

From: Swenson, Todd E - ETA
Subject: 227 FPUC / 227 PEUC Report for QED 6/30/2020 (CA)
To: Cathy Barratt [REDACTED]
Sent: August 18, 2020 8:52 AM (UTC-07:00)

Hi, Cathy.

As overpayments and fraud persist in the UI program, with an even greater increase with the implementation of CARES Act programs, there is heightened focus on tracking and monitoring these activities. As you know, in addition to the ETA 227 regular report, states are required to submit quarterly the 227 FPUC and 227 PEUC reports beginning with the 2nd quarter, 2020 reports that were due August 1, 2020.

We received both your reports; however, the reports contained all zeros. To that end, please respond to the following:

- Can you confirm there was no activity?
- If there was activity, please provide a reason for not reporting the activity and the date you expect the reports to be amended.

Your response is requested by COB Tuesday, August 25, 2020.

Additionally, we are planning to host a webinar on the 227 regular, FPUC and PEUC reports on September 29, 2020, at 1 pm, Eastern. Webinar details will be disseminated once they are finalized.

Thank you.

Todd Swenson

UI Program Specialist
USDOL-ETA-OUI-RO6-DWS
90 Seventh Street, 17-300
San Francisco, CA 94103
[REDACTED]

From: Gilbert, Gay - ETA
Subject: RE: California Data After the Reset
To: Beach, William - BLS; Faulkner, Amy@EDD
Cc: Pallasch, John P - ETA; Simon, Amy E - ETA; Mondl, Rachel E - OSEC
Sent: October 15, 2020 1:11 PM (UTC-07:00)

Hi, Bill OUI will work on responses to your questions.

Gay

Gay M. Gilbert, Administrator
Unemployment Insurance
U.S. Department of Labor
Employment and Training Administration
[REDACTED]

From: Beach, William - BLS [REDACTED]
Sent: Thursday, October 15, 2020 3:49 PM
To: Faulkner, Amy@EDD [REDACTED]
Cc: Pallasch, John P - ETA [REDACTED]; Gilbert, Gay - ETA [REDACTED]; Simon, Amy E - ETA [REDACTED]
Mondl, Rachel E - OSEC [REDACTED]
Subject: California Data After the Reset

Dear Amy:

Many thanks for your information today about the resumption of UI data from California. We're looking forward to seeing what the reset produces. To that end, I have a few questions that I wonder if you and your amazing colleagues could research:

1. The Governor's Strike team suggested that significant fraud exists in the current historical data. Will there be an effort to restate California claims history to account for invalid claims and benefits data?
2. What is the EDD plan for stating the claims and benefits data for the two weeks during which no actual estimates were published?
3. Part of the reset was designed to permit EDD to produce a plan for eliminating the claims backlog. If backlogged claims have been cleared during the two-week reset period, will they be reported in a single week or spread out over a certain time period?
4. Related to this last question, will EDD announce the magnitude of backlogged claims? Such an announcement would give economic analysts a chance to distinguish changes in UI that are driven by the changes in the economy and those that stem from past but uncleared claims.

Thanks, again, for all of the help you've given us over the past seven months.

Bill

William W. Beach, Ph.D.
Commissioner of Labor Statistics
Bureau of Labor Statistics
U.S. Department of Labor
www.bls.gov

From: Tanimoto, Brian@EDD
Subject: RE: CA ETA 538: WE 09-26-2020
To: Stapleton, Kevin - ETA; Knutson, Erika@EDD; Szno such, Anato i - ETA
Cc: Truji o, Sandra - ETA; de Jerez, Alyssabeth@EDD; Birds a , Chad@EDD; Sanchez, Jose Alfredo@EDD; Looney, Erica@EDD; Steng e, Thomas - ETA
Sent: September 29, 2020 1:08 PM (UTC-07:00)

Hi Kevin,

We were also under the impression that the initial claims would only be impacted during the two week pause. We are researching to why there was a drop in the continued claim data since claimants can still access EDD's online system to reopen claims and certify for benefits. This drop may also be a result of the pause and we decided to be consistent in the reporting and use the WE 9/19 continued claim data as this may be unrelated to any changes in the economic conditions.

The report for the WE 9/26 showed a large drop in Regular UI and PUA continued claims (please see the chart below). These are the actual counts of California's workload for the WE 9/26.

Regular UI/UI Joint	WE 9/19/20	WE 9/26/20	% Change
New/1254	88,429	52,461	-40.7%
AC	141,445	121,275	-14.3%
Weeks Claimed	2,824,054	2,289,875	-18.9%
PUA IC	99,824	41,665	
PUA CC	3,493,940	2,480,472	

I would be happy to discuss on a call and I am available at 1:30 and 4:00. Do either of these times work for you?

Thanks!

B r i a n T a n i m o t o

Staff Services Manager
 UI Support Division, MC #40
 Unemployment Insurance Branch



Brian.Tanimoto@edd.ca.gov

State of California
Employment Development Department
 PO Box 826880, Sacramento, CA 94280 0001
www.edd.ca.gov

Our Business Your SuccessSM

From: Stapleton, Kevin - ETA [Redacted]
Sent: Tuesday, September 29, 2020 11:18 AM
To: Tanimoto, Brian@EDD [Redacted]; Knutson, Erika@EDD [Redacted]; Szno such, Anatoli - ETA [Redacted]
Cc: Trujillo, Sandra - ETA [Redacted]; de Jerez, Alyssabeth@EDD [Redacted]; Birdsall, Chad@EDD [Redacted]; Sanchez, Jose Alfredo@EDD [Redacted]; Looney, Erica@EDD [Redacted]; Stengle, Thomas - ETA [Redacted]

From: Staton, Grecia@EDD
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files
To: Malliaras, Steve - ETA
Cc: Tanimoto, Brian@EDD; Campbell, Genn C. - ETA; Underwood, Diane@EDD
Sent: September 7, 2022 10:19 AM (UTC-07:00)

Hi Steve,

Let me check with the teams to determine the status and ETA. I know we faced some access/software/provisioning issues in order to obtain the case samples, but I believe that has been resolved.

We'll circle back as soon as possible.

Thanks,
Grecia

From: Malliaras, Steve - ETA [mailto:Malliaras.Steve@dol.gov]
Sent: Wednesday, September 7, 2022 10:15 AM
To: Staton, Grecia@EDD <[REDACTED]>
Cc: Tanimoto, Brian@EDD <[REDACTED]>; Campbell, Glenn C. - ETA <Campbell.Glenn.C@dol.gov>; Underwood, Diane@EDD <[REDACTED]>
Subject: Urgent Response Requested: FW: Request for California's PUA Case Files

Grecia

We are looking for a status as soon as possible on the upload of the PUA IP case files.

Please reply as soon as possible.

The National Office coordinators of the PUA IP estimation review project are requesting a status of the case file upload.

As you know, the original upload due date was August 26, 2022. We have sent a message or two to CA EDD since Aug 26 regarding the upload.

We have received another (big) nudge from the National Office regarding the upload.

If we are unable to get the cases submitted, we may be elevating the issue in DOL that may result in a call from the OUI leadership to the state.

Thank you.

Steve

From: Tanimoto, Brian@EDD <[REDACTED]>
Sent: Tuesday, September 6, 2022 2:28 PM
To: During, Anita - ETA <[REDACTED]>
Cc: Simien, Alexandra@EDD <[REDACTED]>; Campbell, Glenn C. - ETA <[REDACTED]>; Swenson, Todd E - ETA <[REDACTED]>; Cowie, Rhonda M - ETA <[REDACTED]>; Austin, Dennis - ETA <[REDACTED]>
Subject: RE: Request for California's PUA Case Files

Good afternoon Anita,

From: Malliaras, Steve - ETA
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files
To: Staton, Grecia@EDD
Cc: Tanimoto, Brian@EDD; Campbell, Glenn C. - ETA; Underwood, Diane@EDD
Sent: September 8, 2022 3:36 PM (UTC-07:00)

Grecia,

Thanks again for the prompt updates.

Please provide a date that you believe all 190 cases will be uploaded.

Thanks

Steve

From: Staton, Grecia@EDD [REDACTED]
Sent: Thursday, September 8, 2022 2:33 PM
To: Malliaras, Steve - ETA [REDACTED]
Cc: Tanimoto, Brian@EDD [REDACTED]; Campbell, Glenn C. - ETA [REDACTED]
Underwood, Diane@EDD [REDACTED]
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files

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Hi Steve,

The teams have unfortunately faced a few provisioning and data defect hurdles which have caused a delay in rolling up these cases by the date requested. The data defect was cleared with DOL on Monday, August 29th. That being said, we are able to begin sending 52 of the 190 case files in the requested package format on a rolling basis beginning tomorrow. We are working vigorously to send all 190 cases over as soon as, and as expeditiously as possible.

Thanks,
Grecia

From: Malliaras, Steve - ETA [REDACTED]
Sent: Thursday, September 8, 2022 10:42 AM
To: Staton, Grecia@EDD [REDACTED]
Cc: Tanimoto, Brian@EDD [REDACTED]; Campbell, Glenn C. - ETA [REDACTED]
Underwood, Diane@EDD [REDACTED]
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files

Grecia, Diane and Brian,

Any update?

Thanks.

From: Malliaras, Steve - ETA
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files
To: 'Staton, Grecia@EDD'
Cc: 'Tanimoto, Brian@EDD'; Campbell, Glenn C. - ETA; 'Underwood, Diane@EDD'
Sent: September 9, 2022 12:10 PM (UTC-07:00)

Grecia,

1. Was CA able to upload the 52 cases?
2. Is there a target date for all 190 to be uploaded?

Thank you.

Steve

From: Malliaras, Steve - ETA
Sent: Thursday, September 8, 2022 3:36 PM
To: Staton, Grecia@EDD [REDACTED]
Cc: Tanimoto, Brian@EDD [REDACTED]; Campbell, Glenn C. - ETA [REDACTED]; Underwood, Diane@EDD [REDACTED]
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files

Grecia,

Thanks again for the prompt updates.

Please provide a date that you believe all 190 cases will be uploaded.

