Employment Security Department
WASHINGTON STATE

Unemployment Insurance Advisory Committee

Meeting details

Date: Friday, March 25, 2022
Time: 2:00 p.m. to 3:00 p.m.
Location: Zoom

Committee members present
- Robert Battles
- Julia Gorton
- Cindy Richardson
- Jerry VanderWood
- Brenda Wiest

Committee members absent
- Joy Emory
- Tammie Hetrick
- Sybill Hyppolite
- Josh Swanson

ESD staff
- Joy Adams
- Nick Demerice
- Joshua Dye
- Cami Feek
- Wendy Goldmark
- Michael Luchini
- Scott Michael
- Dan Zeitlin

Summary

Meeting Recorded
This meeting was [recorded](#).

This meeting was also [livestreamed](#) by TVW.

Welcome and Opening Remarks
Employment Security Department (ESD) Policy Director, Dan Zeitlin, welcomed everyone and introduced Commissioner Cami Feek who was in attendance. Dan asked Wendy Goldmark to take roll call. All committee members were present except Joy Emory, Tammie Hetrick, Sybill Hyppolite and Josh Swanson.

Agenda
Dan Zeitlin reviewed the meeting agenda and asked if anyone had any questions. (See Addendum I.)

Meeting Minutes
Dan Zeitlin requested that everyone review the meeting minutes for February 25, 2022 and provide their feedback. Brenda Wiest made a motion to approve the minutes and Cindy Richardson seconded the motion. Dan asked for all members in favor to say, "Aye." All members responded, "Aye". Dan asked members that oppose to say, "Nay." No one responded. The February 25, 2022 meeting minutes were approved.

Opening Discussion
Dan Zeitlin opened the meeting discussion with a slide presentation and highlighted the below topics to be covered.

- UI State Legislative Wrap Up and Program Update
- Identity Verification Discussion
- Future Meetings

Dan Zeitlin handed the meeting over to Scott Michael, ESD Legal Appeals and Rulemaking Manager, to continue the discussion.

2022 Unemployment Insurance Bills
House Bill [1612](#): Technical Corrections (Agency Request)
- Technical cross-reference corrections in UI statutes.
- Governor signed March 11, 2022 (Effective: 6/9/2022).

Engrossed Senate Substitute Bill [5873](#): UI Premiums
- Decreases the maximum UI social cost factor for 2022 and 2023.
- Sets a maximum UI rate class for the purposes of the percentage of the social cost factor to be paid by small businesses in 2023.
- Governor signed and effective March 11, 2022.

Engrossed Substitute House Bill 2076: Transportation Network Companies
- Convenes a work group of industry and labor stakeholders to "study the appropriate application of Title 50" on transportation network companies and drivers.
- Employment Security submits a report by December 1, 2022 on "findings and suggested changes to state law to establish applicable rates and terms by which transportation network companies and drivers participate" in unemployment insurance.
- Sent to Governor on March 10, 2022.

Scott Michael handed the meeting back to Dan Zeitlin who continued the discussion.

2022 UI State Budget
- Final budget submitted to the Governor, who has 20 days to review and sign. Governor may veto portions of the budget.
- ESD did not identify issues of concern with the provisos in the budget.
- The final budget provided funding for all legislation passed this session based on the ESD fiscal notes.
- The budget provided $4.6 million in General Fund-State to provide additional resources for Unemployment Insurance caseloads if backlogs increase due to COVID.
- The budget also provided SFY 2022 FTE authority for the non-permanent staff ESD hired to address the UI backlog.

2022 ESD Operating Budget

Description	Amount	Notes
Replaces funds in base budget	$31.3 million	Provides state coronavirus funding to replace the ARPA funds not received. Includes funding for phone system and equity grant
Paid Family and Medical Leave	$350 million	$350 million (Sect 723) for cash flow. Also exempts from affecting rate setting (Sect 962)
Economic Security for All (General Fund- State)	$6.2 million	Establishes ongoing funding for program; targets individuals below 200% FPL
WorkSource (WIT) System Replacement	$4.8 million	Funded at level requested by ESD.
PFML Staffing model	FTEs only	Sufficient funding authority in base budget
UI FTEs for backlogs/staffing model	$4.6 million	Requires approval by OFM and based on Covid
1732 LTS Program Delay	($1.6 million)	
1733 LTS Exemptions	$5.3 million	Provides additional exemptions
SB 5649 -PFML changes	$1.7 million	Sets up Leg task force; establishes ESD actuarial office
SB 5847 – Public employee info	$262,000	Public service loan forgiveness program info distribution
5873 – Unemployment premiums	$702,000	Decreases social cost factor for 2022 and 2023
Total Appropriation (all funds)	$1,673,640,000	Net reduction of $91.5 million

Dan Zeitlin handed the meeting over to Joy Adams, ESD UI Quality Assurance and Operations Manager, to continue the discussion.

UI Program Update

Disaster Unemployment Assistance
- Application period extended to April 8, 2022; Still very low number of claims received.

Mixed Earner Unemployment Compensation
- Working toward early April rollout for this program which pays additional $100 per week for certain claimants.
- Defining specific population for outreach; developing low-impact technology to receive claims; building communications plans for claimants and stakeholders.

