P206 ◆ Mining for Gold: The Drill-Down Process

Apply critical thinking skills and your understanding of UI data to drill down so that you can gain insights into a problem and/or recognize opportunities for improving UI Integrity. P205 Making Sense of UI Integrity Data is a recommended prerequisite to this lesson.

P208 ◆ Designing Integrity Dashboards

Managing UI integrity without "real-time" performance indicators is like driving a car without a dashboard, road signs, or a map. In this lesson, explore the attributes of management dashboards, scorecards, and reports. Learn how to design UI integrity dashboards with actionable elements relevant to your leadership role.

P210 ◆ Cross-functional Team Collaboration

Learn the importance of getting input from cross-functional staff during Step 1 of the strategic management process. In this lesson, consider multiple perspectives to better understand factors that might be impacting UI integrity or an integrity implementation.

P3 ◆ Prioritizing UI Integrity Strategies

P305 ◆ Formulating UI Integrity Strategies

Step 2 of the strategic management process is formulating and prioritizing strategies to improve UI integrity. This lesson focuses on typical considerations when formulating and evaluating strategies for preventing and detecting improper payments, recovering UI overpayments, and/or collecting delinquent employer tax debts.

P310 ◆ Prioritizing Integrity Strategies – You Try It

Take this lesson to apply Step 2 of the strategic management process to a UI case study. Learners will use prioritization tools and techniques to evaluate UI integrity strategies, identify "low hanging fruit," build momentum with timely improvements, and achieve the greatest impact with resources available.

P4 ◆ Evaluating UI Integrity Implementations

P403 ◆ UI Implementations Overview

Steps 3 and 4 of the strategic management process are implementing and evaluating UI integrity strategies. This lesson provides an overview of strategies and concepts that promote integrity in the implementation and evaluation of data analytics initiatives and UI process improvements. Learners will apply the foundational knowledge from this lesson to successfully complete the "You Try It" case studies that follow in this module.

P405 ◆ Cross Match Implementation – You Try It

This lesson uses a cross-match case study to teach concepts and methods for planning UI integrity projects, benchmarking, working with IT, evaluating a cross-match implementation, and prioritizing next steps. Completion of previous modules in the Program Leadership certificate is strongly recommended prior to taking this lesson.

P410 ◆ Data Warehouse Implementation – You Try It

This lesson allows learners to apply continuous improvement concepts, tools, and techniques to a Data Warehouse case study and interpret UI data and input from cross-functional teams to navigate the strategic management process in a simulated UI environment. Completion of previous modules in the Program Leadership certificate is strongly recommended prior to taking this lesson.

P415 ◆ Messaging Implementation – You Try It

Learners will apply continuous improvement concepts, tools, and techniques to a Messaging case study and interpret UI data and input from cross-functional teams to navigate the strategic management process in a simulated UI environment. This lesson introduces data analysis techniques for evaluating messaging campaigns and prescribing messages based on claimant and/or employer behaviors. Completion of previous modules in the Program Leadership certificate is strongly recommended prior to taking this lesson.

P5 ◆ UI Integrity Funding

P505 ◆ Sources of UI Funding

This lesson explains where the money comes from to pay UI benefits and administer a UI program, and what to consider when making strategic budget planning decisions. Topics include: UI benefits funding sources, UI administrative funding sources, Resource

Justification Model (RJM), strategic use of UI administrative funding, and monitoring the sources of UI funding.

P510 ◆ Benchmarking for Your UI Agency

The first step in strategic UI funding is to benchmark an agency's current and projected UI program funding and expenditures and to pinpoint opportunities for improving an agency's budget strategy. This lesson provides examples of how benchmarking can help establish achievable performance goals in terms of quality, timeliness, and cost.

P515 ◆ Budgeting for UI Performance

State workforce agencies may have an opportunity to budget for performance improvements or integrity projects. This lesson enables UI program leaders to facilitate the process for formulating a strategic budget to achieve performance and budgetary goals.

P520 ◆ Managing UI Budgets

This lesson introduces the basic components of fiscal year operations budgets and project budgets, and how they are used to track and forecast expenditures. Examples illustrate how UI leadership can adjust budget allocations and/or processes to address emergent budget shortfalls and/or limited resources in a way that maintains program integrity.

