

Kansas / On Point Technology UI Modernization Workshop



OPTimum Integrity Cloud

- modular approach to modernization



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Agenda



Challenges within the RFP



Modular approach to modernization



OPTimum Integrity Cloud presentation

Team On Point

Over the past 30 years On Point has been developing and managing integrity solutions for SWAs

Team members that span the nation totally centuries of UI experience.

We get UI, since our inception it's 100% of our business.

Sample of our UI Expertise

- Deputy Administrator, USDOL (Washington ST and Maryland) - Dale Ziegler
- Assistant UI Commissioner (New Jersey) - Bob Yokavonus
- CIO (New Jersey and NASWA) - Joe Vitale
- IT Solutions Provider (New Jersey and NASWA) - Tom Kusnirik
- Chief of Investigations (Washington ST) - Kathy Moore
- Manager of Benefit Systems (Illinois) - Norm Harelik
- UI Director (Virginia) - Becky Sperlazza
- Director of Tax Operations (Massachusetts) - Joe Pacheco

Challenges within the RFP

UI Benefits, Tax, Appeals, and Integrity live for 1 year in 2 states

- Modern systems fared no better than legacy during the pandemic
- Vendor systems are already dated, some states re-modernizing
- Vendors are stretching their capacity and challenged to perform

Big bang water fall approach

- High risk
- Widespread agency impact

Configuration timeline

- Requires a ridged configuration approach
- Prevents prioritization of state needs
- No room for innovation

Modular approach to modernization

What is it?

- Benefit system is organized into an ecosystem of modules
- Best in class modular solutions are deployed according to priorities of the state
- A module-by-module deployment evolves the UI system over a timeline, all while addressing important needs immediately
- As technology advances new modules are deployed to continually evolve the system

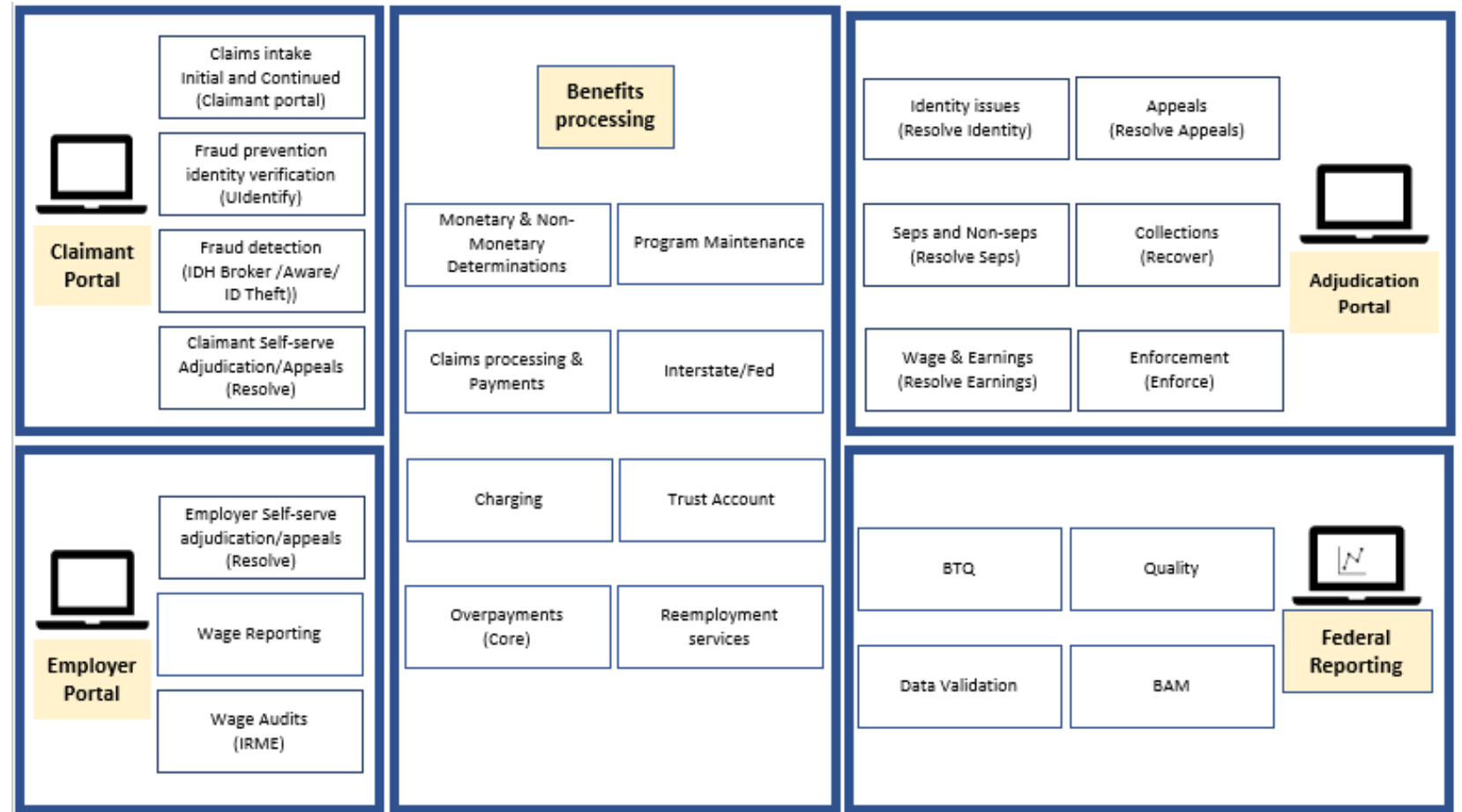
Why is it important?

- Never modernize again
- Address urgent needs
- Gain access to best-in-class solutions
- Prevent being locked to one solution, one technology, and one vendor.
- Manage impact on staff

Modular approach to modernization

How is it done?

- Define the state ecosystem of modules
- Vendors propose any subset of modules
- Vendors propose their system as the system of record
- Program management either performed by the state or a 3rd party.



Topics

- [Modernization landscape](#)
- [What is the OPTimum Integrity Cloud?](#)
- How does it work?
 - [Flow - Claims intake, fraud prevention, and workload automation](#)
- Product details:
 - [Claimant portal](#), [UIdentify](#), [IDH broker](#), [ID Theft](#), [Resolve](#), [Recover](#), [Enforce](#)
 - [IDH Broker proposal](#)
- What's the implementation strategy?
 - [Hosting, Security, and Technology stack](#)
 - Integration, rollouts and timelines
 - [Fraud Prevention](#)
 - [Workload automation](#)
 - [State resources needed](#)
- Who is On Point?
 - [Team On Point](#)
 - [Which states use On Point solutions](#)
- Insights
 - [Performance statistics](#)



UI IT Modernization

- States drifted away from the original intent of modernization
 - Technology Risk and complexity outweighed business improvement
 - Business process reengineering is more focused on fitting the business to technology
- Project success rates has increased over last 10 years
 - Functionality is reduced
 - Focus is a shift into a more complex technology

Technology Modernization is flawed mindset

Do you have to replace a complex system with the same level of complexity?

How many states are supporting their own modernized systems?

Do the existing platforms have the level of automation to truly modernize the UI Program in your state?

Are there issues with maintaining the platform?

Have they been in a position to make positive improvements after the initial release?