PUA Reassessment (UIPL 16-20 Change 5)
- Using techniques and technology developed for DUA and MEUC to minimize negative impacts for this mandated reach-back to certain claimants previously denied PUA.
- Timing to be determined, to ensure we're best balancing all needs and risks for this effort.

Joy Adams handed the meeting back to Dan Zeitlin, who then introduced Michael Luchini, ESD Product Manager for Anti-Fraud Systems who co-presented the discussion with Commissioner Cami Feek.
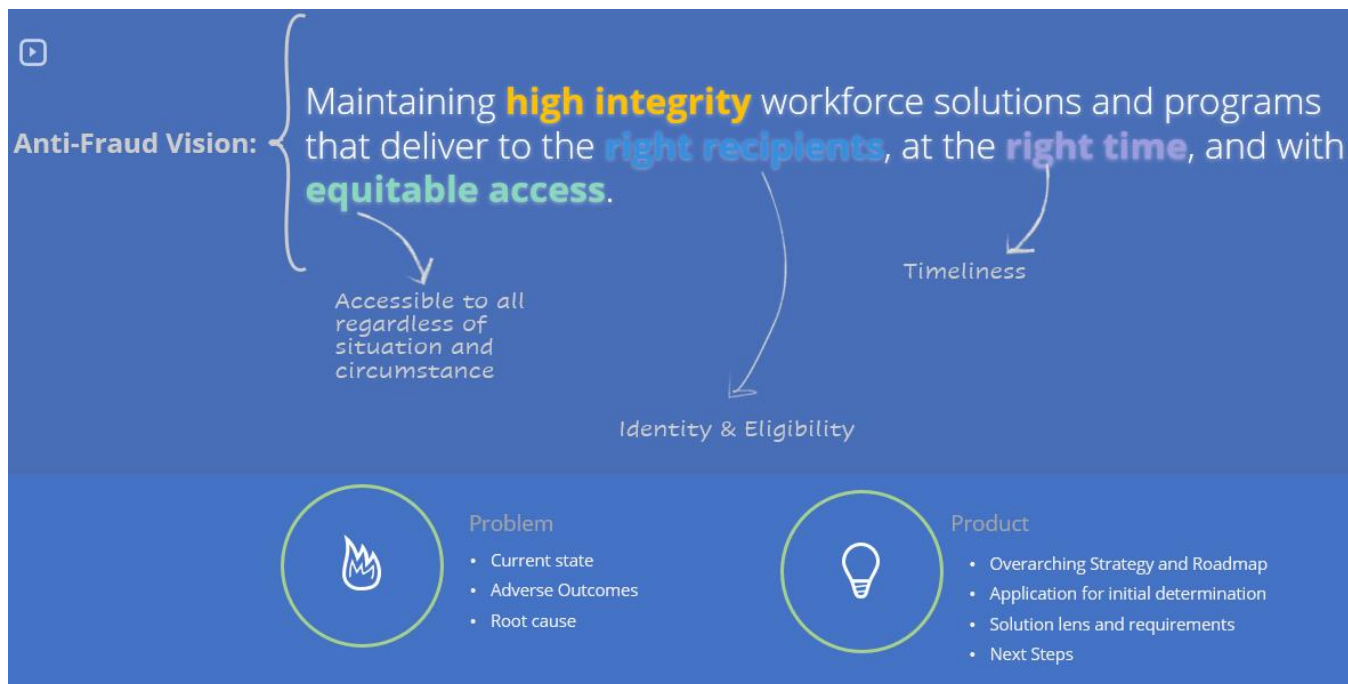
Identity Verification

Agenda
- Status
- Anti-Fraud Vision
- High Level Business Case
- Why ID.me
- Implementation Options
- Next Steps

Current Status
- Project implementation is paused pending further review
- Licenses are part of statewide master contract
- Conducting stakeholder outreach
- Collecting feedback to inform next steps

High Level Business Case

Why implement an ID verification tool?

- Fraud system is currently designed to detect imposter fraud at the least actionable and expected moment – after a person files for benefits and often received benefits
- SAW as the state's authentication provider has no identity verification
- Online claims filing collects a minimum level of personal information (PII), which doesn't adequately protect customers from ID theft and is more likely to disproportionately impact, LEP individuals, underserved population, transient populations and those with housing insecurity.
- Manual ID verification is labor intensive due to high false positive rates.