UI Operations Integrity Certificate

Target Audience

The UI Operations Integrity certificate is intended for individuals who work in front line operations including customer service reps or call center reps. Adjudicators, claims examiners, BPC specialists, office specialists and technicians, and collections reps will also find select modules and lessons useful.

Curriculum

The UI Operations Integrity curriculum is delivered through the following six eLearning modules:

- Fundamentals
- Claims Intake and Processing
- Adjudication
- Overpayment/Recovery
- Key Skills

Each module includes several short lessons and a companion discussion guide that SWAs can use to reinforce concepts learned in the eLearning modules. The guides include discussion topics and group exercises that SWAs can customize for their internal training purposes. The Academy recommends that agency staff complete each module as a group within a given time period, then meet as a group to discuss the lessons using the discussion guide.

To earn the UI Operations Integrity certificate, learners must complete all lessons within each eLearning module. The following table lists each activity, its code in the Learning Management System, and the average time to complete each activity. The average time to complete the lessons ranges from 25 to 45 minutes.

O0	UI Integrity Fundamentals for Operations	Lesson Type	Est. Time
O0AT	UI Agency Tour for Benefits Professionals	☐ eLearning	60 min
O001	UI Integrity Fundamentals for Operations	☐ eLearning	45 min
O0E	Module Exam	☐ eLearning	10 min
O0 Module Release - Available Now			

O1	Claims Intake and Processing	Lesson Type	Est. Time
O105	Integrity at Claims Intake and Processing	☐ eLearning	15 min
O110	Prevention at Claims Intake	☐ eLearning	15 min
O115	Detection during Claims Processing	☐ eLearning	30 min
O120	Claimant Rights and Responsibilities	☐ eLearning	30-35 min
O125	Eligibility Review	☐ eLearning	25-30 min
O1E	Module Exam	☐ eLearning	15 min
O1 Module Release - Available Now			

O2	Adjudication		
O205	Integrity in Adjudication	❑ eLearning	45-50 min
O210	Fact-Finding Fundamentals	❑ eLearning	25 min
O212	Fact-Finding Interviews: Applying the PEACE Model	❑ eLearning	30-35 min
O215	Benefits Timeliness and Quality (BTQ)	❑ eLearning	30 min
O2E	Module Exam	❑ eLearning	15 min
O2 Module Release - Available Now			

O3	Overpayment/Recovery		
O305	Sources of Improper Payments	❑ eLearning	20 min
O310	Cross-Matches	❑ eLearning	25-30 min
O320	Collection Tools and Techniques	❑ eLearning	30-40 min
O3E	Module Exam	❑ eLearning	15 min
O3 Module Release - Available Now			

O4	Customer Service		
O405	Customer Service – Fundamentals of Exceptional Customer Service	❑ eLearning	15-20 min
O407	Customer Service – Handling Challenging Situations	❑ eLearning	30-40 min
O4E	Module Exam	❑ eLearning	10 min
O4 Module Release - Available Now			

Lesson Descriptions

O0 ◆ UI Integrity Fundamentals for Operations

O0AT ◆ UI Agency Tour for Benefits Professionals
Take this interactive guided tour to gain insight into the various units in a state workforce agency and how your role fits into the overall UI program. You'll learn the purpose, general work processes, and daily activities of many units that comprise a state workforce agency. You'll also hear from UI professionals as they share their perspectives about their work. Units included in the tour are: Tax, Appeals, Employment Services, and Benefits with a particular focus on Claims Processing, Fraud Investigations, Adjudication, Collections, and BAM.

O001 ◆ UI Integrity Fundamentals for Operations
This lesson provides the foundational knowledge required to understand UI integrity and its importance in the SWA. It is a prerequisite for all other modules in the UI Operations Integrity certificate. Topics include: definition and purpose of UI integrity, how SWAs can maintain UI integrity, causes of improper payments, and the role of operations staff in improving integrity.