Micro Service Approach

- Why have big companies transitioned from these type of platforms?
 - Netflix
 - Amazon
 - Uber
 - Ebay
- More flexibility for every component
 - Scale based on economic triggers and focus areas
 - Lower overall project risk and improvement areas
 - Lower complexity since each module is self contained
 - Continuous evolution of the system so you NEVER have to Modernize Again!

Modernization is flawed mindset

In the past most legacy based (mainframe platforms) where running for 25 to 40 years prior to modernization.

Over the last 10 years several states that originally modernized have looked to re-modernize based on buyers' remorse

- Lack of automation
- Lack of flexibility
- Difficult to change

Vendor option and approaches have not changed

On Point's Modernization Approach

Create multiple activity streams for each business functional grouping

Business Re-Engineering:

- Understand Business Workflow
- Iterate requirements
- Exercise automation processes
- Refine system capabilities
- Road capability backlog

Rolling Implementation

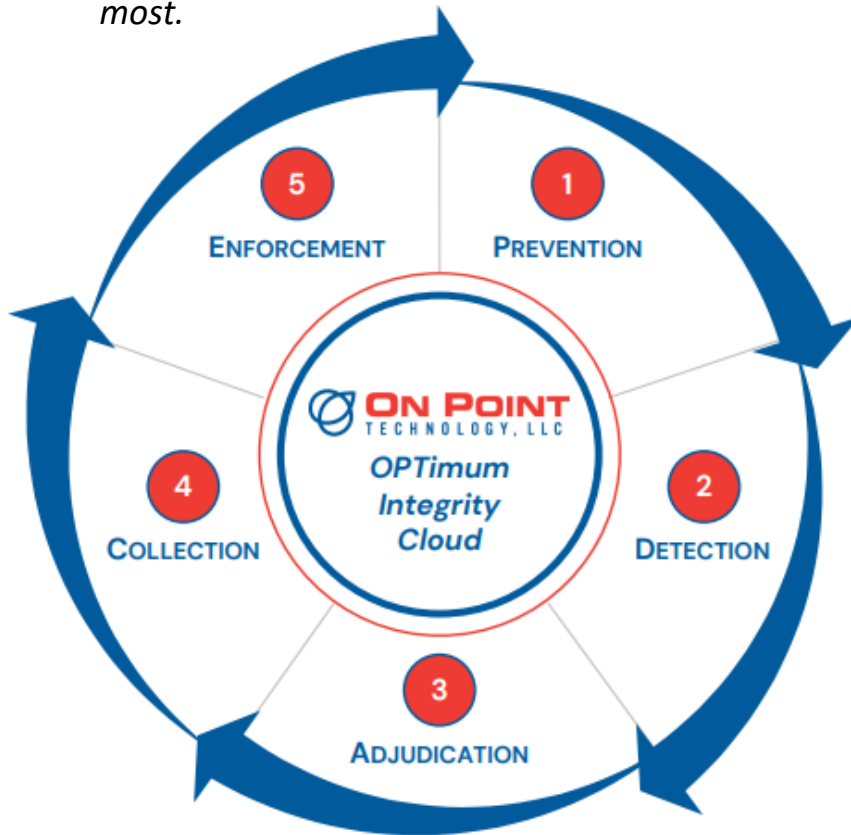
- State component integration and alignment
- Testing processes
- Training processes
- Production roll-out
- Refinement

OPTimum Integrity Cloud

The industry's only holistic approach to UI integrity

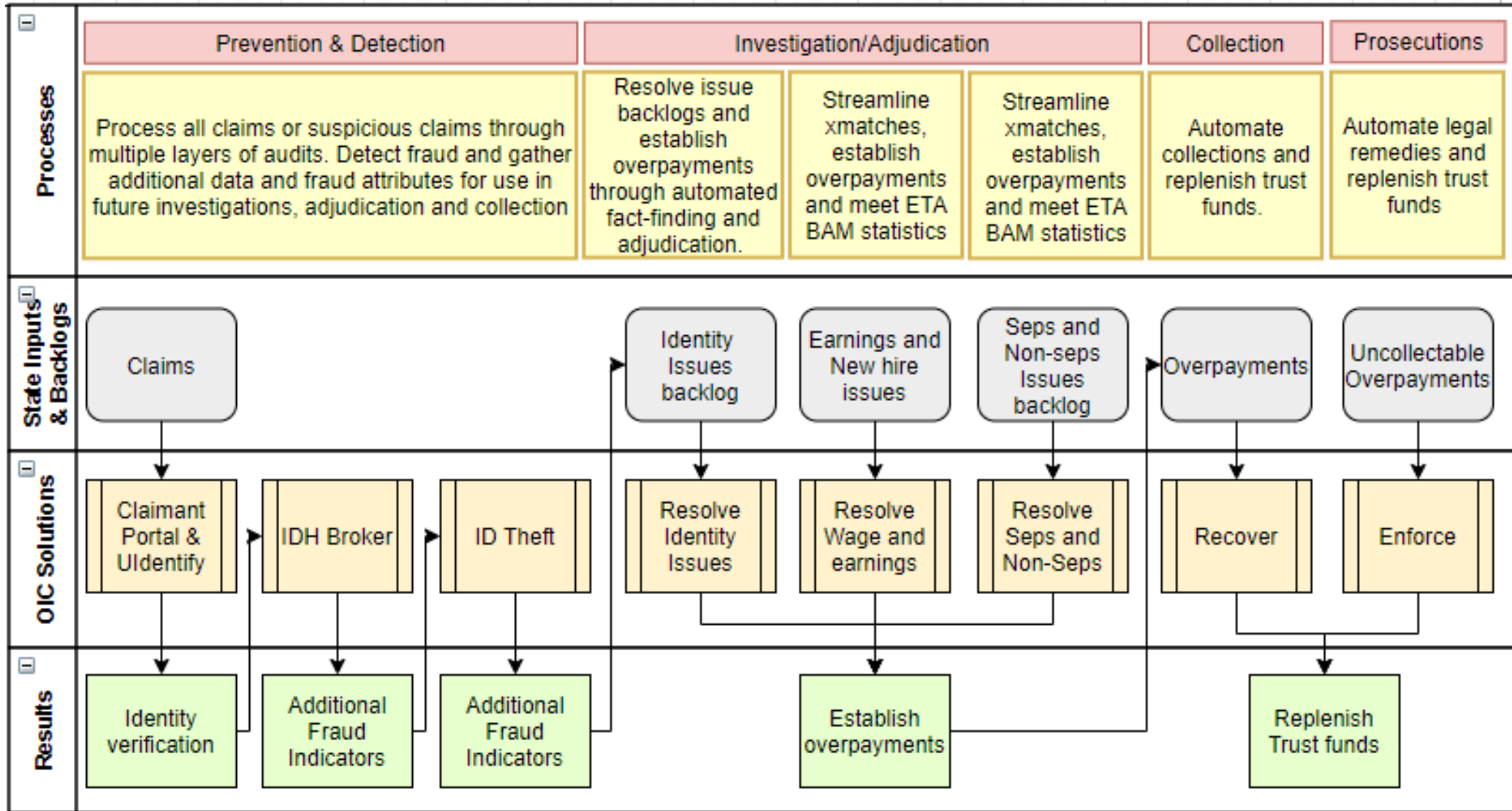
Only a holistic approach such as created by the OPTimum Integrity Cloud can fully and completely resolve the challenges and workloads facing integrity programs today.

