

Unemployment Insurance National Integrity Academy

COURSE CATALOG

Fall
2019



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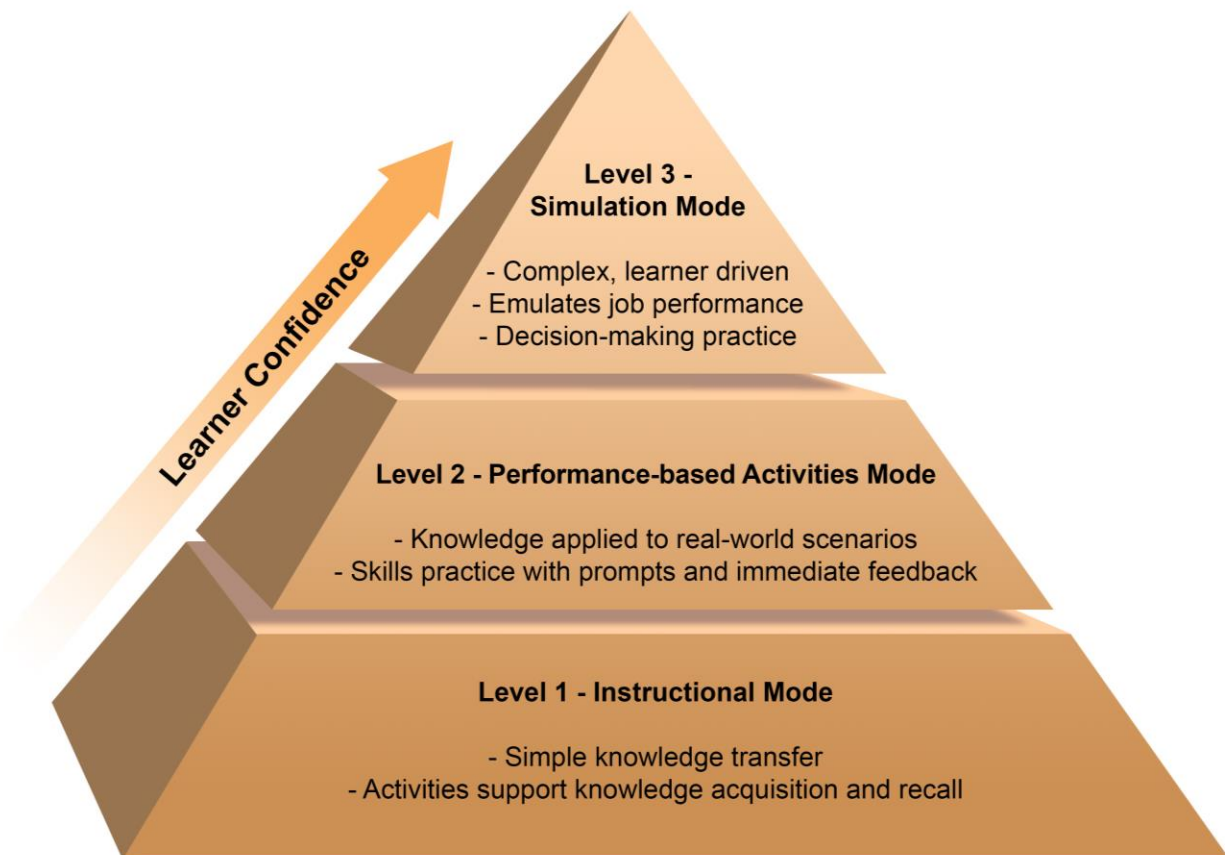
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About the Academy

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 four certificates for UI professionals:

- UI Program Leadership
- UI Operations Integrity
- UI Fraud Investigations
- UI Tax Integrity
 - Tax Auditor Curriculum
 - Tax Investigator Curriculum

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

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.