Thanks

Steve

From: Staton, Grecia@EDD [REDACTED]
Sent: Thursday, September 8, 2022 2:33 PM
To: Malliaras, Steve - ETA [REDACTED]
Cc: Tanimoto, Brian@EDD [REDACTED]; Campbell, Glenn C. - ETA [REDACTED]; Underwood, Diane@EDD [REDACTED]
Subject: RE: Urgent Response Requested: FW: Request for California's PUA Case Files

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Hi Steve,

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From: Staton, Grecia@EDD
Subject: Upload Complete: California PUA Cases
To: Swenson, Todd E - ETA; Marinas, Steve - ETA
Cc: Underwood, Diane@EDD
Sent: September 17, 2022 1:52 PM (UTC-07:00)

Good afternoon Todd, and, Steve,

I'm confirming that we have uploaded all 190 PUA Cases for the PUA Improper Payment review. Once more, California sincerely apologizes for any inconvenience this delay may have caused.

Please let us know if you have any questions.

Thank you,

G r e c i a S t a t o n

Deputy Director

Unemployment Insurance Branch, MC 39

State of California

Employment Development Department

PO Box 826880, Sacramento, CA 95814

www.edd.ca.gov

Our Business Your SuccessSM

From: Swenson, Todd E - ETA
Subject: RE: Response Requested Today: State UTF Confirmations to KPMG
To: Diane Underwood ([REDACTED]); Staton, Grecia@EDD
Cc: Region6UI; Malliaras, Steve - ETA
Sent: October 18, 2022 8:35 AM (UTC-07:00)
Attached: CA UTF 9.30 Confirmations SIGNED.pdf

Hi, Grecia and Diane.

This is a high priority and we are requesting a response by 2 PM today.

Thank you.

Todd Swenson

UI Program Specialist
USDOL-ETA-OUI-RO6-DWS

From: Malliaras, Steve - ETA [REDACTED]
Sent: Tuesday, October 18, 2022 7:18 AM
To: Diane Underwood ([REDACTED]) <[REDACTED]>; Staton, Grecia@EDD
<[REDACTED]>
Cc: Swenson, Todd E - ETA [REDACTED] Region6UI [REDACTED]
Subject: Response Requested Today: State UTF Confirmations to KPMG

Diane,

We are requesting that you respond to this email today.

KPMG indicates that they have not received a response to the October 6, 2022 letter (see attached) from Jim Garner to your agency regarding delinquent reports to be sent directly to KPMG.

We deem this as an urgent, high priority request.

If you did respond to the auditor, please inform us of the date the response was sent and to whom (it was to be sent to Mr. Coats at KPMG).

Thanks.

Steve

From: Underwood, Diane@EDD
Subject: RE: Response Requested Today: State UTF Confirmations to KPMG
To: Malliaras, Steve - ETA; Swenson, Todd E - ETA
Cc: Region6UI; Staton, Grecia@EDD; Tanimoto, Brian@EDD
Sent: October 18, 2022 12:21 PM (UTC-07:00)
Attached: CA UTF 9.30 Confirmations SIGNED.PDF, RE_ Response Requested Today_ State UTF Confirmations to KPMG.em

Hello Steve and Todd,

Thank you for bringing this request to my attention. It appears that the October 6, 2022, letter was sent via traditional mail and it has not made it to me as of yet. May we request that future letters be sent via email?

In the meantime, I have notified our reporting team of the request and we are actively working to collect the reports to send to KPMG no later than EOD on Friday, October 21, 2022.

Please let me know if you have any questions.

Thank you,
Diane

Diane Underwood

Division Chief

Unemployment Insurance Support Division, MC #40

Unemployment Insurance Branch

State of California

Employment Development Department

PO Box 826880, Sacramento, CA 95814

www.edd.ca.gov

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From: Malliaras, Steve - ETA [REDACTED]
Sent: Tuesday, October 18, 2022 7:18 AM
To: Underwood, Diane@EDD [REDACTED]; Staton, Grecia@EDD [REDACTED]
Cc: Swenson, Todd E - ETA [REDACTED]; Region6UI [REDACTED]
Subject: Response Requested Today: State UTF Confirmations to KPMG

Diane,

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If you did respond to the auditor, please inform us of the date the response was sent and to whom (it was to be sent to Mr. Coats at KPMG).

Thanks.

From: Swenson, Todd E - ETA
Subject: RE: Response Requested Today: State UTF Confirmations to KPMG
To: Underwood, Diane@EDD
Cc: Region6UI; Staton, Grecia@EDD; Tanimoto, Brian@EDD; Malliaras, Steve - ETA
Sent: October 18, 2022 4:28 PM (UTC-07:00)

Hi, Diane.

We'll work with the National Office to ensure they send these types correspondences via email. We have communicated your anticipated submission date. If you're able to send earlier, I'm sure it would be appreciated.

Thank you.

Todd Swenson

UI Program Specialist
USDOL-ETA-OUI-RO6-DWS

From: Underwood, Diane@EDD [REDACTED]
Sent: Tuesday, October 18, 2022 12:21 PM
To: Malliaras, Steve - ETA [REDACTED]; Swenson, Todd E - ETA [REDACTED]
Cc: Region6UI [REDACTED]; Staton, Grecia@EDD [REDACTED]; Tanimoto, Brian@EDD [REDACTED]
Subject: RE: Response Requested Today: State UTF Confirmations to KPMG
Importance: High

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Hello Steve and Todd,

Thank you for bringing this request to my attention. It appears that the October 6, 2022, letter was sent via traditional mail and it has not made it to me as of yet. May we request that future letters be sent via email?

In the meantime, I have notified our reporting team of the request and we are actively working to collect the reports to send to KPMG no later than EOD on Friday, October 21, 2022.

Please let me know if you have any questions.

Thank you,
Diane

Diane Underwood
Division Chief
Unemployment Insurance Support Division, MC #40
Unemployment Insurance Branch
[REDACTED]

State of California
Employment Development Department
PO Box 826880, Sacramento, CA 95814
www.edd.ca.gov

From: Beebe, Michele E - ETA
Subject: RE: Audit Request for Information
To: Farias, Nancy@EDD; Staton, Grecia@EDD
Cc: Truong, Le@EDD; Underwood, Diane@EDD; Nolan, Sarah@EDD; Tanimoto, Brian@EDD; Stapleton, Kevin - ETA; Malliaras, Steve - ETA; Swenson, Todd E - ETA
Sent: November 14, 2022 5:00 AM (UTC-08:00)

Good Morning Nancy,

Is it possible for CA to submit at least a partial response while the other questions are being worked out?

Thanks,
Michelle

From: Farias, Nancy@EDD [REDACTED]
Sent: Wednesday, November 9, 2022 3:59 PM
To: Beebe, Michelle E - ETA [REDACTED]; Staton, Grecia@EDD [REDACTED]
Cc: Truong, Le@EDD [REDACTED]; Underwood, Diane@EDD [REDACTED]; Nolan, Sarah@EDD [REDACTED]; Tanimoto, Brian@EDD [REDACTED]; Stapleton, Kevin - ETA [REDACTED]; Malliaras, Steve - ETA [REDACTED]; Swenson, Todd E - ETA [REDACTED]
Subject: RE: Audit Request for Information

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Hi Michele,

We will get this taken care of ASAP.

Nancy

From: Beebe, Michelle E - ETA [<mailto:Beebe.Michelle.E@dol.gov>]
Sent: Wednesday, November 9, 2022 12:24 PM
To: Farias, Nancy@EDD [REDACTED]; Staton, Grecia@EDD [REDACTED]
Cc: Truong, Le@EDD [REDACTED]; Underwood, Diane@EDD [REDACTED]; Nolan, Sarah@EDD [REDACTED]; Tanimoto, Brian@EDD [REDACTED]; Stapleton, Kevin - ETA [REDACTED]; Malliaras, Steve - ETA [REDACTED]; Swenson, Todd E - ETA [REDACTED]
Subject: Audit Request for Information

Hi Nancy and Grecia,

I'm following up on the KPMG audit request (letter attached). KPMG is seeking information with respect to their external audit of the U.S. Department of Labor and hasn't yet received the requested information from California.

Any help you can provide in moving this along is much appreciated.

Thanks,
Michelle

--

From: Baudendiste, Chelsea@EDD
Subject: RE: CA ETA 9178 Reports (QE 9/30/22)
To: Ramirez, Yvette@EDD; Region6UI
Sent: November 14, 2022 5:25 PM (UTC-08:00)

To follow up on the request below, can CA skip the ETA 9178 for the Fraud programs for UIPL 28-20, change 4 for quarter ending September 30, 2022 since we did not receive funding for this until September 30, 2022? We will be sure to submit a report for next quarter. Let me know if this is ok.

Thank you!
Chelsea Baudendistel

From: Ramirez, Yvette@EDD
Sent: Monday, November 14, 2022 2:56 PM
To: Region6UI [REDACTED]
Cc: Baudendistel, Chelsea@EDD [REDACTED]
Subject: RE: CA ETA 9178 Reports (QE 9/30/22)

Hello Andrew and Regional Office,

CA would like to request an extension for the ETA 9178-F Quarterly Report, specifically for the Fraud PUA, PEUC, and FPUC of UIPL 28-20, **Change 4** programs. Can we extend the deadline back to Friday, November 18, 2022?

We apologize for the short notice for this request. Please let us know if this is possible.

Thank you again for approving the below request for the 9178-P reports.

Thank you,
Y v e t t e R a m i r e z

Staff Services Manager
Fiscal Programs Division, MC 20
Administration Branch
[REDACTED]

State of California
Employment Development Department
PO Box 826880, Sacramento, CA 94280 0001
www.edd.ca.gov

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From: Region6UI [REDACTED]
Sent: Monday, November 7, 2022 3:31 PM
To: Baudendistel, Chelsea@EDD [REDACTED] Region6UI [REDACTED]
Cc: Ramirez, Yvette@EDD [REDACTED]
Subject: RE: CA ETA 9178 Reports (QE 9/30/22)

Hello,

We can't extend the 45-day due date since that's set Nationally, but submitting the 9178-P reports by 11/18 is fine by us Regionally.

As a quick follow-up from last quarter's 9178-Ps, the PUA Admin, PEUC Admin, and MEUC Admin funds were all fully obligated by 6/30/22. If you mark the QE 9/30/22 PUA, PEUC, and MEUC 9178-P reports as "complete this quarter" in section C of the report, then you won't have to submit those 9178-Ps for future quarters unless new SBR funding is issued to CA (such as the UIPL 16-20 Change 7 PUA Admin funds that are planned to be issued by 12/31/22.) It's not

From: Scott, Syreeta - OIG [REDACTED]
Sent: Mon 8/23/2021 1:27:36 PM (UTC-04:00)
To: Macus, Maria (LI-OCC) [REDACTED]; Miller, Jason ((LI-OCC)) [REDACTED]
Cc: Dickinson, Susan [REDACTED]; Trusky, William [REDACTED]
Subject: RE: [External] ID.Me

Thanks Maria, It should be a fairly quick call.