Modular approach allows states to target increased integrity capabilities where needed most.

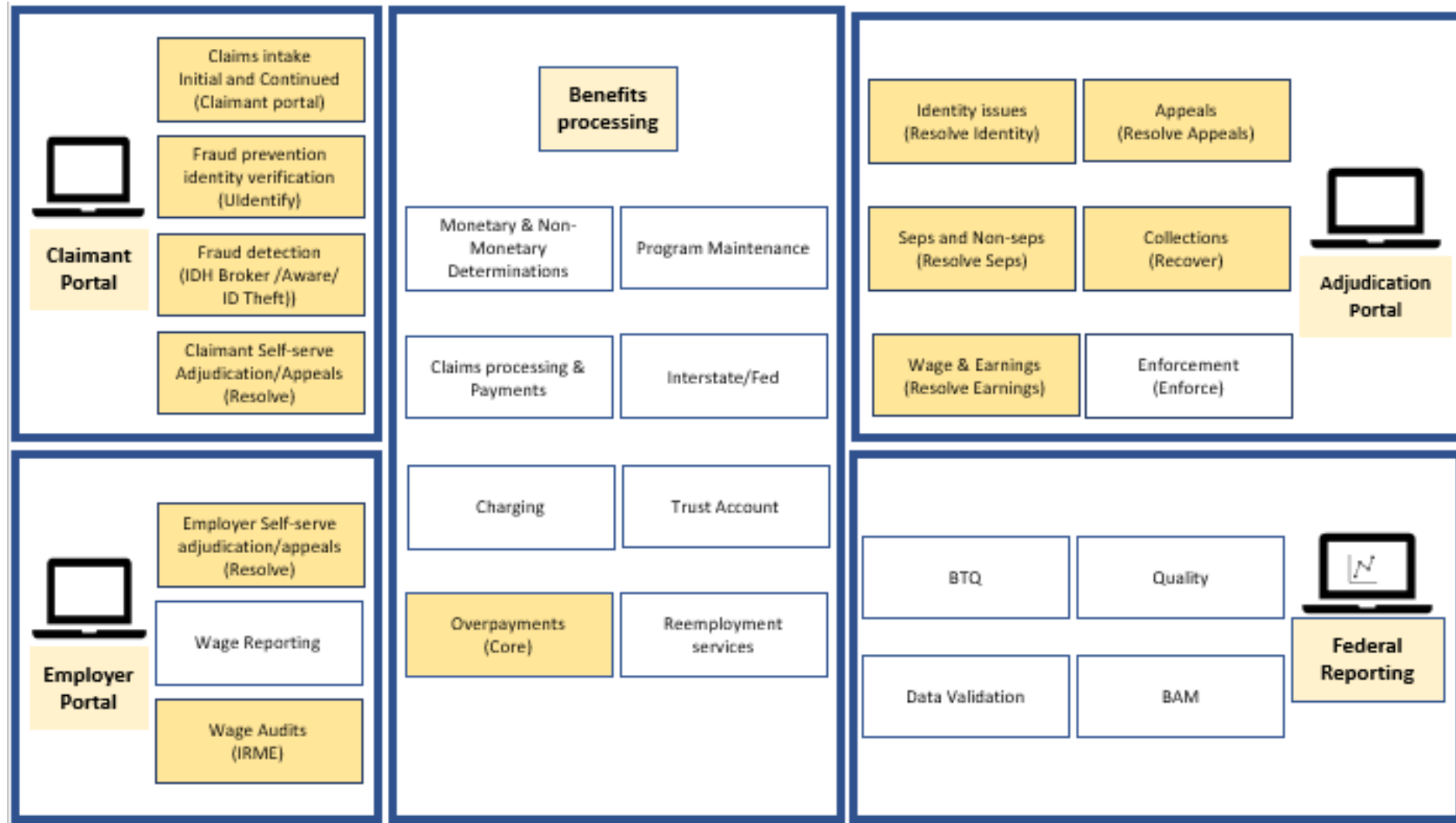




- **Claimant portal** - claimant self-service application that simplifies all interfaces with UI including Initial and Continued claims. Intuitive design that gathers facts through intelligent question trees, utilizes sophisticated help tools, and improves efficiency across all aspects of the claim process.
- **UIdentify** - identity proofing solution specifically created for UI, fully automated requiring no human intervention. Browser-based live ID barcode scan that can be integrated within claim processing, ran in batch-mode against a backlog, or initiated by a UI agent in real time.
- **IDH Broker** – streamlines integration between the UI agency and NASWA's Integrity Data Hub. Subscription ensures compliance as evolution of IDH continues. Manages leads within the lead tracker so investigators can prioritize their leads and expedite their investigations.
- **ID Theft** - provides advanced analytics that creates and proactively refines a database of known bad actors. Leverages decades of UI fraud investigative knowledge combined with data science. Batch results are scored and grouped for prioritization.
- **Resolve** – automates all stages of the UI adjudication process. Gathers facts from Claimants and Employers through intelligent question trees, performs analysis, then provides UI agents a “rapid review” screen allowing for one-click determination generation. Solves for all UI issues types including Identity, Seps & Non-Seeps and Wage & Earnings issues.
- **Recover** - automated overpayment collections system designed completely for UI. Determines collectability and other state UI standards such as statute of limitations, appeal period, legal disposition, and minimum balance thresholds. Generates the appropriate collection notices and notifies SWA staff when claimant interaction is needed.
- **Enforce** - creates and manages legal actions based on UI business rules. The system can be configured to support Liens, Garnishments, Civil Actions, and Criminal Actions

Modular workload automation



OPTimum Integrity Cloud – Benefit system modular scope





Modernization strategy – Modular release strategy

- User interfaces (Claimant, Employer, Adjudication portals)
 - All user interfaces/interactions modernized early in the project
 - Enhanced usability to safeguard against spikes
- Backlog resolution modules
 - Claimant self-serve IFF portal
 - Employer self-serve IFF portal
 - Adjudication/Appeals systems
- Mainframe cost reduction
 - Benefit process team marched down mainframe batch job migration
 - OIC integration shifts from mainframe to modern backed seamless to users
 - Consistent interfaces while backend modernization progresses

Integration and rollout strategy

Prevention / Detection

The implementation roadmap gives states access to powerful tools quickly and the grows the level of integration as the state's priorities require.

- Products get deployed early in the project, usually within 2-3 weeks of project launch.
- Early roll-outs require little-to-no integration. States users gain access to much needed defenses instantly.
- Subsequent roll outs progress into uploading/FTP of batch files extracted from the state's systems.
- Automated data transfers and automation of actions between systems are jointly developed by state IT/On Point concurrent to prior roll outs and deployed according to priority of the state.

Levels of Integration	Claimant portal	OPTimum UIdentify	OPTimum IDH SAR Broker	OPTimum ID Theft
Base Implementation	4-8 weeks per program type (from start of schedule module)	3 weeks (from start of scheduled module)	2 weeks (from start of scheduled module)	2 weeks (from start of scheduled module)
State instance live in Prod Manual entry of input data Access results though GUI and Reports				
Batch Processing				
Extract of data loaded for processing Access results though GUI and Reports		1 week (after base implementation)	2 weeks (after base implementation)	3 weeks (after base implementation)
Automated data transfers				
Data transfers from state systems automated Results published to state systems automated		3 weeks (after batch implementation)	3 weeks (after batch implementation)	3 weeks (after batch implementation)

Integration and rollout strategy

Workload Automation

The implementation roadmap gives states access to powerful tools quickly and the grows the level of integration as the state's priorities require.