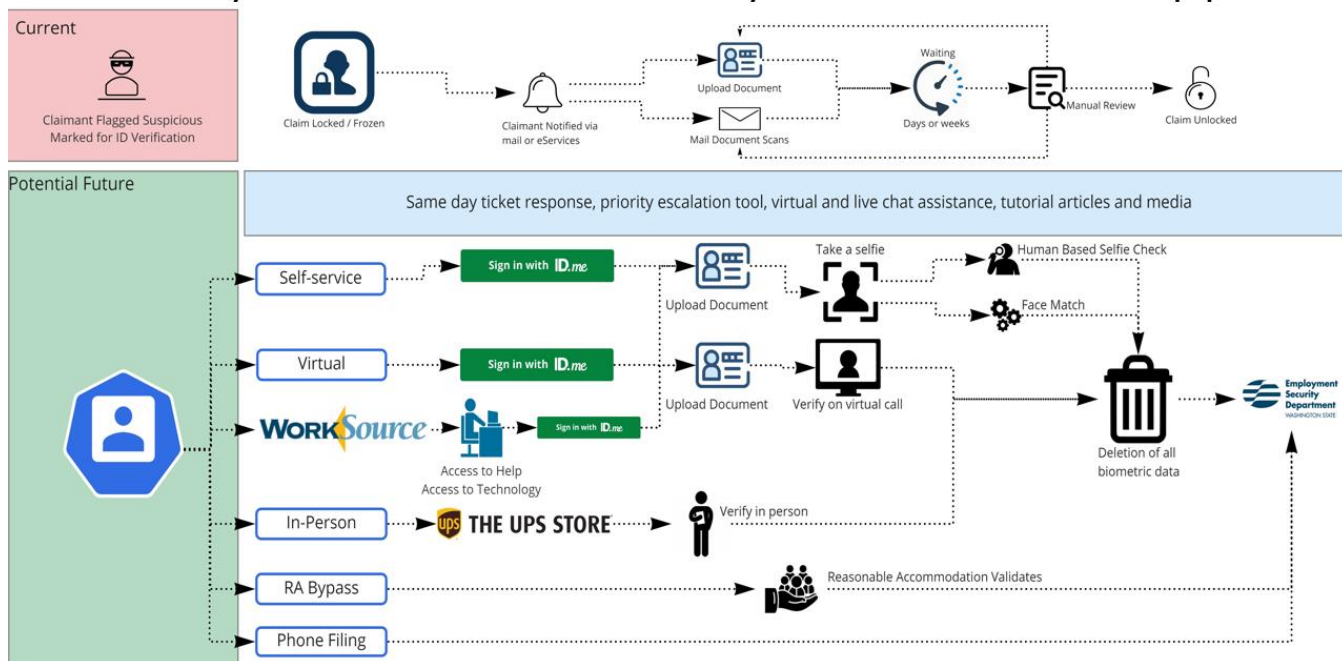***Why put identity management in front of the benefits application?***

- Sophisticated fraud demands more sophisticated tools for fraud management
- Customer experience surveys and digital services best practices show customers expect data gathering and account verification tools to happen here – not in the middle
- Lower stakes for the agency and the customer
- Expanded personal identification collection on the front end reduces the risk of someone claiming another person's account and limiting the real person/victim from receiving benefits when they need them

Why ID.me?

- Any tool selected must meet certain assurance requirements under federal and state rules, how different tools do this is critical and ID.me has the best model, with maximum flexibility
- Collects both identifying information and personal identifying information together (single process, easier to navigate, ultimately easier to file for benefits)

- Flexible options for customers providing equity and consistency with anti-fraud vision
- Person only needs to verify ID once for multiple programs allowing ESD to leverage investment and use beyond UI
- Language and assistive device support
- Built in bypass functionality
- Reputation on the dark web as a tool to avoid for criminals

Identity Verification Pathways and Tiers of Support

Identity Verification Next Steps
- Meet with key stakeholders and policymakers to share plan and collect feedback.
- Make decisions later in spring for potential implementation.

Commissioner Feek and Michael Luchini handed the meeting back to Dan Zeitlin who introduced Nick Demerice, ESD Communications Director to continue the conversation

Next Meeting
Nick Demerice reminded everyone that this was the last meeting on the 2022 calendar. He noted that the agency is evaluating all the advisory committees to liaise around future state and organize around topics/venues. They will review in the upcoming months and send out emails to the members.

Bob Battles – *"In favor of UIAC to stay intact."*

Public Comments

Theodore LaCoss - Claimant

Adjourned

Dan Zeitlin thanked everyone for their continued active participation and for their commitment to this work, then ended the meeting at 3:01 p.m.

Next meeting

 TBD

Addendum I

Agenda

Unemployment Insurance Advisory Committee (UIAC)

Friday, March 25, 2022 | 2:00 pm – 3:00 pm | Via Zoom

Agenda Items

Time	Topic
2:00 pm	Welcome from Dan Zeitlin, Director of Employment System Policy & Integrity (ESPI) Division, Employment Security Department (ESD) o Agenda Review
2:05 pm	Approval of February 25, 2022 Meeting Minutes
2:10 pm	UI State Legislative Wrap Up and Program Update/Discussion o Scott Michael, Legal Services Manager, ESD o Dan Zeitlin, Policy Director, ESD o Joy Adams, UI Quality Assurance Manager, ESD
2:25 pm	Identity Verification Discussion o Cami Feek, Commissioner, ESD o Michael Luchini, Product Manager Anti-Fraud Systems, ESD
2:45 pm	Future Meetings o Nick Demerice, Public Affairs Director, ESD
2:55 pm	Public Comments
3:00 pm	Adjourn
For more information, please visit the UIAC website at https://esd.wa.gov/newsroom/UIAC	

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