I'm available anytime tomorrow, I'm free all day Wednesday except 2 to 3pm. I may be available Thursday and Friday. I'm waiting for a call back about interview times on those days.

Thank You
Syreeta

From: Macus, Maria (LI-OCC) [REDACTED]
Sent: Monday, August 23, 2021 12:53 PM
To: Scott, Syreeta - OIG [REDACTED]; Miller, Jason ((LI-OCC)) [REDACTED]
Cc: Dickinson, Susan [REDACTED]; Trusky, William [REDACTED]
Subject: RE: [External] ID.Me

Sure, Syreeta, I've looped in Bill and will set up a call with Bill, Susan and me. Are there any times this week that do not work for you?

Maria G. Macus | Deputy Chief Counsel
Office of Chief Counsel | UC Division
PA Department of Labor and Industry
10th Floor, Labor & Industry Building
651 Boas Street | Harrisburg, PA 17121
Phone: [REDACTED] Fax: [REDACTED]
www.dli.pa.gov

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From: Scott, Syreeta - OIG [REDACTED]
Sent: Monday, August 23, 2021 12:37 PM
To: Macus, Maria (LI-OCC) [REDACTED]; Miller, Jason ((LI-OCC)) [REDACTED]
Cc: Dickinson, Susan [REDACTED]
Subject: RE: [External] ID.Me

Hi Maria,

My HQ received an allegation that NASWA recommended ID.Me to several SWAs including PA. I need to speak to the individual or individuals at PADLI that handled the selection process.

Thank You
Syreeta

From: Macus, Maria (LI-OCC) [REDACTED]
Sent: Monday, August 23, 2021 12:31 PM
To: Scott, Syreeta - OIG [REDACTED]; Miller, Jason ((LI-OCC))
[REDACTED]
Cc: Dickinson, Susan [REDACTED]
Subject: RE: [External] ID.Me

Hi Syreeta,

What information are you looking for so we know how best to direct you?

Maria

Maria G. Macus | Deputy Chief Counsel
Office of Chief Counsel | UC Division
PA Department of Labor and Industry
10th Floor, Labor & Industry Building
651 Boas Street | Harrisburg, PA 17121
Phone: [REDACTED] | Fax: [REDACTED]
www.dli.pa.gov

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From: Scott, Syreeta - OIG [REDACTED]
Sent: Monday, August 23, 2021 12:15 PM
To: Miller, Jason ((LI-OCC)) [REDACTED]
Cc: Dickinson, Susan [REDACTED]; Macus, Maria (LI-OCC)
[REDACTED]
Subject: RE: [External] ID.Me

Thanks Jason.

Hi Susan and Maria- Can one of you please provide a contact for me to speak to about this?

Thank You
Syreeta

From: Miller, Jason ((LI-OCC)) [REDACTED]

Sent: Monday, August 23, 2021 12:09 PM
To: Scott, Syreeta - OIG [REDACTED]
Cc: Dickinson, Susan [REDACTED]; Macus, Maria (LI-OCC)
[REDACTED]
Subject: RE: [External] ID.Me

Hi Syreeta,

Probably Susan Dickinson – I CCed her, and Maria. If not Susan, she'll have a good idea of the best contact.

--Jason

Jason R. Miller | Assistant Counsel
Office of Chief Counsel | UC Division
Pennsylvania Department of Labor & Industry
651 Boas Street, 10th Floor | Harrisburg, PA 17121
Phone: [REDACTED] | Fax: [REDACTED]
www.dli.pa.gov

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From: Scott, Syreeta - OIG [REDACTED]
Sent: Monday, August 23, 2021 11:47 AM
To: Miller, Jason ((LI-OCC)) [REDACTED]
Subject: [External] ID.Me

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Hi Jason,

Would you happen to know who I can speak to in your office or procurement about the process of selecting ID.Me as your vendor for identity verification purposes?

Thank You
Syreeta

FINDINGS STATUS

Finding 1: Pennsylvania did not provide sufficient evidence to review MEUC casefiles

As documented previously, ETA considers this finding **RESOLVED**.

Finding 2: Pennsylvania has not fully implemented the MEUC program

Corrective Action: To resolve this finding, Pennsylvania must provide written assurances once it has fully implemented the MEUC program.

Grantee Response [4/1/2022]: Pennsylvania continues to work with the vendor to implement the MEUC program in the new system.

ETA Response [6/21/2022]: ETA looks forward to continued progress updates from Pennsylvania as the Commonwealth continues efforts to implement MEUC and resolve this finding. In the next finding resolution update from Pennsylvania, we request that Pennsylvania provide an expected timeline with high level implementation milestones for MEUC program implementation.

Pennsylvania Response (7/29/2022): On May 24, 2022, Pennsylvania made the first MEUC payments in the new system.

ETA Response: Pennsylvania has implemented the MEUC program, and by doing so Pennsylvania has completed the corrective action required for this finding. ETA considers this finding **RESOLVED**.

Finding 3: Pennsylvania has not implemented the expanded PUA program eligibility provisions

As documented previously, ETA Considers this finding **RESOLVED**.

Finding 4: Pennsylvania is withholding PUA payments in violation of the requirements of the SSA

Corrective Action: Pennsylvania must put policies and procedures in place to ensure that, when a potential issue is identified after the initial claim is filed and UC benefit payments have been issued (i.e., continued claim status), Pennsylvania will only withhold payments within seven days from the end of the week in which the issue is detected unless a determination on the issue has been issued before then. If Pennsylvania is unable to issue the determination timely (within seven days for purposes of this finding), the State must continue to pay the continued claim and issue a determination as soon as administratively feasible after payment(s) is/are made. To resolve this finding, Pennsylvania must provide evidence that policies and procedures have been put in place, including an IT solution, if necessary, as well as demonstrate that staff have been made aware and have received training on the policies and procedures.

Grantee Response [4/1/2022]: When a potential issue is identified, Pennsylvania’s policy and procedures have always been that the payment must be released by the end of the following week unless a determination of eligibility has been issued. This policy also applies to the PUA system; however, a few issues were discovered, and some additional fixes were required. Those fixes were implemented through OPC #585041 on December 18, 2020.

Due to the sheer volume of fraudulent or highjacked claims, system codes were implemented for claims with specific characteristics to stop payments until the case could be reviewed. Payments for these claims were held until the issue was resolved, to prevent improper payments. These special system codes only applied to those cases that were identified as most likely being fraudulent claims.

ETA Response [6/21/2022]: ETA acknowledges that Pennsylvania had to work within the reality of unprecedented claims workloads, in some cases exceeding pre-pandemic record claims loads by several multiples. To that end ETA also acknowledged that unique solutions to working through those claim loads needed to be implemented within tight timeframes. ETA requests that Pennsylvania provide ETA with the specific parameters of OPC #585041 that was implemented on December 18, 2020, so that ETA can evaluate the corrective actions contained in that OPC.

Additionally, ETA requires a full understanding of the implications of the system codes used to flag suspected fraudulent or “hijacked” claims before we provide additional technical assistance and guidance on resolution of this finding. Please provide the details of OPC #585041 and the system codes either as part of Pennsylvania’s formal response to this update, or prior to that formal response with direct and clear reference to the information provided in the formal response. ETA considers this finding **UNRESOLVED**.

Pennsylvania Response (7/29/2022): OPC #585041 was a change request that corrected an issue where PUA claims were not released by the following week if an issue was not addressed. The OPC timeline is attached. Staff have been provided training on the policies and procedures to identify fraudulent or “hijacked” claims. The system implemented codes used to flag all new claims when we started verifying IDs, meaning at that point no claim could go into a continued claim status. The system was designed not to add another stop after ID verification. The various codes alert staff on procedures necessary for investigations.

ETA Response: ETA considers the implementation of OPC #585041 and the resulting policies, procedures, and training completed resulting from its implementation to have been sufficient to correct the payment when due issues documented by this finding. ETA considers this finding **RESOLVED**.

Finding 5: Pennsylvania did not conduct required quarterly wage checks on PUA

Corrective Action: To resolve this issue, Pennsylvania must run a crossmatch to ensure no PUA claimant was paid PUA benefits when eligible for other benefits. If the crossmatch shows that any claimant was paid PUA incorrectly, then Pennsylvania must deny the claimant of PUA benefits and pay the claimant under the correct program. Additionally, Pennsylvania must establish an overpayment as appropriate, and issue a written, appealable determination, including, if offered by the State, instructions for the individual to request a waiver of recovery of any resulting overpayment. This finding will be resolved upon receipt of written assurance from the State that these requirements have been completed.

Grantee Response [4/1/2022]: Cross matches are run daily against the National Directory of New Hires (NDNH) and the State Directory of New Hires (SDNH). If a match occurs, a claim is flagged for review. Pennsylvania did implement a crossmatch to flag claims for the quarterly wage check, but it was not working correctly. This crossmatch was turned off so claimants would be paid timely. Currently, there is an open change request with the vendor to gather all PUA SSNs for a quarterly review.

ETA Response [6/21/2022]: ETA looks forward to further updates from Pennsylvania regarding the successful implementation of a quarterly crossmatch of intrastate and interstate wage information for all PUA claimants during each quarter the PUA program was active. Once Pennsylvania implements the crossmatches, ETA will require examples of overpayments issued with their corresponding written appealable determination to resolve this finding. Pending implementation of the quarterly crossmatches and examples of determinations resulting from them, ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: The Initial Claims Unit has a list of claimants from previous quarters that was produced by the vendor and staff will continue to work on reviewing it as time permits. There will be no implementation of an automated crossmatch as the PUA program is no longer active.

ETA Response: Pennsylvania must continue to provide updates the progress being made working through the comparison of PUA claims filed in Pennsylvania to Pennsylvania's quarterly wage reports. When Pennsylvania has determined that all PUA claims in Pennsylvania have been crossmatched against Pennsylvania's quarterly wage records, Pennsylvania must reach out to ETA to discuss evidence required at that time for resolution of this finding. ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [10/28/2022]: The vendor provided a list of claimants from previous quarters, a review of which indicated that these claimants should remain on PUA. Staff are seeking the assistance of the vendor in hopes to speed up the review. Using business rules regarding wages and financial eligibility, we hope to eliminate the need to manually review the several thousand claims on this list. We are also investigating whether bots can assist with this processing. Because the PUA program is not in effect, there will be no implementation of an automated crossmatch.