O1 ◆ Claims Intake and Processing

O105 ◆ Integrity at Claims Intake and Processing
This introductory lesson provides an overview of how front-line operations staff, such as customer service reps (CSRs), claims takers, and claims representatives, can help prevent and detect overpayments during initial claims intake and processing. Learn the qualities of a successful claims representative and understand how to set the tone for claimant interactions.

O110 ◆ Prevention at Claims Intake
Front-line operations staff often have the first opportunity to prevent improper payments from happening because they are the first to see the claim and first to communicate with the claimant. This lesson focuses on what the claims rep can do during initial claims intake. The importance of complete and accurate information, tips for verifying the identity of the claimant, and how educating the claimant can prevent improper payments are discussed.

O115 ◆ Detection during Claims Processing
In this lesson, learn successful practices claims rep can use to detect issues with claims that indicate a potential overpayment. The lesson includes tips to identify possible identify theft, worker misclassification, and potential issues on UFCE, UCS, and CWC claims.

O120 ◆ Claimant Rights and Responsibilities

This lesson explains why it is important for claimants to understand their rights and responsibilities as a way to prevent improper payments from occurring. Gain an understanding of claimants' key rights and responsibilities, and learn strategies to explain these rights to claimants effectively.

O125 ◆ Eligibility Review

Claimants' failure to meet state eligibility requirements is one of the prevalent causes of UI overpayments. This lesson explains how the eligibility review process can help reduce the number of overpayments associated with continued eligibility for UI benefits.

O2 ◆ Adjudication

O205 ◆ Integrity in Adjudication

This lesson explains how adjudicators work to identify issues during claims examining that could indicate potential improper payments on claims. Topics include: common issues and challenges that adjudicators face that impact integrity, and best practices when conducting adjudication calls with claimants and employers

O210 ◆ Fact-Finding Fundamentals

This lesson provides information on the key elements of effective fact-finding and interviewing for making accurate determinations. Learn about the fact-finding process, the difference between material and immaterial information, and tips for successful fact-finding interviews.

O212 ◆ Fact-Finding Interviews: Applying the PEACE Model

Effective fact-finding interviews are vital to the integrity of the UI program. Learn effective interviewing techniques for gathering and clarifying information about a claim so that an accurate determination can be made. These techniques are taught using the PEACE model—a non-confrontational approach to conducting interviews developed by law enforcement and psychologists.

O215 ◆ Benefits Timeliness and Quality (BTQ)

Performing quality work can help prevent improper payments. This lesson discusses how BTQ measures support and reinforce the goals of UI integrity. Topics include: the purpose of BTQ, the major steps to prepare for and conduct the BTQ, the impact BTQ has on making accurate determinations, and the criteria used to evaluate nonmonetary determinations as of the BTQ process.

O3 ◆ Overpayment/Recovery

O305 ◆ Sources of Improper Payments
This lesson provides information on the three types errors (claimant, employer, agency) that can lead to improper payments, and describes the types of fraud cases that UI operations staff are most likely to encounter.

O310 ◆ Cross-Matches
In this lesson, learn how SWAs use cross-matches to prevent, detect, and recover improper payments. Topics include the purpose of cross-matches, how they work, and a description of the most common types of cross-matches used in UI.

O320 ◆ Collection Tools and Techniques
This lesson provides an overview of the tools and techniques states use to recover overpaid funds. Learn why these tools and techniques are important, an overview of the overpayment recovery process, common tools and techniques states use, and how to handle common challenges collections staff encounter.

O4 ◆ Key Skills

O405 ◆ Customer Service – Part 1: Fundamentals of Exceptional Customer Service
UI staff members, particularly those in operations, interact regularly with claimants and employers. This lesson introduces basic concepts of providing exceptional customer service, and explains its impact on the integrity of the UI program.

O407 ◆ Customer Service – Part 2: Handling Challenging Situations
This lesson focuses on how to effectively handle difficult calls with claimants or employers. Topics include: how to manage challenging calls, strategies for handling heated phone conversations, principles for delivering bad news, and coping strategies for dealing with work-related stress.