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
- UI Integrity Funding
- Assessing the UI Environment
- Reducing Improper Payments
- Evaluating UI Integrity Strategies

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	<input type="checkbox"/> eLearning	90-120 min
P001	UI Integrity Fundamentals for Program Leadership	<input type="checkbox"/> eLearning	45-60 min
P0E	Module Exam	<input type="checkbox"/> eLearning	20 min
P1	Strategic Management		
P105	Strategic Leadership in UI Operational Integrity	<input type="checkbox"/> eLearning	30-40 min
P110	Continuous Improvement Tools and Techniques	<input type="checkbox"/> eLearning	40-45 min
P115	Prioritizing for Increased Efficiency	<input type="checkbox"/> eLearning	30-40 min
P120	Managing UI Integrity Strategies	<input type="checkbox"/> eLearning	20-30 min
P125	Building Strong UI Integrity Relationships	<input type="checkbox"/> eLearning	20-30 min
P1E	Module Exam	<input type="checkbox"/> eLearning	20 min

P5 UI Integrity Funding			
P505	Sources of UI Funding	<input type="checkbox"/> eLearning	30-40 min
P510	Benchmarking for Your UI Agency	<input type="checkbox"/> eLearning	30-35 min
P515	Budgeting for UI Performance	<input type="checkbox"/> eLearning	30-35 min
P520	Managing UI Budgets	<input type="checkbox"/> eLearning	40 min
P5E	Module Exam	<input type="checkbox"/> eLearning	20 min
P2 Assessing the UI Environment			
P205	Making Sense of UI Integrity Data	<input type="checkbox"/> eLearning	30-40 min
P206	Mining for Gold: The Drill-Down Process	<input type="checkbox"/> eLearning	40-45 min
P208	Designing Integrity Dashboards	<input type="checkbox"/> eLearning	30-40 min
P210	Collaborating with Cross-functional Teams	<input type="checkbox"/> eLearning	30-40 min
P2E	Module Exam	<input type="checkbox"/> eLearning	20 min
P3 Reducing Improper Payments			
P305	Overview of UI Improper Payment Measures	<input type="checkbox"/> eLearning	30-40 min
P310	Prioritizing Integrity Strategies	<input type="checkbox"/> eLearning	45 min
P315	Reducing Improper Payments due to Work Search Issues	<input type="checkbox"/> eLearning	40 min
P320	Reducing Improper Payments due to BYE Errors (Unreported Earnings)	<input type="checkbox"/> eLearning	40 min
P325	Reducing Improper Payments due to Separation Issues	<input type="checkbox"/> eLearning	40 min
P3E	Module Exam	<input type="checkbox"/> eLearning	20 min
P4 Evaluating UI Integrity Implementations			
P405	Overview of Evaluation Techniques	<input type="checkbox"/> eLearning	30-40 min
P410	Evaluating ID Verification Strategies – You Try It	<input type="checkbox"/> eLearning	30-40 min
P4E	Module Exam	<input type="checkbox"/> eLearning	10 min

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 ♦ Prioritizing for Increased Efficiency

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.

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.

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 ♦ Reducing Improper Payments

P305 ♦ Overview of UI Improper Payment Measures

This lesson will familiarize learners with the estimated improper payment rate and how it can be used to help states analyze and improve UI integrity.

P310 ♦ Prioritizing Integrity Strategies

This lesson provides an opportunity to use prioritization tools and techniques to select UI integrity strategies that best achieve UI program integrity goals.

P315 ♦ Reducing Improper Payments due to Work Search Issues

Nationally, one of the leading causes of UI improper payments is when state-specific work search requirements are not met. This lesson explores methods for determining fundamental causes of work search issues, formulating innovative strategies, and prioritizing solutions for reducing the estimated improper payment rate.

P320 ♦ Reducing Improper Payments due to BYE Errors (Unreported Earnings)

This lesson explores successful strategies for reducing improper payments caused by unreported earnings through: data integration, analytics, prioritized follow-up, and targeted messaging based on behavioral insights principles.

P325 ♦ Reducing Improper Payments due to Separation Issues

In most states, separation issues are one of the leading causes of UI improper payments. In this lesson you will use an assessment tool to analyze and prioritize innovative strategies to help reduce improper payments caused by separation issues.

P4 ♦ **Evaluating UI Integrity Strategies**

P405 ♦ Overview of Evaluation Techniques

This lesson provides tips and techniques for planning, monitoring, and evaluating the implementation of UI integrity strategies.

P410 ♦ Evaluating ID Verification Strategies – You Try It

This lesson challenges learners to plan and perform the evaluation of an ID verification strategy. Learners will define success criteria, identify and monitor key performance indicators (KPIs), interpret results, and determine next actions. Completion of previous modules in the Program Leadership certificate is strongly recommended prior to taking this lesson.