Finding 6: Pennsylvania paid PEUC on an ineligible claim

Corrective Action: In casefile 21.1, Pennsylvania incorrectly paid PEUC benefits for continued weeks ending November 21, 2020, through December 19, 2020, on an ineligible PEUC claim dated May 10, 2020. Pennsylvania indicated the claimant had an eligible PEUC claim dated May 12, 2019. When filing for PEUC benefits from continued weeks ending November 21, 2020, through December 19, 2020, the claimant received benefit weeks on an ineligible PEUC claim dated May 10, 2020, through Pennsylvania's new UI GUS system. Pennsylvania explained that the PEUC benefits paid on the ineligible claim are under review and are potentially overpaid.

Grantee Response [4/1/2022]: Claims that have potential UC eligibility are on a list and staff are working through these to determine UC eligibility. Due to high workloads, it may take quite some

time for all claims on the list to be reviewed. For Case 21.1, this claim has now been sent for review and corrective action.

ETA Response [6/21/2022]: Pennsylvania should update ETA as soon as Case 21.1 is adjudicated and has reached its final disposition at the determination level (excluding appeal). ETA will resolve this finding after Pennsylvania provides sufficient evidence that the required Corrective Action has been completed. This finding remains **UNRESOLVED**.

Pennsylvania Response (7/29/2022): The claimant was determined to be ineligible for weeks on the PEUC claim where the claimant had regular UC eligibility. The ineligible PEUC determination and corresponding overpayment were issued on March 29, 2022. See attached documentation.

ETA Response: Pennsylvania has adjudicated Case 21.1 and therefore has completed the required corrective action for this finding. ETA considers this finding **RESOLVED**.

Finding 7: Pennsylvania issued duplicate PUA and PEUC payments

Corrective Action: Pennsylvania must investigate the casefiles cited in this finding and, if appropriate, establish overpayments as appropriate, and issue a written, appealable determination, including, if offered by the State, instructions for the individuals to request a waiver of recovery of any resulting overpayment. This finding will be resolved upon receipt of written assurance from Pennsylvania that these requirements have been completed.

Grantee Response [4/1/2022]: For Casefiles 13.3, 30.1, and 30.3, the determinations and overpayments have been written and issued to the claimants. PUA claims were filed in the PUA system created by our vendor and PEUC/EB claims were filed through the Legacy mainframe system. These systems were independent of each other until November 2020 when a crossmatch “alert” (an issue code 750) was added to PUA claims. This still allowed for claimants to file on PUA and also file for PEUC/EB at the same time due to system independence, but provided information to our staff. When this alert was discovered, the claim was placed on a list for review and a determination was issued if applicable. Due to the sheer volume of claims, a determination was not always issued timely, and payments had to be released. If this happened, a claimant would receive the determination and instructions on how to return the duplicate benefit payments. In addition, when we converted all existing claims to our new Benefit Modernization system in June 2021, conversion issues caused some weeks to be transferred to the wrong claim and weeks filed on the wrong claim. This has caused weeks to be paid out of sequence, paid on multiple claims, etc., which has resulted in overpayments. Staff are working through these claims. This was a conversion issue and will not happen again.

ETA Response [6/21/2022]: ETA is reviewing Pennsylvania’s detection of this issue, and the corrective actions Pennsylvania took to avoid this issue from occurring in the future for PUA and PEUC claims. ETA considers this finding **UNRESOLVED** pending ETA’s review of Pennsylvania’s reported corrective actions.

ETA Update: ETA had completed review of Pennsylvania’s documentation and information provided regarding the issue observed, Pennsylvania’s analysis of the issue, and Pennsylvania’s action taken to correct the issue. Pennsylvania’s analysis, diagnoses, and corrective action taken,

including issuing overpayments where applicable, sufficiently completed the required corrective action ETA required for this finding. ETA considers this finding **RESOLVED**.

Finding 8: Pennsylvania paid PEUC and EB benefits beyond the claimant's benefit year end date

Corrective Action: Pennsylvania must investigate the casefiles cited in this finding and, if appropriate, establish overpayments as appropriate, and issue a written, appealable determination, including, if offered by the State, instructions for the individuals to request a waiver of recovery of any resulting overpayment. This finding will be resolved upon receipt of written assurance from Pennsylvania that these requirements have been completed.

Grantee Response [4/1/2022]: For Case 25.1, this claimant was determined not eligible for a new UC claim effective 6/14/20 because she was not able and available due to COVID and lack of childcare. The claimant did not appeal the ineligible determination and that decision is now final, so we continued to pay on the PEUC claim.

For Case 29.2, this claim has been sent to the UC Service Center for review.

ETA Response [6/21/2022]: Pennsylvania must provide the outcome and evidence of adjudication of the Able & Available issue on the PEUC claim for case 25.1. Additionally, Pennsylvania should update ETA as soon as Case 29.2 is adjudicated and has reached its final disposition at the determination level (excluding appeal). ETA will resolve this finding after Pennsylvania provides sufficient evidence that the required Corrective Action on both of these cases has been completed. This finding remains **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: See attached documentation on these two cases.

COMPILER's NOTE: Pennsylvania provided casefile documentation for Cases 25.1 and 29.2.

ETA Response: Pennsylvania provided sufficient evidence that adjudication of Cases 25.1 and 29.2 has been completed. ETA considers this finding **RESOLVED**.

Finding 9: Pennsylvania did not pay PUA benefits due to a claimant for eligible weeks

Corrective Action: Pennsylvania must review all PUA claims determined to have been exhausted, including the casefile identified in this finding, and determine if the claimant meets the state's requirements to establish a new benefit year, or if the claimant may be due additional weeks of PUA. In cases where the claimant may be due additional weeks of PUA, Pennsylvania must request weekly certifications from the claimant and make additional payments, as appropriate. Pennsylvania must provide a corrective plan, with milestones, to ETA for how it plans to resolve this finding. After the corrective action plan is approved by ETA, Pennsylvania can resolve this finding by providing written assurances that the actions required in the plan have been completed.

Grantee Response [4/1/2022]: This was a system issue related to the maximum benefit allowance amount. It was corrected through OPC #639879 on May 28, 2021.

ETA Response [6/21/2022]: Pennsylvania must provide ETA with the scope of work, deliverables, and evidence of completion associated with OPC #639879. Once ETA receives this information ETA

will analyze the action Pennsylvania has taken to determine if implementation of OPC #639879 corrected the issues documented in this finding. Pending receipt of this documentation and ETA's subsequent analysis, ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: Documentation of OPC #639879 is attached.
COMPILER's NOTE: Pennsylvania provided technical documentation of OPC #639879.

ETA Response: ETA has reviewed the documentation Pennsylvania provided for OPC #639879, and it appears that Pennsylvania has resolved the maximum benefit allowance limiting issue that resulted in the condition ETA observed that lead to this finding. As a result of this issue being corrected, ETA considers this finding **RESOLVED**.

Finding 10: Pennsylvania paid benefits without fact-finding or adjudication of issues reported on PUA initial claims

Corrective Action: To resolve this finding, Pennsylvania must perform the following actions:

1. Confirm that the practice of suspending investigation and adjudication of A&A issues has ceased and provide an assurance that the agency is assessing an individual's ability to work and availability for work in alignment with 20 C.F.R. Part 604 and Department guidance for each of the unemployment benefit programs;
2. Explain whether the practice of suspending investigation of A&A issues applied to any program other than PUA;
3. Properly assess eligibility for all issues that were not addressed during operation of the PUA program; and
4. After investigating the A&A issue, if Pennsylvania determines that a claimant was ineligible for benefits previously paid, establish an overpayment for any weeks that were improperly paid and notify individuals of their ability to request a waiver of recovery of such overpayments, as appropriate.

Grantee Response [4/1/2022]: PUA claims with identified eligibility issues are being reviewed by staff. This process is very slow due to the large number of claims with issues. Once the claim is adjudicated, an overpayment is set up if it is determined that the claimant was paid improperly.

ETA Response [6/21/2022]: Pennsylvania should continue to update ETA on the Commonwealth's progress in working through PUA eligibility issues. In Pennsylvania's response to this status update, ETA requests that Pennsylvania specify whether suspending investigation of A&A issues applied to any program other than PUA, and whether suspension of investigation and adjudication of A&A issues has ceased, in addition to providing Pennsylvania's progress in working through PUA eligibility issues. ETA will resolve this finding after Pennsylvania provides sufficient evidence that the required Corrective Action has been completed. This finding remains **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: The department has stopped suspending the investigation of A&A issues. As far as the PUA eligibility issues, the examiners' work consists of processing Referee

determination (500-600 per week), waiver requests (300 per week), non-monetary determinations (avg 1000 per week) consisting of approximately \$3 million in weekly overpayments. The examiners obtain work via the following methods: targeted list of unresolved issues from a system generated report, work items in the system, and claimant contact via call center or legislative requests. The interviewers work to resolve non-monetary issues in situations where the claimant erred and thus no issue exists, assisting claimants with user ID and password issues, and calling claimants to build new claims and correct/file weekly certifications the claimant needs to file for within the Cares Act guidelines. They acquire their work through calls to the UC Service Center, legislative requests, claimant dashboard messages, and emails received from the claimants.

ETA Response: ETA appreciates Pennsylvania's update and explanation of how the remaining PUA issues are being adjudicated. Pennsylvania is making significant progress towards resolution of this finding by strategic and systemic adjudication of PUA issues, and appropriate establishment of overpayments. In the response to this update, Pennsylvania must continue to provide updates on progress towards working through outstanding PUA issues. When Pennsylvania believes that the PUA issues workload has been reduced to where there is not a backlog of PUA issues to be adjudicated, Pennsylvania must reach out to ETA to discuss evidence required at that time for resolution of this finding. ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [10/28/2022]: Pennsylvania continues to chisel away at the PUA backlog of claims. PUA claims are being worked on by all examiners and fact-finding continues to be conducted. We are currently working with the ETA on procedures we can implement to get the backlog down while maintaining proper procedures.

Finding 11: Failure to crossmatch UI claims with the NDNH

Corrective Action: Pennsylvania must crossmatch PUA claims against the NDNH and investigate the "hits" received. This finding will be resolved upon assurances by the State that it has cross-matched all paid PUA claims.