- Process automation requires stronger outlines of current process flows and alignment
- Base system implementation becomes available to state early in the project
- Subsequent roll outs allows for data integration and alignment
- Automated data transfers and automation of actions between systems are jointly developed by state IT/On Point concurrent to prior roll outs and deployed according to priority of the state.

Case Automation / Integration	OPTimum Resolve	OPTimum Recover	OPTimum Enforce
Base Implementation / OIC tools availability			
State instance live in Prod Initial issue type process automation Access results though GUI and Reports	3 weeks (from start of scheduled module)	6 weeks (from start of scheduled module)	3 months (from start of scheduled module)
Batch Processing / Data alignment / Process Automation			
Issue automation process implementation Access results though GUI and Reports	2 weeks (after base implementation)	4 weeks (after base implementation)	1 Month (after base implementation)
Automated data transfers			
Data transfers from state systems automated Results published to state systems automated	6 weeks (after batch implementation)	2 weeks (after batch implementation)	2 weeks (after batch implementation)

State IT/SME team capacity needed

The rollout plan allows the state to deploy the fraud protection most urgent while managing team member availability.

Each horizontal integration below assumes the vertical product is being deployed independently, there's efficiencies when rolling out multiple products

**rough order of magnitude estimates can increase or decrease based on state data accessibility/complexity*

Levels of Integration	OPTimum Claimant Portal	OPTimum UIdentify	OPTimum IDH SAR Broker	OPTimum ID Theft	OPTimum Resolve	OPTimum Recover	OPTimum Enforce
Base Implementation	IT – 80 hours SME – 120 hours	IT – 32 hours SME – 64 hours	IT – 32 hours SME – 40 hours	IT – 48 hours SME – 64 hours	IT – 40 hours SME – 80 hours	IT – 40 hours SME – 80 hours	IT – 80 hours SME – 120 hours
State instance live in Prod Manual entry of input data Access results though GUI and Reports							
Batch Processing							
Extract of data loaded for processing Access results though GUI and Reports		IT – 16 hours SME – 16 hours (in addition to base)	IT – 16 hours SME – 16 hours (in addition to base)	IT – 24 hours SME – 8 hours (in addition to base)	IT – 24 hours SME – 8 hours (in addition to base)	IT – 40 hours SME – 80 hours (in addition to base)	IT – 64 hours SME – 80 hours (in addition to base)
Full Integration							
Data transfers from state systems automated Results published to state systems automated		IT – 40 hours SME – 40 hours (in addition to batch)	IT – 24 hours SME – 32 hours (in addition to batch)	IT – 16 hours SME – 24 hours (in addition to batch)	IT – 80 hours SME – 80 hours (in addition to batch)	IT – 80 hours SME – 80 hours (in addition to batch)	IT – 80 hours SME – 80 hours (in addition to batch)

Performance statistics

State A was buried with a sizable backlog of claims they suspect was largely fraud.

- After filtering through UIdentify over 10% of the claims were discovered to be valid claimants.
- Trends are showing approximately 48,000 claims will go through the Resolve automated non-responsive claimant path, with an MPU of 40 minutes State A stands to save over 39,000 hours of work.

State B auto adjudicated 71% of BPC cases

Year	Total number of cases adjudicated in Barts	Number of cases closed Fast Path (fully automated adjudication)	Number of cases closed Full Path (staff adjudicated using Barts capabilities)	Percentage of cases adjudicated Fast Path
2016	98,597	86,565	12,032	87.80%
2017	85,838	71,395	14,443	83.17%
2018	69,657	52,588	17,069	75.50%
2019	67,728	40,728	27,000	60.13%
2020	66,866	48,058	18,808	71.87%
2021	62,912	32,634	30,278	51.87%
Totals	451,598	331,968	119,630	71.72%

State C processing over \$100M in op collections

Statistics as of May 2010		
Accounts Loaded to date	202,846	\$131,659,858.54
Billing Notices Sent		
	Level 1	466,967
	Level 2	252,574
	Level 3	216,091
	Collection Notices	201,535
	Directed Billing notices	20,491
Not collectible per state rules	15,919	\$17,478,806.78
Auto Recovery	9,385	\$24,400,488.87
Directed Recovery	45,682	\$89,815,824.48
Closed Accounts	131,860	



Hosting & Subscription model

Subscription

- Worry Free administration
- Continuous Monitoring
- Product Road Map based upgrades
 - Annual dot releases and hot fixes
 - Annual major release
- State based security guidelines
- Proactive customer service
- Monitored Service Level Agreements

Hosting/Security

- Hosting is FedRAMP moderate and can be hosted within AWS GovCloud
- Hardware/environment agnostic design through Docker Containers
- Can be installed
 - on-premise
 - AWS Cloud, Google Cloud, Azure Cloud
 - or any compliant & FedRAMP certified IaaS cloud vendor

Single Tenant SaaS Model

- Software instance is not shared.
- Dedicated environment per client.
- Limited client customizations
- Improved Security
 - Customer's data is completely isolated from others
 - Isolated Virtual Private Cloud (VPC)
- Reliable Operations
- Flexibility in migration



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Current installations

	Cloud solutions						On-premise solutions								
	Uidentify	ID Theft	Resolve	IDH Broker	FraudX Audit	Claimant portal	BARTS	BARTS DB	IRME	AWARE	RECOVER	ENFORCE	NORM (CORE)	OPTIMUM XMATCH	Workforce Reporter
Alaska				X			X	X		X					
Arizona		X		X	X		X	X	X						
Arkansas	X		X	X			X	X	X		X	X	X		
DC	X					X	X				X				
Georgia							X	X		X	X	X			
Illinois							X								
Kentucky							X	X	X		X				
Louisiana										X					X
Massachusetts				X						X					
Nevada															X
New Jersey							X		X						
South Carolina														X	
Puerto Rico							X				X				
Texas										X					

Questions?

Appendix

Claimant Portal

Claim Intake Self-Service

The screenshot displays the 'CLAIMANT PORTAL' interface. On the left is a dark blue navigation sidebar with the following menu items: Home, My Profile, File a Claim (highlighted), Claim Information, Continued Claim Information, My Documents, Upload Documents, Contact Agency, and Help. The main content area is titled 'My Portal' and includes a 'Welcome Test' and 'Logout' link. A 'Claim Application' dropdown menu is open, showing a progress bar and a list of steps: Filing Eligibility (selected), Commuter, Personal Information, Eligibility Information, Occupation Information, Earn Wages in Another State, Employer Information, Separation Information, Benefit Rights and Responsibilities, and Final Review. The 'Filing Eligibility' section contains three questions with radio button options for 'Yes' and 'No':

- *Have you worked for the Federal Government or the U.S. Postal Service as a civilian since April 1, 2018? You will need an SF8 form or an SF50 form.
 Yes
 No
- *Have you had any active military service since April 1, 2018?
 Yes
 No
- *Did you work in Washington DC between the dates of April 1, 2018 and March 31, 2019?
 Yes
 No

At the bottom of the form, there are two buttons: 'Next >' and 'Save & Exit'.