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 five 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	<input type="checkbox"/> eLearning	60 min
O001	UI Integrity Fundamentals for Operations	<input type="checkbox"/> eLearning	45 min
O0E	Module Exam	<input type="checkbox"/> eLearning	10 min
O1	Claims Intake and Processing		
O105	Integrity at Claims Intake and Processing	<input type="checkbox"/> eLearning	15 min
O110	Prevention at Claims Intake	<input type="checkbox"/> eLearning	15 min
O115	Detection during Claims Processing	<input type="checkbox"/> eLearning	30 min
O120	Claimant Rights and Responsibilities	<input type="checkbox"/> eLearning	30-35 min
O125	Eligibility Review	<input type="checkbox"/> eLearning	25-30 min
O1E	Module Exam	<input type="checkbox"/> eLearning	15 min

O2 Adjudication			
O205	Integrity in Adjudication	<input type="checkbox"/> eLearning	45-50 min
O210	Fact-Finding Fundamentals	<input type="checkbox"/> eLearning	25 min
O212	Fact-Finding Interviews: Applying the PEACE Model	<input type="checkbox"/> eLearning	30-35 min
O215	Benefits Timeliness and Quality (BTQ)	<input type="checkbox"/> eLearning	30 min
O2E	Module Exam	<input type="checkbox"/> eLearning	15 min
O3 Overpayment/Recovery			
O305	Sources of Improper Payments	<input type="checkbox"/> eLearning	20 min
O310	Cross-Matches	<input type="checkbox"/> eLearning	25-30 min
O320	Collection Tools and Techniques	<input type="checkbox"/> eLearning	30-40 min
O3E	Module Exam	<input type="checkbox"/> eLearning	15 min
O4 Customer Service			
O405	Customer Service – Fundamentals of Exceptional Customer Service	<input type="checkbox"/> eLearning	15-20 min
O407	Customer Service – Handling Challenging Situations	<input type="checkbox"/> eLearning	30-40 min
O4E	Module Exam	<input type="checkbox"/> eLearning	10 min

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 three eLearning modules, one instructor-led course, and three sets of online simulations that each include multiple case studies:


- UI Integrity Fundamentals for Fraud Investigations (eLearning module)
- Interviewing (eLearning module)
- Investigation Basics (eLearning module)
- Investigating UI Fraud (two-and-a-half-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 60 minutes.

F0	UI Integrity Fundamentals for Fraud Investigations	Lesson Type	Est. Time
FOAT1	UI Agency Overview Tour for Fraud Investigators	<input type="checkbox"/> eLearning	90-120 min
F001	UI Integrity Fundamentals for Fraud Investigations	<input type="checkbox"/> eLearning	45 min
FOE	Exam: UI Integrity Fundamentals for Fraud Investigations	<input type="checkbox"/> eLearning	10 min

TF3 Interviewing			
TF305	Investigative Interviews: Applying the PEACE Model	<input type="checkbox"/> eLearning	30-35 min
TF310	Interviewing Techniques	<input type="checkbox"/> eLearning	30 min
TF315	Three Levels of Communication	<input type="checkbox"/> eLearning	40-45 min
TF320	Handling Difficult Personalities	<input type="checkbox"/> eLearning	30 min
TF3E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF4 Investigation Basics			
TF405	Investigative Process Overview	<input type="checkbox"/> eLearning	20 min
TF410	Assess and Prioritize Cases	<input type="checkbox"/> eLearning	45 min
TF415	Sources of Evidence	<input type="checkbox"/> eLearning	45 min
TF420	Develop Theories and Collect Evidence	<input type="checkbox"/> eLearning	30-40 min
TF425	Weigh and Document Evidence	<input type="checkbox"/> eLearning	30-40 min
TF430	Analyze Data Part 1: Techniques	<input type="checkbox"/> eLearning	45 min
TF431	Analyze Data Part 2: Tools	<input type="checkbox"/> eLearning	45 min
TF432	Test Theories	<input type="checkbox"/> eLearning	45 min
TF435	Make and Document Determination	<input type="checkbox"/> eLearning	30 min
TF440	Fraud Appeals and Prosecutions Overview	<input type="checkbox"/> eLearning	15 min
TF4E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF-ILT Investigating UI Fraud			
TF-ILT	Investigate benefits fraud cases while interacting with peers and UI Subject Matter Experts	 Instructor-led training	2.5 days