Grantee Response [4/1/2022]: Pennsylvania submitted a change order with our vendor on September 1, 2020, to have this crossmatch implemented in PUA. The PUA program ended before the vendor was able to complete and implement this functionality. At this point, Pennsylvania is not planning to do this crossmatch. The PUA program has ended so this would not be beneficial. As multiple quarters have not gone by and we match with our wage records, we do not understand what additional benefit such a crossmatch would provide. It would not provide relevant information at this date.

ETA Response [6/21/2022]: ETA is reviewing Pennsylvania's response and statement that implementation of National Directory of New Hires (NDNH) crossmatch for PUA claims would not be beneficial now that several quarters have passed since the PUA program ended in most cases. However, the issue of potential payment to ineligible PUA claimants that may have been hired for covered work with a federal agency (UCFE) still requires corrective action even if the NDNH may not be beneficial. ETA will provide a formal response to Pennsylvania's argument that the general NDNH information from these past time periods is not timely in detecting overpayments. Corrective action for this finding remains to be completed, and ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: As far as finding possible UCFE new hires who collected PUA, there is no way to identify these claimants without contacting all federal employers. PUA payments are not charged to Federal employers thus no charge statements would be sent and there is no documentation to review.

ETA Response: ETA requires Pennsylvania to develop a plan to determine how many UCFE claimants both collected PUA payments and also were NDNH crossmatch hits during the Pandemic Assistance Period. ETA will work with Pennsylvania once this plan is created to determine what actions could be taken to complete the required corrective action for this finding. ETA's primary concern and requirement for resolution of this finding is that Pennsylvania ensure UCFE claimants reported on NDNH have not collected PUA benefits while ineligible due to not being unemployed. ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [10/28/2022]: Pennsylvania contacted the NDNH team to gather all federal employers' names and FEIN numbers to run a report. We have started the process to ensure federal new hires reported on NDNH have not collected PUA benefits, The NDNH team was unable to provide NDNH data from March 2020 to October 2020; however, we were able to retrieve data from our mainframe system from November 10, 2020 to June 2021. The modernized system went live June 8, 2021. Pennsylvania also has access to the NDNH files from June 2021 to September 2021, and plans to filter those files for federal employers and crossmatch any hits against our standalone PUA system.

Finding 12: Inability to submit complete and accurate 227 FPUC or PEUC reports

Corrective Action: To resolve this finding, Pennsylvania must fix the programming or technical issues that prevent accurate data collection, then must revise any inaccurate reports that were submitted previously, and, if necessary, submit accurate reports for any quarter in which a report was not submitted (or submitted with incomplete or inaccurate information). Please inform ETA when Pennsylvania begins submitting revised reports. This finding will be resolved when ETA confirms submission of all outstanding 227 reports.

Grantee Response [4/1/2022]: The issues with the programming were corrected. Pennsylvania is currently waiting for a response from USDOL regarding plans to modify the previously submitted reports for July 2020 through June 2021. Once we receive a response, we will move forward with correcting those reports.

ETA Response [6/21/2022]: ETA recognizes Pennsylvania's continued efforts to resolve this ETA 227 reporting issue. As a result of the technical requirements meeting ETA had with Pennsylvania on April 11, 2022, ETA looks forward to additional updates on Pennsylvania's progress towards resolving this important Integrity related reporting issue. ETA will continue to evaluate Pennsylvania's proposed solutions for this reporting issue, and ETA will continue to offer technical assistance and guidance to Pennsylvania regarding the ETA 227 reports as is needed. Pennsylvania must provide ETA with an update on the progress towards completing the Corrective Action in response to this letter. Until the Corrective Actions for this finding are fully completed, ETA considers this finding **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: Pennsylvania provided updated reports to the Regional Office on May 31, 2022. On June 13, 2022, Pennsylvania received email confirmation from the Regional

Office that the National Office had confirmed receipt of our amended reports. We are waiting to hear back on the ETA review of our reports.

ETA Response: Pennsylvania has submitted the revised ETA 227 reports to ETA. ETA considers this finding **RESOLVED**.

Finding 13: Pennsylvania did not apply the required 15 percent penalty on PUA fraud overpayments

Corrective Action: To resolve this finding, Pennsylvania must provide evidence that it has applied a penalty of 15 percent or greater on all PUA overpayments that were due to fraud that the individual committed.

Grantee Response [4/1/2022]: Pennsylvania is working with the vendor to apply these penalties, although most PUA overpayments were issued as nonfraud.

ETA Response [6/21/2022]: Pennsylvania should continue to update ETA on the Commonwealth's progress toward implementing the 15 percent penalty for PUA fraud overpayments. ETA will resolve this finding after Pennsylvania provides sufficient evidence that the required Corrective Action has been completed. This finding remains **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: On June 22, 2022, Pennsylvania implemented the required 15 percent penalty on PUA fraud overpayments.

ETA Response: ETA requires that Pennsylvania provide three examples of PUA fraud overpayments where the 15 percent fraud penalty has been applied to resolve this finding. These examples should have the PII from the claims removed, but must include the ineligibility determination, determination of overpayment if separate from the ineligibility determination, and evidence that the 15 percent penalty has been accounted for in Pennsylvania's PUA UI IT system. ETA considers this finding **UNRESOLVED** until this evidence has been provided.

Pennsylvania Response [10/28/2022]: The three PUA fraud overpayments with the 15% fraud penalty examples are attached.

Finding 14: Pennsylvania did not apply the required 15 percent penalty on FPUC, MEUC, or PEUC fraud overpayments

Corrective Action: To resolve this finding, Pennsylvania must provide evidence that it has applied a penalty of 15 percent or greater on all FPUC, MEUC, and PEUC fraud overpayments established on or after May 5, 2021.

Grantee Response [4/1/2022]: Pennsylvania is working with the vendor to apply these penalties.

ETA Response [6/21/2022]: Pennsylvania should continue to update ETA on the Commonwealth's progress toward implementing the 15 percent penalty for FPUC, MEUC, and PEUC fraud overpayments. ETA will resolve this finding after Pennsylvania provides sufficient evidence that the required Corrective Action has been completed. This finding remains **UNRESOLVED**.

Pennsylvania Response [7/29/2022]: Pennsylvania is still working with the vendor to apply these penalties.

ETA Response: ETA requires that Pennsylvania provide three examples respectively of FPUC, PEUC, and MEUC (if MEUC exist) fraud overpayments where the 15 percent fraud penalty has been applied to resolve this finding. These examples should have the PII from the claims removed, but must include the ineligibility determination, determination of overpayment if separate from the ineligibility determination, and evidence that the 15 percent penalty has been accounted for in Pennsylvania's FPUC, PEUC, and MEUC UI IT system(s). ETA considers this finding **UNRESOLVED** until this evidence has been provided.

Pennsylvania Response [10/28/2022]: Pennsylvania has provided three examples with attached documents of FPUC and PEUC fraud overpayments with the 15 percent penalty. Pennsylvania presently does not have any MEUC fraud overpayments. MEUC cases are not paid until the application for MEUC is reviewed for completeness. The supporting financial documentation is then reviewed for MEUC eligibility.

Finding 15: Pennsylvania failed to provide required Return-to-Work notifications to claimants who refuse to return to work or to accept an offer of suitable work without good cause

As documented previously, ETA considers this finding **RESOLVED**.

Record of Oral Interview 8/31/22

REBUTTAL: You completed an incarceration form, indicating that you were not incarcerated?

a. I was incarcerated, just not when the man I talked to said. I did not file while I was in prison. In which facility were you incarcerated?

a. Delaware County

What is the name of the facility? Delaware County Prison

Does it have a more specific name?

a. No.

What about George W Hill Correctional facility?

a. Oh, yeah, that's it.

REBUTTAL: You said that you did not file while in prison, did you give your information to someone so he/she could file for you?

a. Technically, yes.

Who did you give your information to?

a. A friend of mine.

What is the friend's name?

a. [REDACTED]

Last Name?

a. I don't know.

You gave your information to someone, and you don't know the last name?

a. It maybe

From: Scott, Syreeta - OIG [REDACTED]
Sent: Wed 10/7/2020 3:50:09 PM (UTC-04:00)
To: Macus, Maria (LI-OCC) [REDACTED]
Subject: [External] RE: Report of Fraud - Please have someone contact Shanequa

ATTENTION: This email message is from an external sender. Do not open links or attachments from unknown sources. To report suspicious email, forward the message as an attachment to [REDACTED]

Thanks Maria. Jim did not send this to me. He may have sent it directly to an agent.

From: Macus, Maria (LI-OCC) <[REDACTED]>
Sent: Wednesday, October 7, 2020 3:47 PM
To: Scott, Syreeta - OIG <[REDACTED]>
Subject: FW: Report of Fraud - Please have someone contact Shanequa
Importance: High

I know Jim says he shared with USDOL-OIG but just flagging....

From: Wilson, James <[REDACTED]>
Sent: Wednesday, October 7, 2020 3:26 PM
To: Perez, Yvonne <[REDACTED]>
Cc: Reuter, Jason J. <[REDACTED]>; Macus, Maria (LI-OCC) <[REDACTED]>
Subject: FW: Report of Fraud - Please have someone contact Shanequa
Importance: High

Good Afternoon –

I am sharing this with you in the event that the content of this e-mail has not previously been brought to your attention.

I have also shared the e-mail with representatives from US Bank, the United States Postal Inspection Service and agents from the Department of Labor and Industry's Office of the Inspector General.

Thanks again for all of your time and support.

Take care,
Jim

Finder Registration

127 Finance Building
Harrisburg, PA 17120
[REDACTED]



Confidentiality Notice: This electronic communication is privileged and confidential and is intended only for the party to whom it is addressed. Any use, dissemination, distribution, or copying of this information other than by the intended user(s) is unauthorized and may be unlawful. If received in error, please return to sender and delete the unauthorized communication. Thank you.

From: Jack, Linda R <[REDACTED]>
Sent: Wednesday, October 7, 2020 1:22 PM
To: Feeser, Charlene <[REDACTED]>
Subject: Report of Fraud

Charlene,

We received a call from a woman by the name of [REDACTED]. I have not been able to locate her as being registered in the PA CareerLink system, and she stated she didn't want her name made common knowledge in this report, so I have no other information on her other than a phone number where she may be reached [REDACTED].

She called to report that an acquaintance by the name of [REDACTED] is running an ongoing scam with others whereby they are using the names of deceased individuals to file for (and receive) UC benefits. She claims he has never worked, but has been posting and bragging about how much money he is receiving from these fake unemployment claims.