- File claims
- Claim information and document inquiry
- Agency outreach
- Intelligent Fact Finding (Resolve integration)

Self-service Payments

The screenshot displays the Optimum UI Claimant Portal interface. On the left is a blue navigation sidebar with the following menu items: Home, My Profile, My Documents, Billing History, Overpayment Information, Repayment Information, and Contact Agency. The main content area is white and features a top navigation bar with a hamburger menu icon, the text 'Welcome JAMES', and a 'Logout' button. Below this is a 'Required Actions' section with a 'Task Name' header and a message: 'You have an outstanding benefit overpayment balance. Please pay in full or minimum amount due on or before 06/23/2020. Click 'Make Repayment' to proceed with the online payment.' A 'Make Repayment' button is visible. The 'Account Balance' section provides a summary of the current benefit overpayment balance with the following data:

Minimum Amount Due	Repayment Due Date	Total Amount Due	Action
\$2,500.00	06/23/2020	\$2,500.00	Make Repayment
Total Principal Balance	Total Interest Balance	Total Penalty Balance	Total Fees Balance
\$2,250.00	\$195.00	\$55.00	\$0.00

The 'Overpayment Information' section displays a table of overpayment details and a summary:

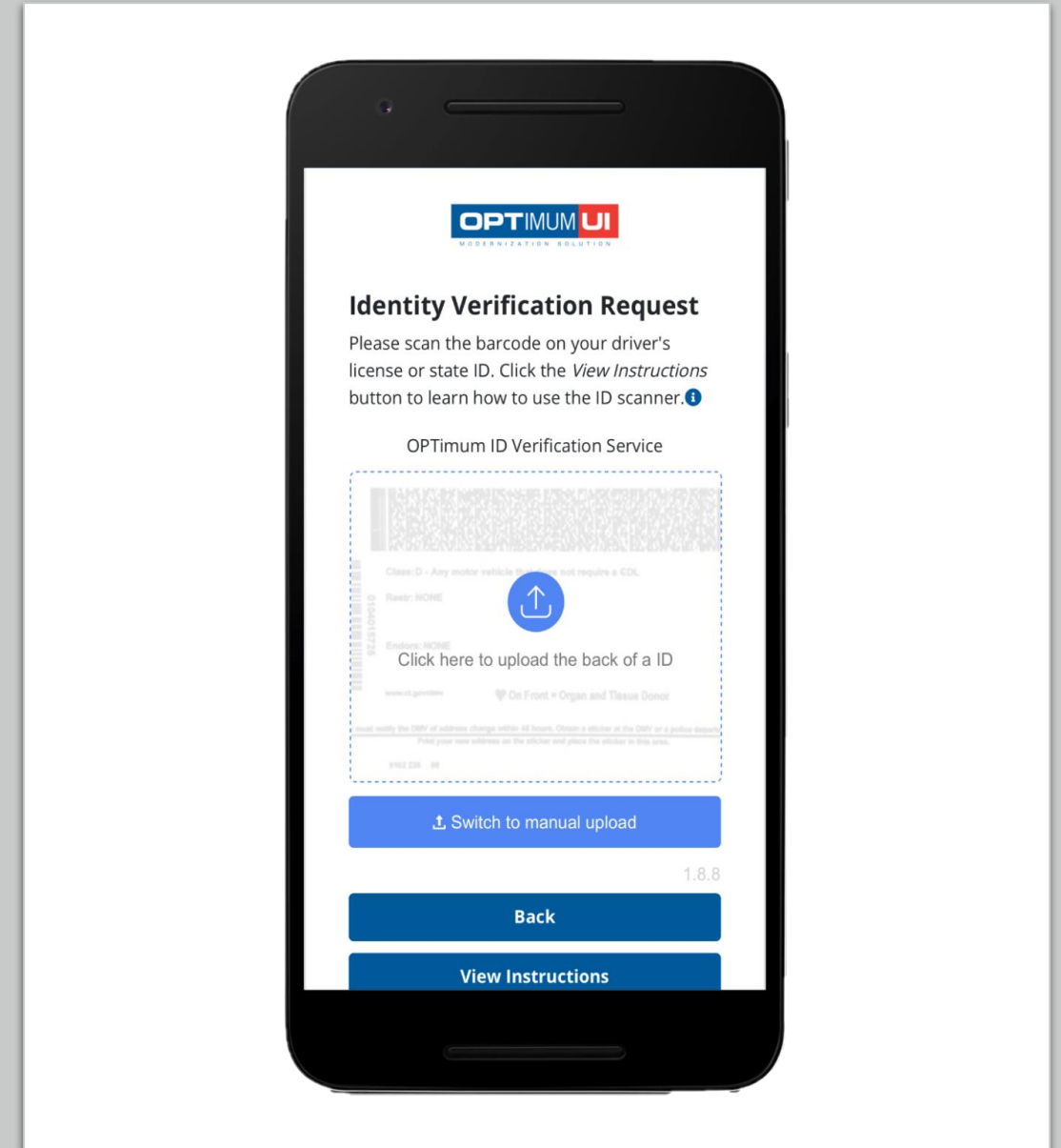
Established Date	Program	Fraud Indicator	Original Total Principal Amount	Original Total Penalty Amount	Original Total Fees Amount	Original Total Amount	Status	Action
12/12/2019	UI	Fraud	\$1,600.00	\$50.00	\$0.00	\$1,800.00	Collectible	View Repayments
Current Total Principal Balance			\$1,600.00					
Current Total Interest Balance			\$150.00					

- Stand-alone or integrated within the state's current claimant interfaces.
- Instant access to up-to-date overpayment balance information and repayment history
- View and download all collections correspondence
- Email/SMS alerts
- Make one-time online payments
- Manage profile and contact information

UIdentify

Our Solution

- Identity proofing solution specifically created for Unemployment Insurance
- Fully automated process requiring no human intervention
- Instantly validate the data in real-time from the “source of truth”, a national DMV repository
- Browser-based live ID barcode scan that is quick and easy
- Physical document scan creates significant barriers for fraudsters and boosts your agency defenses



How ID Proofing Works?



Where can ID Proofing be used?

<https://onpointtech.wistia.com/medias/sjvg1yzb3m> (1:00 min)

Account Registration

Denies fraudsters access upfront

01

<https://onpointtech.wistia.com/medias/qfmrqfqzcr> (1:05 min)

Initial Claim Filing

Verifies claimants easily and allows the agency to be laser focused

02

Break In Claim

Stops claim hijacking

03

Bulk Batch Request

Targets suspicious claimant populations no matter the size

04

<https://onpointtech.wistia.com/medias/ershzc4dg2> (2:07 min)

On-Demand

Real-time tool that investigators can use any time during the claim

05

"Integration into your benefit system as only UI experts can do."



MODERNIZATION SOLUTION

LOGIN REGISTER

Your account contains sensitive personal information. Please protect and do not share your Username and Password to prevent unauthorized access. For your security, password changes are required every 20 days.

***Primary Email**

test@email.com

***Confirm Primary Email**

Secondary Email

test@email.com

Confirm Secondary Email

***Username**

(Required)

***Confirm Username**

***Password**

(Required)

***Confirm Password**

Password must be at least 8 characters in length, containing at least one lower case letter, one upper case letter, one number, and one special character.