UI Fraud Investigations Certificate

Target Audience

The UI Fraud Investigations certificate is intended for:
- Individuals who may benefit from formalized UI fraud investigation training
- UI staff members who are new to fraud investigations but have previously worked in different roles within their state workforce agencies
- Fraud investigators who have come from other industries
- Individuals with no investigation or UI experience who have been hired as fraud investigators based on their education or other qualifications

The UI Fraud Investigations certificate prepares individuals to apply successful techniques, strategies and tools in the investigation of potentially fraudulent claims, from single-claimant cases to more complex cases involving identity theft, fictitious employers, and employer fraud.

Curriculum

The UI Fraud Investigations curriculum is delivered through one eLearning module, one instructor-led course, and three sets of online simulations that each include multiple case studies:
- UI Integrity Fundamentals for Fraud Investigations (eLearning module)
- Basic UI Fraud Investigations (3-day instructor-led course)
- Investigate Identity Fraud – You Try It (eSimulation)
- Investigate Fictitious Employer Schemes – You Try It (eSimulation)
- Investigate Employer Fraud – You Try It (eSimulation)

To earn the UI Fraud Investigations certificate, learners are required to complete all training activities listed below. The following table lists each activity, its code in the Learning Management System, and the average time to complete each activity. The average time to complete the online lessons ranges from 10 to 45 minutes.

NOTE: As new complex fraud schemes are identified, additional eSimulations may be developed.

F0	UI Integrity Fundamentals for Fraud Investigations	Lesson Type	Est. Time
F0AT1	UI Agency Overview Tour for Fraud Investigators	❑ eLearning	90-120 min
F0O1	UI Integrity Fundamentals for Fraud Investigations	❑ eLearning	45 min
F0E	Exam: UI Integrity Fundamentals for Fraud Investigations	❑ eLearning	10 min
F0 Module Release - Available Aug 2018			

F-ILT	Basic UI Fraud Investigations		
F-ILT	Three consecutive days of training; includes 5 modules with multiple lessons in each	🗣 Instructor-led training	3 full days

F-ILT Module Release - Available Now

F1	Investigate Identity Fraud – You Try It		
F105	UI Identity Fraud Overview	❑ eLearning	10 min
F110	UI Identity Fraud You Try It Case 1	❑ eSimulation	15 min
F120	UI Identity Fraud You Try It Case 2	❑ eSimulation	25 min
F130	UI Identity Fraud You Try It Case 3	❑ eSimulation	20 min
F140	UI Identity Fraud You Try It Case 4	❑ eSimulation	20 min
F150	UI Identity Fraud You Try It Case 5	❑ eSimulation	25 min

F1 Module Release - Available Now

F2	Investigate Fictitious Employer Schemes – You Try It		
F205	Fictitious Employer Schemes Overview	❑ eLearning	10 min
F210	Fictitious Employer You Try It Case 1	❑ eSimulation	25 min
F220	Fictitious Employer You Try It Case 2	❑ eSimulation	25 min

F2 Module Release - Available Now

F3	Investigate Employer Fraud – You Try It		
F305	Employer Fraud Overview	❑ eLearning	10 min
F310	Employer Fraud You Try It Case 1	❑ eSimulation	20 min

F3 Module Release - Available Now

Lesson Descriptions

F0 ◆ UI Integrity Fundamentals for Fraud Investigations

F0AT1 ◆ UI Agency Overview Tour for Fraud Investigators
This interactive guided tour provides an overview of the various divisions in a state workforce agency, and shows how they work with Employment Services to serve the UI community. You will learn about the purpose and daily activities of these units, and hear UI professionals share their perspectives on their work. This tour presents a high-level view of: Tax, Appeals, Employment Services, and Benefits.

F001 ◆ UI Integrity Fundamentals for Fraud Investigations
This lesson provides the foundational knowledge required to understand UI integrity and its importance in the state workforce agency (SWA). It is a prerequisite for all other modules in the UI Fraud Investigations certificate. Topics include: definition and purpose of UI integrity, common integrity terminology, how SWAs can maintain UI integrity, mechanics of improper payments, important complex fraud schemes, key roles associated with fraud investigation, and identification of critical skills and knowledge of a good fraud investigator.