She provided me with the following information on [REDACTED]:

- He stays at his grandmother's home @ [REDACTED]
- SSN # is [REDACTED]
- DOB [REDACTED]
- He also resides at his baby's mom's address at [REDACTED]
 - Baby's mom is [REDACTED] (apt # unknown)
- A google search show this subsidized housing complex is located at [REDACTED]
[REDACTED] (or [REDACTED] depending upon which google results pop up)
 - Phone for apt complex is listed as [REDACTED]

[REDACTED] says she will check to see if any of the 'postings' are still accessible and will forward them to me if she comes across any of them. The posts are to have included snapshots showing the

amount of money he's receiving and under what name in which it's being received. She also states that he was arrested on an impaired driving charge (DUI?) and that money and cards (Relia cards?) not belonging to him were found inside his car. She also states that other people in [REDACTED]'s circle are purchasing cars and houses with money obtained fraudulently while people who are actually entitled to this money and need it are struggling while he's getting away with running these scams.

[REDACTED] states that she has tried to report this on the UC Fraud line but that she has been unsuccessful in talking with anybody and there is no way to leave a message. Would you please forward this information to the appropriate people? Thank you,

Linda R. Jack | Program Supervisor
Interim Site Administrator
PA CareerLink Mon Valley
PA Dept of Labor & Industry | Workforce Partnership & Operations
570 Galiffa Drive | Donora, PA 15033
Phone: [REDACTED] | Fax: [REDACTED]
TTY: [REDACTED]
www.pacareerlink.pa.gov

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer/Program

EXECUTIVE SUMMARY

ETA reviewed the Coronavirus Aid, Relief, and Economic Security (CARES) Act programs (PUA, PEUC, and FPUC) at the same time, but broke the reviews out into five different program areas (Claims/Adjudication; Appeals; Employer/Return-to-Work; Integrity; Administration/Finance). During the course of the year, as we monitored the various sections, ETA provided technical assistance to Pennsylvania so it could course correct as quickly as possible. Periodically, we issued status updates to Pennsylvania so it could track and address any outstanding issues. Issues that have not been resolved by way of technical assistance are included in this report. Additionally, in December 2021, a questionnaire covering MEUC and any issues that were created by guidance that was unavailable at the time of our review of your state was shared with your UI team. Pennsylvania returned the completed questionnaire and MEUC case files in January 2022. The information contained in the response and MEUC casefiles have been incorporated into this report. This report includes all outstanding findings and areas of concern from the Claims/Adjudication, Integrity, Appeals, and Employer/Return-to-Work reviews. Please note, the monitoring report for the Administration/Fiscal portion of this review will be issued under separate cover.

ETA's review resulted in 15 findings and 2 areas of concern:

Finding One: Pennsylvania did not provide sufficient evidence to review MEUC casefiles

Finding Two: Pennsylvania has not fully implemented the MEUC program

Finding Three: Pennsylvania has not implemented the expanded PUA program eligibility provisions

Finding Four: Pennsylvania is withholding PUA payments in violation of the requirements of the Social Security Act (SSA)

Finding Five: Pennsylvania did not conduct required quarterly wage checks on PUA

Finding Six: Pennsylvania paid PEUC on an ineligible claim

Finding Seven: Pennsylvania issued duplicate PUA and PEUC payments

Finding Eight: Pennsylvania paid PEUC and Extended Benefits (EB) beyond the claimant's benefit year end date

Finding Nine: Pennsylvania did not pay PUA benefits due to a claimant for eligible weeks

Finding Ten: Pennsylvania paid benefits without fact-finding or adjudication of issues reported on PUA initial claims

Finding Eleven: Pennsylvania failed to crossmatch UI claims with the National Directory of New Hires (NDNH)

Finding Twelve: Inability to submit complete and accurate 227 FPUC or PEUC reports

Finding Thirteen: Pennsylvania did not apply the required 15 percent penalty on PUA fraud overpayments

Finding Fourteen: Pennsylvania did not apply the required 15 percent penalty on FPUC, MEUC, or PEUC fraud overpayments

Finding Fifteen: Pennsylvania failed to provide required Return-to-Work notifications to claimants who refuse to return to work or to accept an offer of suitable work without good cause

Area of Concern One: Pennsylvania's PUA initial claim application did not request sufficient information to properly establish whether the claimant was eligible for backdating

Area of Concern Two: Pennsylvania's integrity procedures do not sufficiently guard against potential fraud

Please note that the review did not cover any areas outside the defined scope. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist.

SCOPE OF REVIEW

Dates of Review:

October 26, 2020 – March 2, 2022

Exit Date:

March 2, 2022

Site Visited:

N/A - EDMR

Reviewers:

Mark Basile, UI Program Specialist
Troy Bissonnette, UI Program Specialist
Brett Casavant, UI Program Specialist
Darius Cope-Huff, UI Program Specialist
Dunbar Cornielle, UI Management Analyst
Barbara D'Amore, UI Program Specialist
James Fink, UI Program Specialist
Paul Fox, UI Program Specialist
Brisa Lopez, UI Program Specialist
Marisol Lopez, UI Program Specialist
Cathy Lovely, UI Program Specialist
Annmarie Merena, UI Program Specialist
Amanda Poirier, UI Program Specialist
Arlene Riendeau, UI Program Specialist
Tracy Rousseau, UI Program Specialist
Michael Soper, UI Program Specialist

Message

From: Geskey, Stephen (LABOR) [REDACTED]
Sent: 5/27/2020 7:06:27 PM
To: 'Gilbert, Gay - ETA' [REDACTED]
Subject: RE: Communications

Gay

I checked with my state staff & this was foreign. As a result, I referred this to our contract managers in the event it could be a vendor issue.

Should you receive any specifics, please don't hesitate to forward my way so I can reverse engineer the issue.

Steve

From: Gilbert, Gay - ETA
Sent: Tuesday, May 26, 2020 10:51 AM
To: Geskey, Stephen (LABOR) [REDACTED]
Subject: FW: Communications

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Hi, Steve. I'm writing for your help. USDOL's National Contact Center has reported receiving calls from New York claimants indicating they have been told by New York staff that it is the U.S. Department of Labor that issues FPUC funds and/or that your UI staff are saying to contact USDOL's National Contact Center for more information on FPUC.

We would appreciate you looking into this and ask that you not have staff refer claimants to our Contact Center. They only have the most generic information and obviously cannot answer claim specific question.

Thanks for any help you can provide.

Gay

Gay M. Gilbert, Administrator
Unemployment Insurance
U.S. Department of Labor
Employment and Training Administration
[REDACTED]

Message

From: Lovely, Cathy - ETA [REDACTED]
Sent: 7/13/2020 8:39:51 AM
To: Geskey, Stephen (LABOR) [REDACTED]
CC: [REDACTED]
Subject: Notice re: NY PUA Issues and Areas of Concern
Flag: Follow up

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good morning Steve,

As you know, we recently requested information from New York regarding your agency's implementation of the Pandemic Unemployment Assistance (PUA) program authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. I would like to communicate several issues and areas of concern that New York must remediate as soon as possible. You may have already been working to correct these issues, but because it is so critical to the administration of the program, ETA wants to ensure you are taking steps to implement the correct program requirements.

Please respond to this email within 21 days (**August 3, 2020**):

1. It appears New York's continued claim form does not require the claimant to identify which of the applicable COVID-19 reasons resulted in the claimant's ongoing unemployment, partial unemployment, or inability to be able or available for work.

Citations:

As described in Question 45 of Attachment I to UIPL No. 16-20, Change 1, the state must ensure that an individual completes a self-certification form at the time of filing each continued claim that includes:

- Identification of the applicable COVID-19 related reason(s) under section 2102(a)(3)(A)(ii)(I) of the CARES Act.

As described in the Operation Instructions (#13 Determination of Entitlement: Notices to Individuals) of Attachment I to UIPL No. 16-20, the state must determine whether the individual is entitled to payment of PUA for a week of unemployment. If the state is not requiring an individual to self-certify on a weekly basis, the state will have no means of determining whether such individual meets the eligibility requirements to be considered a "covered individual" in any given week.

Corrective Action:

New York's continued claim certification must be modified to allow the claimant to select and/or enter the appropriate COVID-19 related reason to verify continued PUA entitlement. New York must obtain self-certifications for all weeks of PUA paid since the beginning of the program. An overpayment must be established for any weeks improperly paid.

Consistent with the requirements noted in UIPL No. 16-20, the self-certification form should not deviate from the reasons in the statute and UIPL.

2. In the monetary determination submitted for review, New York's minimum PUA weekly benefit amount (WBA) is noted as \$182 per week; rather than \$178 per week.

Citation:

Per UIPL No. 16-20, Change 1, Question 14, states must reference UIPL No. 03-20 for the minimum WBA on all PUA claims.

Corrective Action Required: New York must re-determine all PUA claims if the minimum WBA is greater than \$178 per week. A PUA monetary redetermination must immediately be issued and an overpayment established.

3. New York's Monetary Determination does not explain the procedures to request reconsideration for a higher WBA.

Citation:

As provided for in 20 C.F.R. 625.6(e)(4) and described in Question 20 of Attachment I to UIPL No. 16-20 Change 1, New York must allow for an individual to submit additional documentation at any time during the Pandemic Assistance Period (PAP) to substantiate wages earned or paid during the base period. You must immediately issue a monetary redetermination if the state determines the wage documentation is sufficient to permit a re-computation.

Corrective Action Needed:

PUA monetary determinations must explain the procedure to request reconsideration to support a higher than the minimum WBA, by allowing the claimant to provide proof of earnings and indicating the claimant has through the end of the PAP.

Procedures must be in place for re-determining the claimant's PUA WBA if the claimant provides sufficient proof of earnings at any time during the PAP. The monetary redetermination applies to all weeks of PUA that the individual filed during the PAP. New York must recalculate the WBA for any weeks previously paid and provide supplementary payments as appropriate.

Areas of concern:

Recommendation #1: New York should add an "other" option and a "freehand" option to the COVID-19 related reasons listed on the self-certification on its PUA application and weekly certification. Adding an "other" option to the self-certification provides claimants an avenue to report that their unemployment is not due to COVID-19 public health emergency. The freehand option on the PUA application and weekly certification allows the claimant to provide additional information, in their own words, that may be pertinent to the claim and did not fit into one of the COVID-19 related reasons under section 2102(a)(3)(A)(ii)(I) of the CARES Act.