F1 Investigate Identity Fraud – You Try It			
F105	UI Identity Fraud Overview	<input type="checkbox"/> eLearning	10 min
F110	UI Identity Fraud You Try It Case 1	<input type="checkbox"/> eSimulation	15 min
F120	UI Identity Fraud You Try It Case 2	<input type="checkbox"/> eSimulation	25 min
F130	UI Identity Fraud You Try It Case 3	<input type="checkbox"/> eSimulation	20 min
F140	UI Identity Fraud You Try It Case 4	<input type="checkbox"/> eSimulation	20 min
F150	UI Identity Fraud You Try It Case 5	<input type="checkbox"/> eSimulation	25 min

F2 Investigate Fictitious Employer Schemes – You Try It			
F205	Fictitious Employer Schemes Overview	<input type="checkbox"/> eLearning	10 min
F210	Fictitious Employer You Try It Case 1	<input type="checkbox"/> eSimulation	25 min
F220	Fictitious Employer You Try It Case 2	<input type="checkbox"/> eSimulation	25 min

F3 Investigate Employer Fraud – You Try It			
F305	Employer Fraud Overview	<input type="checkbox"/> eLearning	10 min
F310	Employer Fraud You Try It Case 1	<input type="checkbox"/> eSimulation	20 min

Lesson Descriptions

F0 ♦ UI Integrity Fundamentals for Fraud Investigations

FOAT1 ♦ 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.

TF3 Interviewing

TF305 ♦ Investigative Interviews: Applying the PEACE Model

This lesson provides an overview of the PEACE Model, which is a non-confrontational approach to obtaining information during an interview. You will learn the activities that take place during each phase of the PEACE Model.

TF310 ♦ Interviewing Techniques

The interview is a primary method of fact-finding, but how do you improve your skills? This lesson provides the opportunity to learn tips and techniques to conduct an effective investigative interview.

TF315 ♦ Three Levels of Communication

Learn how to identify and analyze the three levels of communication (body language, word choice, and voice) while conducting an interview. This lesson provides opportunities to evaluate the truthfulness of statements given by respondents during sample UI investigative interviews.

TF320 ♦ Handling Difficult Personalities

This lesson discusses the ten common difficult personality types along with strategies and techniques for dealing with them. It also covers how to recognize when you are losing your composure and what to do to regain it.

TF4 Investigation Basics

TF405 ♦ Investigative Process Overview

This lesson provides an overview of the UI investigation process for determining UI benefits or tax fraud. You will learn about the investigation journey as well as the process investigators go through to make a determination.

TF410 ♦ Assess and Prioritize Cases

This lesson describes risk factors and other characteristics of cases that can be used to effectively assess and prioritize cases. Lesson takers also learn useful strategies to improve their time and caseload management skills.

TF415 ♦ Sources of Evidence

This lesson presents the types of evidence UI tax and fraud investigators use during an investigation and how evidence can be sourced. It also offers successful practices for identifying which evidence is most likely to advance an investigation.

TF420 ♦ Develop Theories and Collect Evidence

In this lesson, you will learn effective practices for reviewing initial case data, developing working theories, and creating an evidence-gathering plan.

TF425 ♦ Weigh and Document Evidence

This lesson presents successful practices for determining the weight of evidence and documenting evidence that has been gathered during an investigation.

TF430 ♦ Analyze Data Part 1: Techniques

This lesson describes techniques that can be used to effectively analyze data when investigating cases. The lesson also discusses common red flags to look for when analyzing data.

TF431 ♦ Analyze Data Part 2: Tools

This lesson describes tools that can be used to effectively analyze data when investigating cases. The lesson also discusses common red flags to look for when analyzing data.

TF432 ♦ Test Theories

This lesson describes effective strategies for developing and testing theories in UI fraud investigations. It also discusses how new evidence impacts existing theories, stressing the importance of being objective and open-minded in investigations.