F-ILT ◆ Basic UI Fraud Investigations

During this instructor-led course, participants will learn the UI fraud investigation process in the context of case studies and scenarios. Through highly engaging class activities, learners will apply critical thinking to investigate single-claimant UI fraud cases and make final determinations. The strategies, techniques and recommended practices taught in this course can be applied within any state.

F1 ◆ Investigate Identity Fraud – You Try It

F105 ◆ UI Identity Fraud Overview
This brief lesson describes how potential cases of identity fraud come to the attention of the state workforce agency (SWA), and the steps taken to assess potential ID theft and gather information. Through the interactive simulations that follow this lesson, you will take on the role as a fraud investigator and investigate identity-theft fraud schemes.

F110 ◆ UI Identity Fraud You Try It Case 1
A claimant says he stopped filing for benefits after he got a new job and is a victim of identity theft.

F120 ◆ UI Identity Fraud You Try It Case 2
A claimant uses her sister's identity to obtain employment and file for UI benefits.

F130 ◆ UI Identity Fraud You Try It Case 3

A claimant says he threw away his debit card when he got a job, and is a victim of ID theft.

F140 ◆ UI Identity Fraud You Try It Case 4

A claimant says he never knew about the UI claim filed in his name until he underwent a background check when enlisting in the US Army.

F150 ◆ UI Identity Fraud You Try It Case 5

There are two active UI claims under a claimant with the same SSN, one in Maine and the other in Tennessee.

F2 ◆ Investigate Fictitious Employer Schemes – You Try It

F205 ◆ Fictitious Employer Schemes Overview

This brief lesson describes what fictitious employer schemes are, indications of potential fictitious employer schemes, how a state workforce agency (SWA) detects potential cases of fictitious employer schemes, and initial steps taken to investigate fictitious employer schemes.

F210 ◆ Fictitious Employer You Try It Case 1

A claimant alleges that her daughter made up a fake company and then filed for benefits under the mother's name.

F220 ◆ Fictitious Employer You Try It Case 2

A cross-match reveals that a claimant is deceased, but the claim has been recertified since the claimant's date of death.

F3 ◆ Investigate Employer Fraud – You Try It

F305 ◆ Employer Fraud Overview

This brief lesson describes: the types of employer fraud schemes related to fraudulent claims or improper payments of UI benefits, indications of each type of scheme, how a state workforce agency (SWA) detects potential cases of employer fraud, and initial steps taken to investigate a potential case of employer fraud that is related to one or more claims.

NOTE: The UI Tax Integrity Certificate addresses the types of employer fraud and employer fraud schemes intended to reduce or eliminate an employer's UI tax contributions.

F310 ◆ Employer Fraud You Try It Case 1

An anonymous tipster calls the fraud hotline and alleges that a claimant who is collecting benefits is not laid off, but is working full-time at a local slot machine manufacturer.

UI Tax Integrity Certificate

Target Audience

The UI Tax Integrity certificate is primarily intended for tax auditors and investigators; however, anyone working in the tax, contributions, or revenue unit of their SWA may find this certificate useful.

Curriculum

The UI Tax Integrity curriculum will be delivered through the following six modules:
- UI Integrity Fundamentals for Tax
- Tax Foundations
- Tax Auditing
- Interviewing
- Investigation Basics
- UI Investigations – Instructor-led Training

To earn the UI Tax Integrity certificate, the requirement is to complete all lessons within each module. The following table lists each activity, its code in the Learning Management System, and the average time to complete each activity. The average time to complete each lesson ranges from 25 to 45 minutes.

T0	UI Integrity Fundamentals for Tax	Lesson Type	Est. Time
T0AT	UI Agency Tour for Tax Professionals	☐ eLearning	60 min
T001	UI Integrity Fundamentals for Tax	☐ eLearning	45 min
T0E	Module Exam	☐ eLearning	10 min
T0 Module Release - Available Now			