Recommendation #2:

New York's PUA monetary determination should list quarterly wages used to calculate the PUA WBA (including any self-employment income, if applicable). Wages listed quarterly allow the claimant to determine in detail if any wages are missing or were not considered, or if any wages were added in error.

We are confident that you will take the necessary steps to ensure your implementation of the PUA program meets the requirements in Federal law and the Department's guidance. Please let me know if you have any questions or if technical assistance is needed to address these issues.

Cathy

Cathy A. Lovely

UI Program Specialist

USDOL/ETA

JFK Federal Bldg., Room [REDACTED]

Boston, MA 02203

[REDACTED]

Message

From: Lovely, Cathy - ETA [REDACTED]
Sent: 5/5/2021 11:45:24 AM
To: [REDACTED] CT - Lucente, Michael
[REDACTED] MA - Dishnica, Katie (EOL) [REDACTED] MA - Rick Jeffers - DETMA
[REDACTED] ME - Laura Boyett
[REDACTED] ME - Patricia K. O'Brien
[REDACTED] NH - Burke, Michael
[REDACTED] Thompson, Lars E (LABOR) [REDACTED]
[REDACTED] PR - JOSE A. RIOS
[REDACTED] PR - Maria D. La Santa Buonomo [REDACTED]
[REDACTED] PR - Sandra Valentin [REDACTED] VI - Gary
Halyard [REDACTED] VI - Veronica R. Grant [REDACTED] VT -
Cameron Wood [REDACTED] VT - Kristine Murphy
CC: Bissonnette, Troy M - ETA [REDACTED]
Subject: NUIFTF Alert: Vulnerability Associated with OpenBullet and Credential Stuffing
Attachments: National Unemployment Insurance Fraud Task Force Alert - OpenBullet and Credential Stuffing - 05/05/2021
Importance: High

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good morning UI Directors,

The attached alert is provided to inform you of a serious vulnerability, which is associated with an open source program called OpenBullet and the practice of credential stuffing. Several states (including one in our region) were informed earlier this morning that they could possibly be targeted in the near future. However, as noted in the alert, "all SWAs should take steps to guard against these types of attacks."

Please note that this alert is for your **internal use only** and is NOT to be made available to the public.

Regards,

Cathy

Cathy A. Lovely

UI Program Specialist

USDOL/ETA

JFK Federal Bldg., Room [REDACTED]

Boston, MA 02203

[REDACTED]

Message

From: Murphy, Erin (LABOR) [REDACTED]
Sent: 12/3/2021 1:51:25 PM
To: [REDACTED]; Thompson, Lars E (LABOR) [REDACTED]
CC: Filburn, Susan (LABOR) [REDACTED]
Subject: RE: NYSDOL's Implementation of Self-Certifications

That additional time will be great. Thank you for accommodating our request!

From: Lovely, Cathy - ETA [REDACTED]
Sent: Thursday, December 2, 2021 7:35 PM
To: Murphy, Erin (LABOR) [REDACTED]; Thompson, Lars E (LABOR) [REDACTED]
Cc: Filburn, Susan (LABOR) [REDACTED]
Subject: RE: NYSDOL's Implementation of Self-Certifications

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

How about by noon next Thursday? I have to look everything over and be ready to share the self-cert information from NY and a couple other states to a national workgroup at noon next Friday.

From: Murphy, Erin (LABOR) [REDACTED]
Sent: Thursday, December 2, 2021 5:31 PM
To: Thompson, Lars E (LABOR) [REDACTED]; Lovely, Cathy - ETA [REDACTED]
Cc: Filburn, Susan (LABOR) [REDACTED]; Lovely, Cathy - ETA [REDACTED]
Subject: Re: NYSDOL's Implementation of Self-Certifications

CAUTION - The sender of this message is external to the DOL network. Please use care when clicking on links and responding with sensitive information. Send suspicious email to [REDACTED]

Good evening Cathy,
NYS will not have the information ready by tomorrow at noon. Can we extend the deadline till next Friday 12/10 at noon?

Please let us know.

Thank you,
Erin

From: Lovely, Cathy - ETA [REDACTED]
Sent: Wednesday, December 1, 2021 4:38 PM
To: Thompson, Lars E (LABOR); Murphy, Erin (LABOR)

Cc: Filburn, Susan (LABOR); Murphy, Erin (LABOR); [REDACTED]

Subject: RE: NYSDOL's Implementation of Self-Certifications

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good afternoon everyone,

Thank you again for providing the IC and CC forms. I've looked over all the documents and have the questions shown below. Unfortunately, I need this information by noon on Friday, if at all possible. If you need more time, please let me know.

On the IC applications dated 12/18/2020 and 1/27/2021, additional questions may have been presented depending on a claimant's Yes/No response to certain COVID-19 questions. For example, claimants who indicated they became the major breadwinner were asked to provide the date the former head of household died, the deceased's SSN, and annual net income if the deceased had been self-employed. Did NYSDOL adjudicate these and base any eligibility decisions on the responses to the additional questions?

On the IC doc dated 4/26/2020, I do not see equivalents for reasons (bb), (ee), and (ii), but it is possible they were cut off from the screen shot. Similarly, the version dated 12/18/2020 shows an equivalent for (ii) but (bb) and (ee) are not included. If NYSDOL was presenting those reasons in these IC versions, please send copies of each showing the complete list of reasons that claimants would have seen.

The last IC form provided is dated 1/27/2021. It includes a CC at the back but is also in Track Changes and shows comments. If this version was put into production, please send a clean final copy and I will delete the Track Changes version.

Is there a subsequent version of the IC and CC forms that added (kk-2), (kk-3), and (kk-4) reasons?

Based on the documents provided, it appears that claimants were not able to self-certify to the COVID-19 reasons at any time during the continued claims process. Is that correct?

From what I can tell, the IC versions provided have the start dates listed below. Please send any versions that I may be missing or confirm that this list is complete and I will assume each was used until the next version began and the last in the list was used until the program ended.

<u>IC</u>	<u>CC</u>
4/10/2020	4/14/2020
4/24/2020	4/30/2020 (break in claim)
4/26/2020	1/27/2021 (A CC is included at the back of the IC Track Changes
document dated 1/27/2021)	
7/15/2020	2/5/2021
9/22/2020 (IDV pages only)	
12/18/2020	
1/27/2021	

Let me know if you have any questions. Thank you again for your help!

Cathy

Cathy A. Lovely

UI Program Specialist

USDOL/ETA

JFK Federal Bldg., Room [REDACTED]

Boston, MA 02203

[REDACTED]
[REDACTED]
Head up; Stay strong; Wear a smile; Move on.

From: Thompson, Lars E (LABOR) <[REDACTED]>
Sent: Friday, October 15, 2021 4:43 PM
To: Lovely, Cathy - ETA <[REDACTED]>; Murphy, Erin (LABOR) <[REDACTED]>
Cc: Filburn, Susan (LABOR) <[REDACTED]>; Murphy, Erin (LABOR) <[REDACTED]>
Subject: RE: NYSDOL's Implementation of Self-Certifications

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Good afternoon Cathy.

The document "PUA applications" has some explanations of the documents along with dates in the separate documents.

I'm sure there may be some follow up but we wanted to get this information to you today. Please let Erin, Sue and I know if there is anything further needed.

Thank you very much.

Lars

From: Lovely, Cathy - ETA <[REDACTED]>
Sent: Monday, October 04, 2021 8:30 PM
To: Thompson, Lars E (LABOR) <[REDACTED]>; Murphy, Erin (LABOR) <[REDACTED]>
Cc: Filburn, Susan (LABOR) <[REDACTED]>; Murphy, Erin (LABOR) <[REDACTED]>
Subject: NYSDOL's Implementation of Self-Certifications

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good morning Lars and Erin,

Per paragraph 4.e. of Change 6 to UIPL 16-20, ETA has charged the regional offices with assessing states' implementation of the PUA program again to "determine if the state made a good faith effort to implement the PUA program in accordance with Section 2102 of the CARES Act and 20 CFR 625.6." The results of the assessments will determine whether a state will be required to complete any retroactive activities.

To assess states' implementation of the self-certification, we are asking that each state please provide a complete copy of every version of the PUA initial and continued claim forms or questionnaires that were in use any time between February 22, 2020, through February 7, 2021. Also, please indicate the start and end dates

that each form was in use. For ease and clarity, we suggest states use the naming conventions shown below for each document provided, but this is optional.

State abbreviation_IC_vers#_StartDate-EndDate
State abbreviation_CC_vers#_StartDate-EndDate

We realize states provided some of these documents over a year ago when PUA implementation efforts were first evaluated, and so this request may seem redundant. However, to ensure a proper new assessment of the full period under review, we request that states provide all new copies.

Note: If a claimant's response to certain questions prompts the system to present additional questions or requests for information, please ensure those additional questions or requests are included in the document(s) provided.

As you know, UIPL 16-20, change 6 requires states to implement the expanded eligibility provisions (see UIPL No. 16-20, Change 5, and Section 4.a. of UIPL No. 16-20, change 6) – if they did not already do so before December 31, 2021. Some states that have not implemented those expanded eligibility provisions are waiting for our good faith assessment to be completed first. Therefore, our assessments must begin as soon as possible, so please provide the requested documents **by COB on October 15, 2021**.

Please note that we will also be sending states a separate, brief questionnaire to facilitate assessment of PUA monetary determinations.

We appreciate your help with this. Let us know if you have any questions.

Regards,

Cathy

Cathy A. Lovely

UI Program Specialist

USDOL/ETA

JFK Federal Bldg., Room [REDACTED]

Boston, MA 02203

[REDACTED]
[REDACTED]
Head up; Stay strong; Wear a smile; Move on.

Message

From: Lovely, Cathy - ETA [REDACTED]
Sent: 12/20/2021 7:11:32 PM
To: Murphy, Erin (LABOR) [REDACTED]; Thompson, Lars E [REDACTED]
CC: Filburn, Susan (LABOR) [REDACTED]
Subject: RE: Touchback Monitoring Questionnaire - CARES Act Programs

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Hi Erin,

Yes, I was told we can give New York until the end of January to get everything in. I hope this is helpful.

Happy holidays to all of you!

