

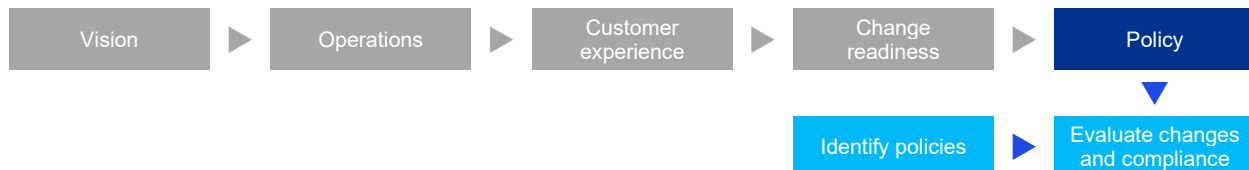
Are you audit ready? Policy compliant? Confident?

September 2022

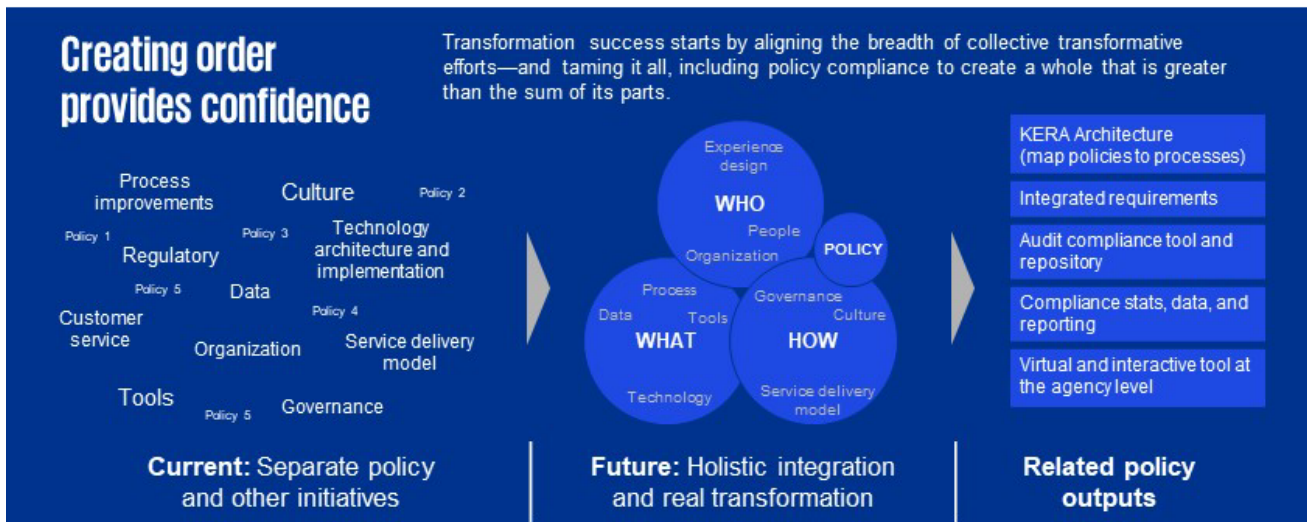
The federal government and states work together to administer unemployment insurance (UI) programs. The United States Department of Labor (USDOL) conducts audits to determine compliance with applicable legislative, regulatory, programmatic, and fiscal requirements, and grant agreements. Typically, the USDOL inspects state programs' policies and procedures, claimants' access to services, staffing, information technology systems, program integrity, quality control, program reporting, and fiscal management.

Compliant policies are a set of guidelines and procedures established to maintain adherence to law, rules, regulations, and standards with the purpose of achieving and sustaining sound stewardship and operations. Compliant policies also help ensure business processes are executed in accordance with (a) laws governing the use of budget authority, (b) other related laws and regulations that could have a direct and material impact, and (c) any other laws, regulations, accounting principles, and government-wide policies. Ultimately, states must establish a database of federal laws, along with federal and state regulations and policies, that has multifunctional use in:

- Identifying key laws and regulations
- Monitoring changes in applicable laws and regulations
- Establishing policies and procedures for complying with specific laws and regulations with clear documentation and communication to appropriate personnel.



Creating order



Policy drives business processes, systems, data requirements, and reporting, which impact internal staff and external stakeholders. Policies are the underlying rules for eligibility and program delivery. The left side of the diagram reflects major components that are impacted by policies. Managing the implementation of policies as separate initiatives results in a disparate implementation and increased levels of risk. The flurry of UI policies and COVID-19 pandemic work over the last two years has paralyzed many states, resulting in partially implemented policies, if implemented at all.

From initiation through compliance, there are opportunities to streamline and vastly improve integration of policy into processes. Policy accountability, ownership, and monitoring tools are critical to policy compliance. This impacts the quantity and quality of effective implementations, enabling organizations to be proactive regarding legislative and policy developments, as well as help to minimize the amount of time spent on partial implementations and audit corrective actions on the back end.

Our approach

Our approach toward policy evaluation discovery includes:

- Creating an inventory of the federal and state policies
- Program self-assessments of compliance within federal and state regulations
- Workshops to review in detail select policies for programs to assess implementation and audit status
- Documentation review (e.g., notifications to claimants, communications, systems implementation information, data, reporting, and examples of training, as applicable)
- Developing effective education and training programs for all employees
- Developing written standards of conduct and written policies and procedures that promote the state's commitment to compliance and that address specific areas of potential fraud
- Creating an inventory of potential noncompliance items and gaps
- Creating a governance structure to help ensure consistent policy implementation
- Establishing requirements that integrate policy requirements within modernized UI system and processes.

Let's continue the conversation

Every organization is different, and we can work with you to help shape an approach as unique as your needs. To start, have a discussion with one of our UI and labor agency specialists to understand your challenges and aspirations.

With a sound understanding of what we can achieve together, we can help you plan a course of action.

Contact us

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