T1	Tax Foundations	Lesson Type	Est. Time
T105	Tax Operations Overview	☐ eLearning	30 min
T110	UI Law, Statutes, and Regulations	☐ eLearning	TBD
T115	UI Tax Law: SUTA Dumping	☐ eLearning	15-30 min
T120	UI Tax Law: Misclassification	☐ eLearning	TBD
T125	Accounting Basics	☐ eLearning	TBD
T130	Tax Collections	☐ eLearning	40-45 min
T135	Tax Performance System	☐ eLearning	30-35 min
T140	Employer Rights and Responsibilities	☐ eLearning	30-35 min
T1E	Module Exam	☐ eLearning	TBD
T1 Module Release - Available January 2019			

T2	Tax Auditing	Lesson Type	Est. Time
T205	Tax Auditing Overview	☐ eLearning	45 min
T210	Preparing for the Audit	☐ eLearning	45 min
T215	Conducting the Pre-Audit Interview	☐ eLearning	45 min

T215A	Scheduling the Audit and Conducting the Pre-audit Interview – You Try It	❑ Virtual Class	TBD
T220	Conducting the Audit: Introduction	❑ eLearning	25-30 min
T225	Conducting the Audit: Part 1	❑ eLearning	TBD
T230	Conducting the Audit: Part 2	❑ eLearning	TBD
T235	Conducting the Post-Audit Interview	❑ eLearning	TBD
T235A	Conducting the Audit – You Try It	❑ Virtual Class	TBD
T240	Writing the Audit Report	❑ eLearning	TBD
T245	Supporting Appeals and Prosecutions	❑ eLearning	TBD
T2E	Module Exam	❑ eLearning	TBD
T2 Module Release - Available June 2019			

T3	**Interviewing**		
T305	Investigative Interviews	❑ eLearning	TBD
T310	Interview Techniques	❑ eLearning	TBD
T315	The Three Levels of Communication	❑ eLearning	TBD
T320	Interviewing Difficult People	❑ eLearning	TBD
T320A	Interviewing Difficult People – You Try It	❑ Virtual Class	TBD
T3E	Module Exam	❑ eLearning	TBD
T3 Module Release - Available April 2019			

T4	**Investigation Basics**		
T405	Investigative Strategies Overview	❑ eLearning	TBD
T410	Prioritizing Cases	❑ eLearning	TBD
T415	Sources of Evidence	❑ eLearning	TBD
T420	Collecting, Weighing and Documenting Evidence	❑ eLearning	TBD
T425	Data Analysis Tools	❑ eLearning	TBD
T4E	Module Exam	❑ eLearning	TBD
T4 Module Release - Available December 2019			

TF-ILT	**UI Investigations – Instructor-led Training**		
TF-ILT	Two and a half consecutive days of training; includes 5 modules with multiple lessons in each	🎤 Instructor-led training	2 full days
TF-ILT Module Release - Available June 2019			

Lesson Descriptions

T0 ◆ UI Integrity Fundamentals for Tax

T0AT ◆ UI Agency Tour for Tax Professionals
Take this interactive guided tour to gain insight into the various units in a state workforce agency and how your role fits into the overall UI program. You'll learn the purpose, general work processes, and daily activities of many units that comprise a state workforce agency. You'll also hear from UI professionals as they share their perspectives about their work. Units included in the tour are: Benefits, Appeals, Employment Services, and Tax with a particular focus on Status Determinations, Account Maintenance, Collections, Field Audits, and the Tax Performance System.

T001 ◆ UI Integrity Fundamentals for Tax
This course provides the foundational knowledge required to understand UI integrity and its importance in the SWA. It is a prerequisite for all other modules in the UI Tax Integrity certificate. Topics include: definition and purpose of UI integrity, how SWAs can maintain UI integrity, causes of inaccurate employer contributions, and the role of tax staff in improving integrity.

T1 Tax Foundations

T105 ◆ Tax Operations Overview
This lesson provides an overview of the UI tax process with a focus on UI integrity. The lesson then explains threats that can arise from both employers and the SWA that can negatively impact the integrity of the UI system.

T110 ◆ UI Law, Statutes, and Regulations
Learners will be provided an overview of the laws, statutes, and regulations that govern UI tax. An explanation of the UI tax structure including the federal/state UI tax distribution and the Federal Unemployment Tax Act (FUTA) is included.