[Need Assistance?](#)

Waiting for cache...

IDH Broker

OPTimum IDH Broker

OPTIMUM UI

LEADS

Home

Integrity Data Hub

IDH Home

Report to IDH

Submitted Reports

Pending Reports

IDH Lookup

IDH Crossmatch

IDH Crossmatch Summary

Sent Record Details

Displays a list of crossmatch actors sent to IDH database for crossmatching.

Search and Sort

Number of Rows Per Page: 10

Claim ID / Unique ID	Claimant Name	IDV Score	IDV Synthetic Indicator	Date of Birth	Claim Type	Actions
CLAIM_9312578	JOHN DOE	150	Yes	07/03/1985	Initial	View IDH Response
IDV Review Indicator		Yes				
Program Type		Regular Unemployment Insurance				
Occurrence Date		03/07/2020				
Effective Date		04/07/2020				
SSN		XXX XX 7752				
Email		john.doe@fhoza.com				
IP Address		71.12.124.114				
Address 1		100 Millard Avenue Keene, MA 03430				
Address 2		124 Highland Place Keene, MA 03417				
Phone 1		(813) 541-146				
Phone 2		963-675-909				
Phone 3		281-967-028				
Direct Deposit Routing Number						
Direct Deposit Account Number						
> CLAIM_9316886	WHEBE HILLAND	150	Yes	08/18/1973	Initial	View IDH Response
> CLAIM_9657180	DARRELL R. FURBER	150	Yes	10/08/1969	Initial	View IDH Response
> CLAIM_9348577	CLAYTON BASS	170	Yes	04/24/1977	Initial	View IDH Response

- Streamline entire integration between SWA and NASWA IDH
- Implementation of initial rollout is live within 2 to 3 weeks
- Intuitive UX that consolidates all requests and responses
- Easily prioritize leads and expediate investigations
- Aligned with NASWAs IDH Roadmap

OPTimum IDH Broker

- Live in 4 states (AK, AR, AZ, MA)
- Implementation within 2 to 3 weeks
- Access to all IDH cross-matches including bank account verification



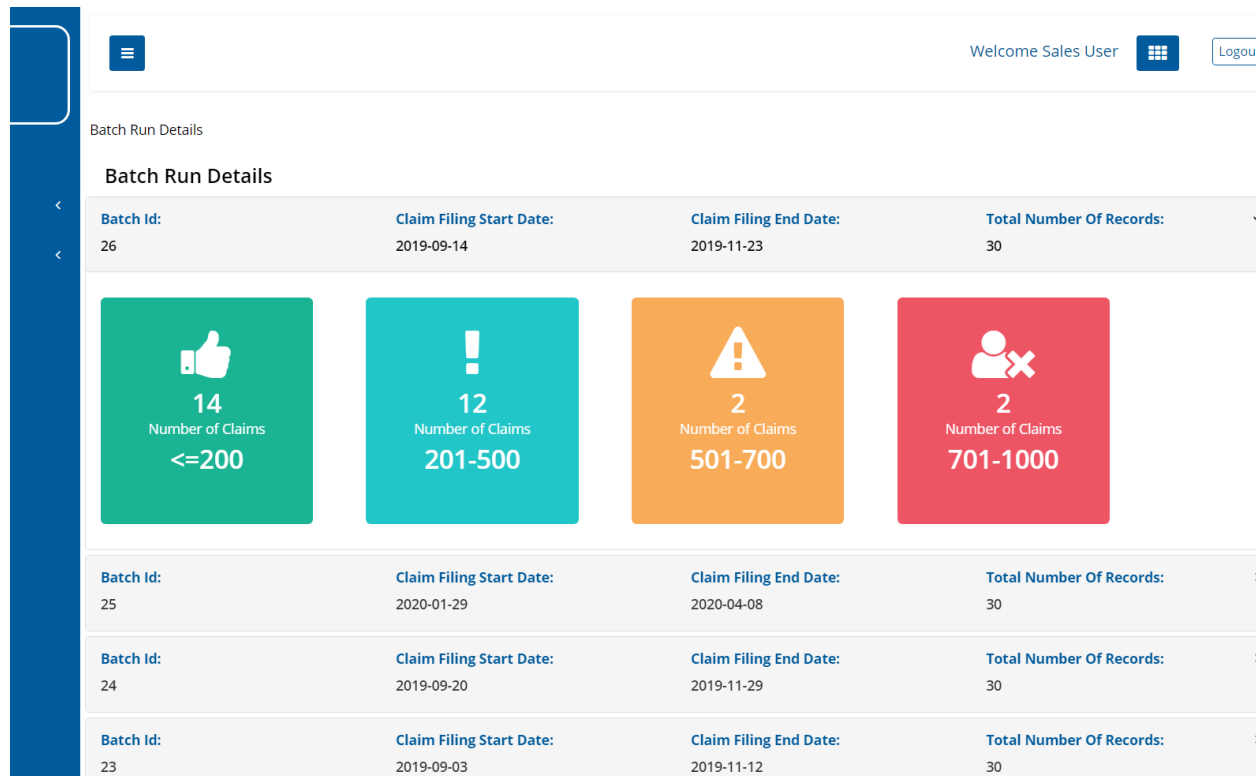
The screenshot shows the OPTimum UI interface. The left sidebar contains navigation options like LEADS, Home, Integrity Data Hub, IDH Home, Report to IDH, Submitted Reports, Pending Reports, IDH Lookup, IDH Crossmatch, IDH Crossmatch Summary, Sent Record Details, Real time Lookup History, Identity Theft, and Suspicious Employer Credit. The main content area displays the 'Sent Record Details' for a specific record.

Sent Record Details
Displays a list of crossmatch actors sent to IDH database for crossmatching.

Claim ID/Unique ID	Claimant Name	IDV Score	IDV Synthetic Indicator	Date of Birth	Claim Type	Actions
CLM_9112328	JOHN DOE	150	Yes	07/03/1986	Initial	View IDH Response
IDV Review Indicator		Yes				
Program Type		Regular Unemployment Insurance				
Occurrence Date		05/02/2020				
Effective Date		04/01/2020				
SSN		XXX XX 2152				
Email		john.doe@idh.com				
IP Address		71.11.10.15				
Address 1		101 Willow Avenue Kittery, MA 02442				
Address 2		105 Highland Road Kittery, MA 02442				
Phone 1		(617) 541-1400				
Phone 2		(617) 541-1400				
Phone 3		(617) 541-1400				
Direct Deposit Routing Number						
Direct Deposit Account Number						
CLM_9116655	ASHLEY HOLLAND	150	Yes	08/18/1975	Initial	View IDH Response
CLM_9116655	ASHLEY HOLLAND	150	Yes	08/18/1975	Initial	View IDH Response