TF435 ♦ Make and Document Determination

This lesson explains considerations that go into making a determination and identifies successful practices for documenting the determination.

TF440 ♦ Fraud Appeals and Prosecutions Overview

In this lesson, you will learn about the two types of hearings UI tax and fraud investigators may support. You will also learn an investigator's responsibilities for each type of hearing.

TF-ILT ♦ Investigating UI Fraud

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 UI fraud cases and make 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 Audiences

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.

There are two paths you can follow within the UI Tax Integrity certificate:

- Tax Auditor Curriculum
- Tax Investigator Curriculum

Tax Auditor Curriculum

The UI Tax Integrity curriculum for Tax Auditors will be delivered through the following four modules:

- UI Integrity Fundamentals for Tax
- Tax Foundations
- Tax Auditing
- Interviewing

To earn this 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 60 minutes.

T0	UI Integrity Fundamentals for Tax	Lesson Type	Est. Time
T0AT	UI Agency Tour for Tax Professionals	<input type="checkbox"/> eLearning	60 min
T001	UI Integrity Fundamentals for Tax	<input type="checkbox"/> eLearning	45 min
T0E	Module Exam	<input type="checkbox"/> eLearning	10 min

T1	Tax Foundations		
T105	Tax Operations Overview	<input type="checkbox"/> eLearning	30 min
T110	UI Tax Law	<input type="checkbox"/> eLearning	25 min
T113	Worker Misclassification	<input type="checkbox"/> eLearning	15 min
T115	SUTA Dumping	<input type="checkbox"/> eLearning	25-30 min
T130	Collections	<input type="checkbox"/> eLearning	45 min
T135	Tax Performance System (TPS)	<input type="checkbox"/> eLearning	30 min
T140	Employer Rights and Responsibilities	<input type="checkbox"/> eLearning	25 min
T1E	Module Exam	<input type="checkbox"/> eLearning	20 min

T2	Tax Auditing		
T205	Tax Auditing Overview	<input type="checkbox"/> eLearning	45 min
T210	Preparing for the Audit	<input type="checkbox"/> eLearning	60 min
T215	Conducting the Pre-Audit Interview	<input type="checkbox"/> eLearning	60-75 min
T220	Conducting the Audit: Introduction	<input type="checkbox"/> eLearning	25-30 min

T225	Conducting the Audit: Part 1	<input type="checkbox"/> eLearning	40-50 min
T230	Conducting the Audit: Part 2	<input type="checkbox"/> eLearning	40-45 min
T235	Conducting the Post-Audit Interview	<input type="checkbox"/> eLearning	45-60 min
T240	Writing the Audit Report	<input type="checkbox"/> eLearning	30 min
T2E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF3 Interviewing

TF305	Investigative Interviews: Applying the PEACE Model	<input type="checkbox"/> eLearning	30-35 min
TF310	Interviewing Techniques	<input type="checkbox"/> eLearning	30 min
TF315	Three Levels of Communication	<input type="checkbox"/> eLearning	40-45 min
TF320	Handling Difficult Personalities	<input type="checkbox"/> eLearning	30 min
TF3E	Module Exam	<input type="checkbox"/> eLearning	20 min

Tax Investigator Curriculum

The UI Tax Integrity curriculum for Tax Investigators will be delivered through the following five modules:

- UI Integrity Fundamentals for Tax
- Tax Foundations
- Interviewing
- Investigation Basics
- Investigating UI Fraud (two-and-a-half-day day instructor-led course)

To earn this 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 60 minutes.

T0	UI Integrity Fundamentals for Tax	Lesson Type	Est. Time
T0AT	UI Agency Tour for Tax Professionals	<input type="checkbox"/> eLearning	60 min
T001	UI Integrity Fundamentals for Tax	<input type="checkbox"/> eLearning	45 min
T0E	Module Exam	<input type="checkbox"/> eLearning	10 min

T1 Tax Foundations

T105	Tax Operations Overview	<input type="checkbox"/> eLearning	30 min
T110	UI Tax Law	<input type="checkbox"/> eLearning	25 min
T113	Worker Misclassification	<input type="checkbox"/> eLearning	15 min
T115	SUTA Dumping	<input type="checkbox"/> eLearning	25-30 min
T130	Collections	<input type="checkbox"/> eLearning	45 min
T135	Tax Performance System (TPS)	<input type="checkbox"/> eLearning	30 min
T140	Employer Rights and Responsibilities	<input type="checkbox"/> eLearning	25 min
T1E	Module Exam	<input type="checkbox"/> eLearning	20 min