Cathy

From: Murphy, Erin (LABOR) [REDACTED]
Sent: Wednesday, December 15, 2021 9:45 AM
To: Lovely, Cathy - ETA [REDACTED]; Thompson, Lars E (LABOR) [REDACTED]
Cc: Filburn, Susan (LABOR) [REDACTED]
Subject: RE: Touchback Monitoring Questionnaire - CARES Act Programs

CAUTION - The sender of this message is external to the DOL network. Please use care when clicking on links and responding with sensitive information. Send suspicious email to [REDACTED]

Hi Cathy,

New York State will not be able to have this completed by January 7. Would it be possible to extend the due date to the end of January. We could return all 44 responses and six case files by January 28th.

Please let me know.

Thank you,

Erin Murphy
Director

New York State Department of Labor | Audit Unit
Harriman State Office Campus
Building 12, Room [REDACTED] Albany NY 12240
Office: [REDACTED]
[Facebook](#) | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

WE ARE YOUR DOL



From: Lovely, Cathy - ETA [REDACTED]
Sent: Wednesday, December 8, 2021 9:02 PM
To: Thompson, Lars E (LABOR) [REDACTED]; Murphy, Erin (LABOR) [REDACTED]
Cc: Filburn, Susan (LABOR) [REDACTED]
Subject: Touchback Monitoring Questionnaire - CARES Act Programs

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Hello Lars and Erin,

Thank you for New York's ongoing efforts with our office's CARES Act monitoring. Before issuing the monitoring reports, the last component of our fieldwork consists of a questionnaire covering MEUC and any issues that were created by guidance that was not available at the time of our review of your state. That questionnaire is attached. I realize there is a lot going on and the holidays are coming up, so please let me know if you do not expect to be able to return the completed questionnaire by **Friday, January 7, 2022**.

Please note, the questionnaire asks for six MEUC case files (3 allowed and 3 denied). If there is someone else on your team I should work with to create or transmit those files, please let me know.

Thank you again and let me know if you have any questions.

Cathy

Cathy A. Lovely

UI Program Specialist

USDOL/ETA

JFK Federal Bldg., Room [REDACTED]

Boston, MA 02203

[REDACTED]
[REDACTED]
Head up; Stay strong; Wear a smile; Move on.

Message

From: Gorevich, John J (LABOR) [REDACTED]
Sent: 10/14/2022 9:13:48 AM
To: [REDACTED]
CC: Thompson, Lars E (LABOR) [REDACTED]; Ronca, Karen D (LABOR) [REDACTED]; Filburn, Susan (LABOR) [REDACTED]; Lopez, Marisol - ETA [REDACTED]; Daly, Michelle M (LABOR) [REDACTED]
Subject: FW: New York UI-1 Report for Period Ending 09/30/2023
Attachments: FY 2023 UI-1 transmittal.pdf

Hello Cathy,

Your message to Lars was forwarded to me, as I am the contact for the UI1 report. We did transmit this report by the deadline. It is attached for your reference. Please let me know if anything additional is required.

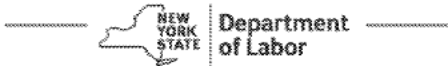
John Gorevich

Director of Financial Management Services

New York State Department of Labor | Administrative Finance

Harriman State Office Campus
Building 12, Room [REDACTED] Albany NY 12240
Office: [REDACTED]

WE ARE YOUR DOL



From: Lovely, Cathy - ETA [REDACTED]
Sent: Thursday, October 13, 2022, 5:47 PM
To: Thompson, Lars E (LABOR) [REDACTED]
Cc: Filburn, Susan (LABOR) [REDACTED]; Lopez, Marisol - OASP [REDACTED]
Subject: New York UI-1 Report for Period Ending 09/30/2023

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Hi Lars,

The national office has not received NY's UI-1 report for 9/30/2023, which was due by 9/30/2022. I do not know who the contact is for NYSDOL report. Could you please either forward this to the appropriate person or

send me their email address so I can reach out to them directly to find out when the report will be submitted? I would then add their information to my Contacts so I would not have to bother you again with questions about the UI-1 report.

Thank you for your help with this.

Cathy

Cathy A. Lovely

UI Program Specialist and Regional
Contact for BPC/Integrity, Tax/TPS, etc.
USDOL/ETA Boston Regional Office
[REDACTED]

Head up; Stay strong; Wear a smile; Move on.

Non Delivery Report

From: Microsoft Outlook
Sent: 7/18/2022 9:26:52 AM
To: @dol.gov
Subject: Undeliverable: New York Staff Designation - PUA IPER Sept. 2022
Attachments: New York Staff Designation - PUA IPER Sept. 2022

Your message did not reach some or all of the intended recipients.

Subject: New York Staff Designation - PUA IPER Sept. 2022

Sent: 7/18/2022 9:26:53 AM

The following recipient(s) cannot be reached:

@dol.gov on 7/18/2022 9:26:53 AM

Diagnostic code = NoDiagnostic; Reason code = TransferFailed; Status code = 500

< #5.0.350 smtp;550 5.0.350 Remote server returned an error -> 550 #5.1.0 Address rejected.>



Your message to @dol.gov couldn't be delivered.

When Office 365 tried to send your message, the receiving email server outside Office 365 reported an error.

Lars.Thompson

Office 365

PUA_Review

Sender

Action Required

Policy violation or system error

How to Fix It

Check the "Reported Error" from the "Error Details" section shown below for more information about the problem. The error might tell you what went wrong and how to fix it. For example, if the error states that the message was blocked due to a potential virus or because the message was too large, try sending the message again without attachments.

If you're not able to fix the problem, it's likely that only the recipient's email admin can fix it. Contact the recipient by some other means (by phone, for example) and ask them to tell their email admin about the problem. Give them the "Reported Error" from the "Error Details" section below.

Was this helpful? [Send feedback to Microsoft.](#)

More Info for Email Admins

Status code: 550 5.0.350

Message

From: Thompson, Lars E (LABOR) [REDACTED]
Sent: 10/20/2022 8:59:04 AM
To: [REDACTED]
CC: Poirier, Amanda - ETA [REDACTED] Filburn, Susan (LABOR) [REDACTED]
Administrative Group [REDACTED]
Ronca, Karen D (LABOR) [REDACTED] Geskey, Stephen
(LABOR) [REDACTED]
Subject: Re: Verification and support for ETA 2112 reports (NY)

Received and we'll be getting back as soon as we can. Understood.

Get [Outlook for Android](#)

From: Lovely, Cathy - ETA [REDACTED]
Sent: Thursday, October 20, 2022 8:30:44 AM
To: Thompson, Lars E (LABOR) [REDACTED]
Cc: Poirier, Amanda - ETA [REDACTED]
Subject: FW: Verification and support for ETA 2112 reports (NY)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good morning Lars,

I apologize for the interruption, but the NO and KPMG need NYSDOL's response as soon as possible. They are asking NYSDOL to 1) verify that the negative entries are correct in row 30 and beyond on the attached report and 2) provide the reason(s) for the large negative entries. Let me know if you prefer that I reach out directly to a member of your fiscal team for this information.

Thank you.

Cathy

Cathy A. Lovely

UI Program Specialist and Regional
Contact for BPC/Integrity, Tax/TPS, etc.
USDOL/ETA Boston Regional Office
[REDACTED]

Head up; Stay strong; Wear a smile; Move on.

From: Pasquale, Karen - ETA [REDACTED]
Sent: Friday, October 14, 2022 5:14 PM
To: Thompson, Lars E (LABOR) [REDACTED]
Cc: Poirier, Amanda - ETA [REDACTED]
Subject: FW: Verification and support for ETA 2112 reports

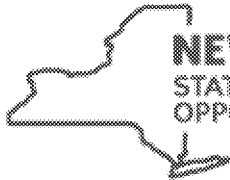
Lars, NO had a meeting with KPMG and they've identified a couple of areas of concern where states reported negative net disbursements in the benefit payment account on particular ETA 2112 reports. For region 1, that includes the following:

NY's January 2022 report

We need NY to verify that the negative disbursements are correct and to explain the reason for the large negatives? They're looking specifically at row 30 and the rows below that net to that figure. The report is attached for reference.

KPMG is hoping NY can provide the info as soon as possible in order to resolve the concern.

Thanks Lars.



NEW YORK
STATE OF
OPPORTUNITY.

StateJobsNY

Review Vacancy

Date Posted: 03/20/20

Applications Due: 05/08/20

Vacancy ID: 80204

**Duties
Description**

Standard Duties:

As a Senior Employment Security Clerk assigned to New York State Department of Labor (DOL)'s Unemployment Insurance (UI) Telephone Claims Center, you would:

- Instruct customers on the requirements and methods of certifying for benefits including the consequences of failure to certify
- Process claims and make appropriate determinations
- Ensure that the customer understands the criteria for alternative methods of becoming entitled to benefits
- Interact with other offices and governmental agencies to obtain information that may affect customer eligibility
- Provide information regarding the hearing process so customers understand their due-process rights; and explain penalties and forfeitures of benefits
- Respond to business inquiries or complaints regarding UI benefit claims
- Work under the pressure of continuous public contact

Message

From: Lukaszewski, Doug (LABOR) [REDACTED]
Sent: 9/30/2020 9:20:14 PM
To: Stapleton, Kevin - ETA [REDACTED]
CC: Brown, Scott F (LABOR) [REDACTED]
Subject: RE: Movement in PUA initial claims

I hesitate to speculate as my impressions would not be soundly rooted in or supported by the data. The exact drivers are unclear at this time.

From: Stapleton, Kevin - ETA [REDACTED]
Sent: Wednesday, September 30, 2020 4:07 PM
To: Kang, Daeshik (LABOR) [REDACTED]; Anwar, Ahmad (LABOR) [REDACTED]
Lukaszewski, Doug (LABOR) [REDACTED]; Brown, Scott F (LABOR) [REDACTED]
Subject: Movement in PUA initial claims

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Good afternoon,

Can someone provide any insight into the movement in New York's PUA initial claims over the past couple of weeks? Reported PUA initial claims increased from 31,284 in the week ending 9/12, up to 41,016 in the week ending 9/19 and back down to 33,141 in the week ending 9/26. This would appear from the weekly series to be an anomalous one week jump and I'm wondering if there is an explanation for it.

I recognize it's a bit late in the day, but I'm hoping to have something before tomorrow morning news release. Whatever information you might be able to provide this afternoon or first thing tomorrow morning would be appreciated.

Thank you,

Kevin A. Stapleton
Supervisory Actuary – Division of Fiscal & Actuarial Services
Office of Unemployment Insurance – U.S. Department of Labor