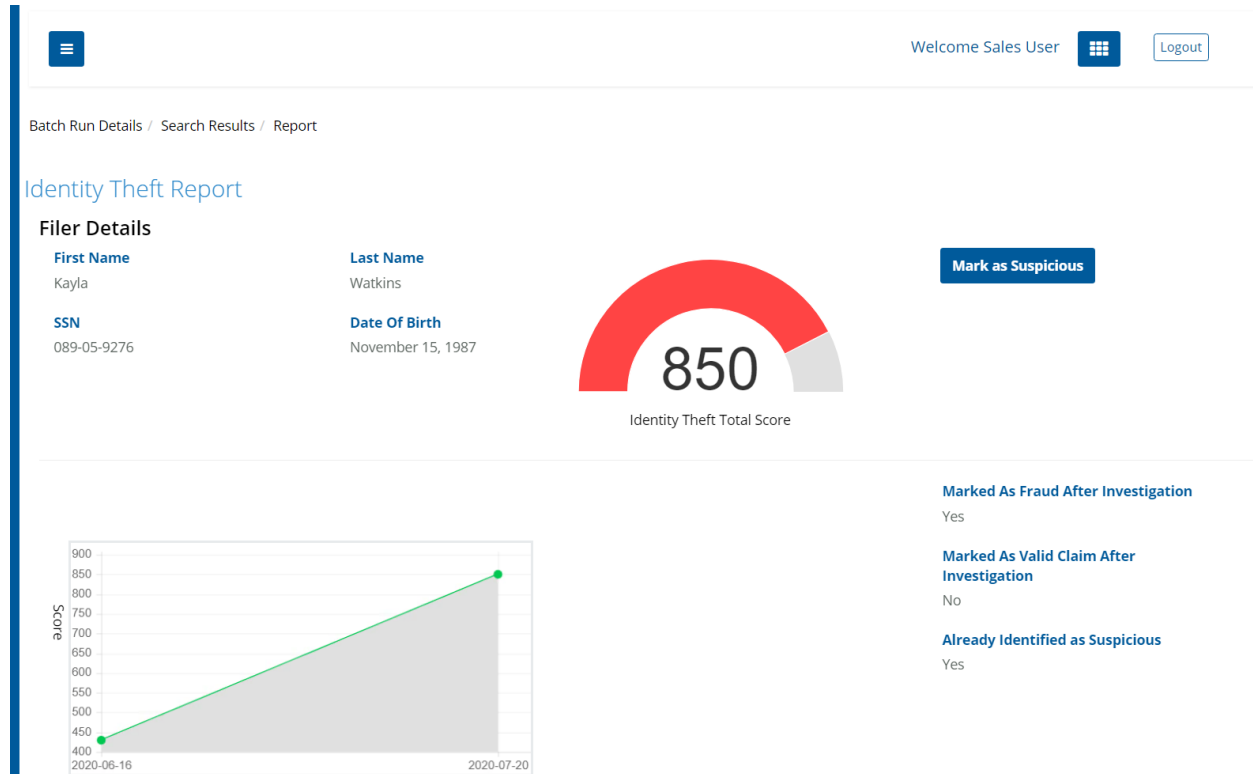
ID Theft

OPTimum Identity Theft



- Creates and refines a database of known bad actors
- Leverages decades of UI fraud investigative knowledge combined with data science
- Batch results are scored and grouped
- Proven product with over \$184MM saved

Scoring



- Scoring attributes consist of 11 categories of data
- Investigators can flag accounts for investigation and boost the scoring algorithm by providing investigation results
- Scoring trends tracked over batch run cycles to quickly see pattern shifts

OPTimum Resolve

OPTimum Resolve

Resolve

Resolve

Claimant Overview

Benefit Year History

Issue List

Task List

Assigned Tasks

Search

NORM HARELIK Logout

Welcome to the Resolve application!

The OPTimum Resolve application is a case management system designed to provide your state workforce agency with the tools necessary to efficiently manage benefit claim issues and improve the integrity of the unemployment insurance program. This application allows you to create and track the progress of the non monetary issues and it determines an intelligent workflow for appropriate users to efficiently conduct fact finding and collect data to process an issue resolution in a timely manner.

Resolve Overview

Assigned Tasks

Displays all tasks assigned to you. Click the 'View' action button to view details of the task.

Number of Rows Per Page: 5

Task Name	Date Created	Date Assigned	Assigned To	Status	Due Date	Action
Review Issue Resolution	08/14/2020	08/14/2020	NORM HARELIK	Pending	08/24/2020	View
Task Description	Review required on determination based on available evidence for an issue on "Rapid Review".					
Task Type	Review Issue Resolution					
Created By	SYSTEM					
Last Updated On	08/14/2020					
Last Updated By	08/14/2020					
Issue Not Assigned Task	08/13/2020	08/13/2020	SYSTEM	Pending	08/24/2020	View
Task Sample 3	08/11/2020	08/11/2020	SYSTEM	Pending	08/21/2020	View
Task Sample 2	08/11/2020	08/11/2020	SYSTEM	Pending	08/21/2020	View
Task Sample 1	08/11/2020	08/11/2020	SYSTEM	Pending	08/21/2020	View

- Full case management for work and earnings
- Automatic WAN generation and distribution
- Intelligent issue assignment
- FastPath processing
- Single case entry

Simple and Comprehensive

The screenshot displays the OPTIMUM UI interface. On the left is a blue sidebar with a 'Resolve' button and a list of navigation items: Resolve Home, Claimant Overview, Issue Details (highlighted), Weekly Summary, Prosecution Summary, Issue Narrative, Issue Activity, Benefit Year History, Issue List, Scheduled List, Task List, Assigned Tasks, Assigned Issues, Rapid Review Denied Issues, Scheduled Events, and Wage Entry. The main content area has a top navigation bar with a search box, user name 'NORM HARELIK', and a 'Logout' button. Below this is a breadcrumb trail: Home / Anne Smith / Issue Details. A progress bar shows four stages: Waiting (checked), Pending (checked), Open (checked), and Closed (unchecked). The 'Issue Details' section includes a description and two tables.

Issue Information

Issue ID	1	Assigned To	Fast Path Processing
Issue Type	Work and Earnings	Program	
Established Date	04/05/2021	Timeliness Due Date	04/26/2021
Detection Date	04/05/2021	Audit Type	Universe
Issue Effective Date	08/09/2020	Issue End Date	11/14/2020
Source	Benefit Wage Crossmatch	Open Date	04/06/2021
Last Update Date	04/06/2021 5:00 PM	Last Refresh Date	04/06/2021 5:00 PM
FraudX	04/06/2021 5:00 PM		

Disqualified Weeks Information

Disqualification Period		Prosecution Indicator	
Fraud Weeks in Progress	5	Fraud Weeks Determined to Date	
Non-Fraud Weeks in Progress		Non-Fraud Determined to Date	
Fraud Overpayment in Progress	\$1,630.00	Fraud Overpayment Determined to Date	

- Business process engine guides staff through issue resolution
- Consistent and reliable determinations
- Comprehensive issue details in one place

Intelligent Fact-Finding

OPTIMUM UI

Resolve

Home / James Smith / Issue Details / Record Fact Finding

Record Fact Finding

Issue Information

Issue ID	105	Assigned To	Norm Harelik
Issue Type	Identity Issue	Timeliness Due Date	08/21/2020
Established Date	08/11/2020	Detection Date	08/11/2020
Issue Effective Date	08/09/2020		
Source	ID Theft Crossmatch	Program	REG - UI

Fact Finding Information

Please provide the details of the fact finding.

Created On 08/12/2020 **Created By** Norm Harelik

***Description**

This is sample facts of the case.