T115 ◆ UI Tax Law: SUTA Dumping
Learn how employers try to avoid paying state UI taxes through the practice of SUTA dumping and what states are doing to prevent it. This lesson also explains how tax rates are calculated and how experience ratings are determined.

T120 ◆ UI Tax Law: Misclassifications
This lesson discusses the laws that address misclassification, why and how employers may misclassify workers, and common methods for detecting misclassification. Covered versus non-covered employment is also explained.

T125 ◆ Accounting Basics

This lesson explains accounting terms and concepts that field auditors and tax investigators must know to conduct effective audits and investigations.

T130 ◆ Collections

This lesson gives an overview the process of UI tax collections and discusses both voluntary and involuntary payments. Also discussed are challenges collection agents face, successful practices, and ways to promote voluntary payments from employers.

T135 ◆ Tax Performance System (TPS)

This lesson is an overview of the Tax Performance System (TPS) review. It discusses the purpose of the review and goes through the elements of the review at a high level.

T140 ◆ Employer Rights and Responsibilities

This lesson describes employer rights and responsibilities regarding UI. Learn specific messaging that encourages employers to follow UI rules and regulations and how to overcome common challenges related to educating employers on their rights and responsibilities.

T2　　Tax Auditing

T205 ◆ Tax Auditing Overview

This lesson provides an overview of the goals, standards, measures, and requirements that guide UI tax auditors. It also discusses the qualities of effective tax auditors and how auditors impact UI integrity.

T210 ◆ Preparing for the Audit

Effective audit preparation means planning, from the start of the process, to meet all applicable state and federal standards. This lesson discusses the pre-audit activities that must be completed before the audit begins.

T215 ◆ Conducting the Pre-Audit Interview

This lesson describes successful practices and requirements for conducting a pre-audit interview. Topics include explaining the purpose of the audit to an employer and gathering initial information.

T215A ◆ Scheduling the Audit and Conducting the Pre-audit Interview – You Try It

This virtual class provides the opportunity to apply skills and knowledge learned in T210 Preparing the Audit and T215 Conducting the Pre-Audit Interview.

T220 ◆ Conducting the Audit: Introduction

This lesson discusses concepts and general guidelines for conducting an audit. You will learn tips for asking follow-up questions and documenting evidence. This lesson also explains the auditor's responsibilities concerning confidentiality.

T225 ◆ Conducting the Audit: Part 1

You will learn how to test an employer's acknowledged payroll according to TPS requirements. This lesson explains testing methods, financial records that can be used, and documentation requirements.

T230 ◆ Conducting the Audit: Part 2

You will learn how to search for misclassified workers and hidden wages according to TPS requirements. Topics include the four types of records to examine, how to determine if a worker is an employee, and tips for examining financial records.

T235 ◆ Conducting the Post-Audit Interview

This lesson explains successful practices for conducting a post-audit interview, including tips for communicating a tax liability and strategies for handling upset employers.

T235A ◆ Conducting the Audit – You Try It

This virtual class provides the opportunity to apply skills and knowledge learned in T225 and T230 Conducting the Audit: Parts 1 and 2 and T235 Conducting the Post-Audit Interview.

T240 ◆ Writing the Audit Report

You will learn how to effectively write an audit report. This lesson provides helpful writing tips and explains the types of information required in an audit report.

T245 ◆ Supporting Appeals and Prosecution

If an employer appeals an audit, investigation, or other formal determination, or if a case against an employer goes to prosecution, an auditor may play a vital role in supporting the case. This lesson provides recommended practices and tips for supporting an appeal or prosecution, including what to do and not do when testifying.

T3   Interviewing

T305 ◆ Investigative Interviews

This lesson provides an overview of the PEACE Model, which is a non-confrontational approach to obtaining information during an interview.

T310 ◆ Interview Techniques

You will learn techniques for interviewing employers and workers. You will then determine appropriate techniques to use and questions to ask based on scenarios within the lesson.

T315 ◆ The Three Levels of Communication

You will learn how to analyze the three levels of communication (body language, word choice, and voice) while conducting an interview. This lesson includes scenarios where you will decide appropriate responses to statements given by employers during interviews.