T2 Tax Auditing

T205	Tax Auditing Overview	<input type="checkbox"/> eLearning	45 min
T210	Preparing for the Audit	<input type="checkbox"/> eLearning	60 min

T215	Conducting the Pre-Audit Interview	<input type="checkbox"/> eLearning	60-75 min
T220	Conducting the Audit: Introduction	<input type="checkbox"/> eLearning	25-30 min
T225	Conducting the Audit: Part 1	<input type="checkbox"/> eLearning	40-50 min
T230	Conducting the Audit: Part 2	<input type="checkbox"/> eLearning	40-45 min
T235	Conducting the Post-Audit Interview	<input type="checkbox"/> eLearning	45-60 min
T240	Writing the Audit Report	<input type="checkbox"/> eLearning	30 min
T2E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF3 Interviewing

TF305	Investigative Interviews: Applying the PEACE Model	<input type="checkbox"/> eLearning	30-35 min
TF310	Interviewing Techniques	<input type="checkbox"/> eLearning	30 min
TF315	Three Levels of Communication	<input type="checkbox"/> eLearning	40-45 min
TF320	Handling Difficult Personalities	<input type="checkbox"/> eLearning	30 min
TF3E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF4 Investigation Basics

TF405	Investigative Process Overview	<input type="checkbox"/> eLearning	20 min
TF410	Assess and Prioritize Cases	<input type="checkbox"/> eLearning	45 min
TF415	Sources of Evidence	<input type="checkbox"/> eLearning	45 min
TF420	Develop Theories and Collect Evidence	<input type="checkbox"/> eLearning	30-40 min
TF425	Weigh and Document Evidence	<input type="checkbox"/> eLearning	30-40 min
TF430	Analyze Data Part 1: Techniques	<input type="checkbox"/> eLearning	45 min
TF431	Analyze Data Part 2: Tools	<input type="checkbox"/> eLearning	45 min
TF432	Test Theories	<input type="checkbox"/> eLearning	45 min
TF435	Make and Document Determination	<input type="checkbox"/> eLearning	30 min
TF440	Fraud Appeals and Prosecutions Overview	<input type="checkbox"/> eLearning	15 min
TF4E	Module Exam	<input type="checkbox"/> eLearning	20 min

TF-ILT Investigating UI Fraud

TF-ILT	Investigate tax fraud cases while interacting with peers and UI Subject Matter Experts	 Instructor-led training	2.5 days
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Lesson Descriptions

T0 ♦ UI Integrity Fundamentals for Tax

TOAT ♦ 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

This lesson discusses the laws that guide the UI tax system. Learners will gain an understanding of the relationship between the federal and state government with regards to tax in the UI system. FUTA and SUTA are also covered.

T113 ♦ Worker Misclassification

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.

T115 ♦ 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.

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 provides an overview of employer rights and responsibilities for reporting, paying taxes, and during an audit. It also discusses the importance of educating employers.

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

This lesson focuses on the four major tasks involved in preparing for an audit. You will learn successful strategies for researching an employer, determining your approach for an audit, scheduling an audit, and preparing to leave the office.

T215 ♦ Conducting the Pre-Audit Interview

This lesson teaches tips and strategies for conducting a pre-audit interview or discussion. You will learn the purpose of the pre-audit interview and its five phases. You will also learn successful approaches for each phase.

T220 ♦ Conducting the Audit: Introduction

In this lesson, you will learn the general concepts and methods used during an audit to gather evidence, document findings, and protect employer confidentiality. This lesson also introduces the two parts of an audit.

T225 ♦ Conducting the Audit: Part 1

This lesson presents the Tax Performance System (TPS) requirements for testing an employer's acknowledged payroll during an audit. You will learn how to apply the four required tests, select appropriate records to use, and document each test.

T230 ♦ Conducting the Audit: Part 2

This lesson teaches the Tax Performance System (TPS) requirements to search for misclassified workers and hidden wages. You will learn the four types of records to examine, along with strategies for finding misclassified workers and hidden wages.