- Streamlined fact-finding
- Evidence upload supported
- Direct access to issue artifacts

Intelligent Fact-Finding (Cont.)

The screenshot displays the 'Intelligent Fact Finder' application interface. On the left is a dark blue sidebar with the 'OPTIMUM UI' logo and navigation links: 'Intelligent Fact Finder', 'IFF Home', 'Initiate New Request', and 'Search Completed Requests'. The main content area shows a breadcrumb trail: 'Home / Initiate New Request / Fact Finding Entry'. Below this is a progress bar for the 'IFF Questionnaire' with steps: 'Reason For Separation', 'Discharge Details' (current step), 'Absence', 'Acknowledgement and Certifications', and 'Final Review'. The 'Discharge Details' form contains the following fields:

- *When were you discharged?*** (Text input): 05/14/2021
- * Please enter the name of the person who discharged you.*** (Text input): Shannon Smith
- * Please enter the title of the person who discharged you.*** (Text input): Director of Human Resources
- *Why were you discharged?*** (Dropdown menu): Absence

At the bottom of the form are three buttons: 'Reset Application' (red), '< Back' (blue), and 'Next >' (blue). The footer text reads: 'Copyright On Point Technology, LLC. © Powered by OPTIMUM'.

OPTimum Recover

OPTimum Recover

OPTIMUM UI

Recover

Home

Recover Home

Account Management

Search

NORM HARELIK

Logout

Welcome to the Recover application!

The OPTimum Recover application is a case management system designed to provide your state workforce agency with the tools necessary to maximize overpayment recoveries, protect the Unemployment Insurance (UI) trust fund, and improve the integrity of the UI program. This application allows you to capture, track, and manage the recovery of UI benefits through an intelligent and cost effective billing cycle.

Recover Overview

Assigned Tasks

Displays all active tasks assigned to you. Click the 'View' action button to view details of the task.

Task Name	Date Created	Date Assigned	Assigned To	Status	Due Date	Action
New Hire Crossmatch Hit	05/25/2020	05/25/2020	NORM HARELIK	Open	06/24/2020	View
Task Description	New Hire xmatch results: Obtained address from New Hire Crossmatch: 23 CHARLES STREET WALKER HELENA, GA, 35080. Claimant New Hire date was found to be 05/01/2020. This is additional text for testing the ... Show More					
Task Type	New Hire Crossmatch Hit					
Created By	SYSTEM					
Last Updated On	05/25/2020					
Last Updated By	05/25/2020					
Misdemeanor - 6 months	05/25/2020	05/25/2020	NORM HARELIK	Open	06/24/2020	View
▶ Felony - 6 Months	05/26/2020	05/26/2020	NORM HARELIK	Open	06/25/2020	View
▶ Felony - 12 Months	05/27/2020	05/27/2020	NORM HARELIK	Open	06/26/2020	View
▶ Balance Exceeds Threshold	05/27/2020	05/27/2020	NORM HARELIK	Open	06/26/2020	View

- Software to automate and manage overpayment collections
- Generate collections related notices and documents
- Complete account inquiry capabilities
- Monitor address changes and NDNH/SDNH hits
- Optional Claimant Payment Portal

Intelligent Billing

OPTIMUM UI

Recover

Home / James Smith / Account Details

Collectible Closed

Account Details
Displays details of the claimant account.

Account Information

Close Date	Not Available	Original Overpayment Amount	\$2,600.00
Last Refresh Date	06/22/2020	Total Collectible Amount	\$2,600.00
Assigned User	NORM HARELIK	Collectible Principal Balance	\$2,250.00
Path	Auto-Recovery	Collectible Penalty Balance	\$195.00
Minimum Payment Override End Date	Not Available	Collectible Interest Balance	\$0.00
Last Wage Quarter	Not Available	Collectible Fees Balance	\$55.00
Total Last Quarter Wage	Not Available	Total Collectible Balance	\$2,500.00
		Minimum Payment Due	\$2,500.00

Overpayment Information
Displays the claimant's overpayment balance.

Number of Rows Per Page 5

- Auto-Recovery

- Account fully automated
- Generation of all collection notices
- Intelligent assignment of tasks

- Directed-Recovery

- Account assigned based on business rules
- Returned to Auto-Recovery when business rules are met

OPTimum Enforce

OPTimum Enforce

The screenshot displays the ENFORCE software interface. At the top, there is a navigation bar with the ENFORCE logo and the tagline 'AN ON POINT TECHNOLOGY SOLUTION'. Below this, there are tabs for 'Case Management', 'System Administration', 'Reports', and 'Manage Reference Data'. The main content area is titled 'My Cases' and features a 'Filter Cases' section with dropdown menus for 'Workunit' and 'User', and a checkbox for 'Include Closed Cases?'. Below the filter section is a table of 'Open Cases' with the following data:

Case ID	SSN	Claimant Name	Case Type	Case Status	Principal Balance	Court Name	Assigned User
5	059606356	DARIUS A BROWN	Civil Action	Open	50.00	Magistrate Court of Houston County	Suzanne DelaCruz
2	054687030	LINDA K BRANCH	Civil Action	Open	0.00	Magistrate Court of Cobb County	Suzanne DelaCruz
2	061625425	ONIKA K TRICE	Civil Action	Open	0.00	Magistrate Court of Douglas County	Suzanne DelaCruz
3	036424226	JOANN HEATH	Civil Action	Open	1799.00	Magistrate Court of Lowndes County	Suzanne DelaCruz
3	054687030	LINDA K BRANCH	Criminal Action	Open	0.00	State Court of Cobb County	Suzanne DelaCruz

At the bottom of the table, there are search filters for Case IDs, SSNs, Names, Case Types, Case Statuses, Balances, Court Names, and Users. A 'Reassign Cases' button is located at the bottom right of the table area.

- Identifies, creates and manages cases based on established business rules
 - Liens
 - Garnishments
 - Civil Actions
 - Criminal Actions
- Proactively monitors legal action workflow steps
- Automatically creates customized documents and notices to court officials, claimants, and employers

FastPath

ENFORCE
AN ON POINT TECHNOLOGY SOLUTION

SSN:

Case Management | System Administration | Reports | Manage Reference Data

11/2/2020 03:33 PM

My Tasks | Add Task | My Cases | Add Case | Search Cases

Case Details

Case Summary	
Case ID:	5
SSN:	059606356
Case Type:	Civil Action
Case Status:	Open <input type="button" value="Change Status"/>
Claimant Name:	DARIUS A BROWN
Case Creation Date:	01/02/2020
Claimant Address:	111 BRANDYWINE, WARNERROBINS, AL 31088
Assigned User:	Suzanne Delacruz <input type="button" value="Reassign Case"/>
Original Case Balance:	\$55.00

Workflow History

Current Workflow Step - File Default Judgment

The Default Judgment has been sent to the court.

Open Tasks

Show entries

Task Subject	Assigned Date	Due Date
File Default Judgment	07/16/2020	07/21/2020
Case Setup	01/10/2020	01/15/2020

Showing 1 to 2 of 2 entries

- Creates cases without staff intervention
- Assigns cases to the appropriate court
- Alerts staff of missed due dates and deadlines as well as other failed responses
- Takes actions based on overpayment balances and repayments
- Automatically closes cases and releases liens, garnishments or other court orders