T320 ◆ Interviewing Difficult People

This lesson describes methods for interviewing difficult people, based on 10 common difficult personalities. During practice scenarios, you will determine appropriate responses to statements made by difficult people.

T320A ◆ Interviewing Practice: You Try It

This virtual class provides the opportunity to apply skills and knowledge learned in the Interview Module.

T4   Investigation Basics

T405 ◆ Investigation Overview

This lesson explains the UI investigation process and describes common issues that require investigation

T410 ◆ Prioritizing Cases

This lesson presents elements to consider when assessing and prioritizing assignments, to help manage work load and mitigate risks.

T415 ◆ Sources of Evidence

This lesson describes common sources of evidence for tax investigations and audits, and provides strategies for developing an evidence-gathering plan.

T420 ◆ Collecting, Weighing and Documenting Evidence

This lesson presents a framework for ranking the weight of evidence collected during an investigation or audit. It shows how to document evidence and how to avoid the common pitfalls of evidence documentation.

T425 ◆ Data Analysis Tools

This lesson presents strategies and tools for analyzing and testing data, along with common "red flags" to look for during a tax investigation or audit.

TF-ILT ◆ Basic UI Investigations

During this two-and-a-half-day instructor-led course, participants will learn the UI investigation process in the context of case studies and scenarios. Through highly engaging class activities, learners will apply critical thinking to investigate UI fraud cases and make final determinations. The strategies, techniques and recommended practices taught in this course can be applied within any state.

UI Data Analytics Certificate

Target Audience

The UI Data Analytics certificate is intended for data analysts and information technology personnel working in the UI system.

Curriculum

The curriculum for the UI Data Analytics certificate is in the analysis phase of training development. The lessons, goals and objectives for this certificate are currently being identified.

Potential modules include:

- Foundations in Data Analytics (DA)
- Assessing your current DA system
- Designing a DA system
- Implementing a DA system
- Predictive Modeling
- Managing DA projects

Continuing Education

Target Audience

Continuing Education is intended for individuals who have completed one or more of the Integrity Academy's certificates or who wish to further their knowledge on particular topics of interest.

Curriculum

The Continuing Education curriculum is designed to provide additional instruction on advanced topics and current trends in UI. There will also be opportunities to apply new skills learned in the Academy's certificates in a virtual classroom setting.

Continuing Education is currently under development. Lessons will be available soon.

FC	Fraud Investigations	Lesson Type	Est. Time
FC-ILT05	Appeals & Prosecutions	❑ eLearning	45 min
FC-ILT05A	Appeals & Prosecutions - You Try It	❑ Virtual Class	40 min
	Social Media in UI Fraud Investigations	TBD	TBD
	Think Like a UI Fraudster	TBD	TBD
	Interpreting Non-Standard Wage Reports	TBD	TBD
	Current Fraud Schemes		
	Green Dot Debit Cards	TBD	TBD
	Basic Data Analytics for Fraud Investigators	TBD	TBD
	Interviewing	TBD	TBD

OC	Operations		
	Decision-making in Non-Standard Adjudications	TBD	TBD
	Quality Adjudications	TBD	TBD
	Combined Wage Claim Training	TBD	TBD

TC	Tax		
	Misclassified Worker Schemes	TBD	TBD
	Fictitious Employer Schemes	TBD	TBD
	SUTA Dumping	TBD	TBD
	Wage Verifications	TBD	TBD
	940 Cross-match Errors	TBD	TBD
	Interviewing	TBD	TBD

Lesson Descriptions

Lessons available Winter 2018 include:

FC	Fraud Investigation

FC-ILT05 ◆ Appeals & Prosecutions

In this lesson, you will learn processes and strategies to help you defend claimant fraud determinations during appeal hearings and effectively represent the state during prosecution hearings.

FC-ILT05A ◆ Appeals & Prosecutions – You Try It

During this Virtual Class, participants will take part in a mock Lower Authority Appeal (LAA) phone hearing. Through role-plays, class discussions, and small group work, learners will gain strategies to defend their agency's determinations during LAA hearings. This content will build upon the skills and knowledge gained during F-ILT – Basic UI Fraud Investigations and FC-ILT05 – Appeals and Prosecutions.

INTEGRITY

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