T235 ♦ Conducting the Post-Audit Interview

This lesson teaches tips and strategies for conducting a post-audit interview or discussion. You will learn the purpose of the post-audit interview and its six steps. You will also learn how to apply effective strategies and tips for communicating tax liabilities and dealing with upset employers.

T240 ♦ Writing the Audit Report

This lesson teaches how to effectively write an audit report. You will learn the purpose of the report, elements required by the Tax Performance System (TPS), and successful writing tips.

TF3 Interviewing

TF305 ♦ Investigative Interviews: Applying the PEACE Model

This lesson provides an overview of the PEACE Model, which is a non-confrontational approach to obtaining information during an interview. You will learn the activities that take place during each phase of the PEACE Model.

TF310 ♦ Interviewing Techniques

The interview is a primary method of fact-finding, but how do you improve your skills? This lesson provides the opportunity to learn tips and techniques to conduct an effective investigative interview.

TF315 ♦ Three Levels of Communication

Learn how to identify and analyze the three levels of communication (body language, word choice, and voice) while conducting an interview. This lesson provides opportunities to evaluate the truthfulness of statements given by respondents during sample UI investigative interviews.

TF320 ♦ Handling Difficult Personalities

This lesson discusses the ten common difficult personality types along with strategies and techniques for dealing with them. It also covers how to recognize when you are losing your composure and what to do to regain it.

TF4 Investigation Basics

TF405 ♦ Investigative Process Overview

This lesson provides an overview of the UI investigation process for determining UI benefits or tax fraud. You will learn about the investigation journey as well as the process investigators go through to make a determination.

TF410 ♦ Assess and Prioritize Cases

This lesson describes risk factors and other characteristics of cases that can be used to effectively assess and prioritize cases. Lesson takers also learn useful strategies to improve their time and caseload management skills.

TF415 ♦ Sources of Evidence

This lesson presents the types of evidence UI tax and fraud investigators use during an investigation and how evidence can be sourced. It also offers successful practices for identifying which evidence is most likely to advance an investigation.

TF420 ♦ Develop Theories and Collect Evidence

In this lesson, you will learn effective practices for reviewing initial case data, developing working theories, and creating an evidence-gathering plan.

TF425 ♦ Weigh and Document Evidence

This lesson presents successful practices for determining the weight of evidence and documenting evidence that has been gathered during an investigation.

TF430 ♦ Analyze Data Part 1: Techniques

This lesson describes techniques that can be used to effectively analyze data when investigating cases. The lesson also discusses common red flags to look for when analyzing data.

TF431 ♦ Analyze Data Part 2: Tools

This lesson describes tools that can be used to effectively analyze data when investigating cases. The lesson also discusses common red flags to look for when analyzing data.

TF432 ♦ Test Theories

This lesson describes effective strategies for developing and testing theories in UI fraud investigations. It also discusses how new evidence impacts existing theories, stressing the importance of being objective and open-minded in investigations.

TF435 ♦ Make and Document Determination

This lesson explains considerations that go into making a determination and identifies successful practices for documenting the determination.

TF440 ♦ Fraud Appeals and Prosecutions Overview

In this lesson, you will learn about the two types of hearings UI tax and fraud investigators may support. You will also learn an investigator's responsibilities for each type of hearing.

TF-ILT ♦ Investigating UI Fraud

During this two-and-a-half-day instructor-led course, participants apply the UI investigation process while completing highly engaging class activities. Learners use critical thinking to investigate UI fraud cases and make determinations. The strategies, techniques, tools, and recommended practices taught in this course can be applied within any state.

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.

FC	Fraud Investigations	Lesson Type	Est. Time
FC-ILT05	Supporting Claimant Fraud Appeals and Prosecutions	☐ eLearning	45 min
FC-ILT05A	Claimant Fraud Appeals Hearings - You Try It	☐ Virtual Class	2.5 hours

Lesson Descriptions

FC Fraud Investigation

FC-ILT05 ♦ Supporting Claimant Fraud Appeals and 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 ♦ Claimant Fraud Appeals Hearings – 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 TF-ILT – Investigating UI Fraud and FC-ILT05 – Supporting Claimant Fraud Appeals and Prosecutions.