Project Closeout Report
Presented to the IT Committee August 16, 2011

Project Name: Unemployment Insurance Internet Claim Entry (UI ICE) Reemployment Enhancement project

Agency: Job Service North Dakota

Business Unit/Program Area: Unemployment Insurance / Reemployment

Project Sponsor: Mark Butland

Project Manager: Val Brostrom

Objectives		
	Measurements	
Project Objectives	Met/ Not Met	Description
Enhance JSND reemployment group's capability to tailor services to individual claimants.	Not Met	• Increase the return to work numbers from 14% to 20%. (the economic climate during the measurement timeframe will have a direct impact on the target of 20%)
Increase level of claimant self service.	Expected to be met Not met	• Increase the number of reemployment claimants served per case manager by 10%. • Decrease overall call volume by 10%.
Increase the awareness of job opportunities and provide electronic notification of employment events (ie. provide information on job fairs to claimants)	Met Met	• The ability to automatically notify claimants electronically of jobs that match their skills. • The ability to electronically notify claimants of employment related events in their area.
Implement calendar "to do" list and active reminder capabilities for claimants	Met Expected to be met	• Ability to send reminders to claimants • Reduce the average number of issues (IR,ER,RG) for claimants who have opted-in to receive electronic notifications by 25%

Measurements stated as "not met" are because JSND needs more time to determine if the measurement was met or not. Due to federal constraints, the project must be closed and no funds spent after June 30, 2011.

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	10 Months	10 Months	10 Months	0.4% Under	0.4% Under

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	$615,025	$615,025	$357,576	31.6% Under	31.6% Under

Major Scope Changes
There were no major scope changes

Lessons Learned
• Resources being pulled off of the project caused the project to become delayed early on, therefore causing phases to be overlapped and the implementation delayed. • It took longer than anticipated to narrow down the scope. This created a shorter time to get through the design, development, and testing of the project. • The overlapping of some of the tasks was successful. However, it did cause some confusion during

user acceptance testing. The preference is to not overlap tasks.
- Defining the requirements with GSI took longer than anticipated. This created a delay to the start of some of the ITD development work.
- GSI contacted different team members through the course of the project rather than utilizing a single point of contact. The team member roles could have been more clearly defined for them.
- The start of the implementation plan was just in time. If it would have been any later, there would have been resource problems.
- Implementation went very smooth.
- Testing went very well coordinating through the Job Service test coordinators.
- Job Service could have spent a little more time documenting the test scenarios.
- Short daily team status meetings prior to implementation would have helped the sponsor understand the status of the remaining test items and implementation prep tasks.

Success Stories

- Work Search Verification is very effective. Job Service is already receiving letters back from employers indicating both contact not made or contact made and job refused. As a result the claim is stopped and the issue investigated to determine if a disqualification for a period of time should be imposed.
- Claimants like that they can enter their job contacts weekly rather than every four weeks. This is expected to reduce the number of claim issues and provides faster notification to the agency of claim issues that need to be investigated. Also, the new process is expected to reduce the amount of overpayments as the issue should be detected earlier than in the previous process.
- Claimants like the automated job matches that are returned at the time they log into the UIICE system. They can then 'click' and apply. They are using the list provided by the system as the basis for their work search efforts. Provides job leads to claimants who are intimidated by computers and not as likely to use the search functions.
- Case managers can schedule appointments on the claimant's calendar and it also puts the appointment on the case manager's calendar as well.
- The response to the online Fact Finding has been positive. Responses are received much more quickly allowing claimants to receive quicker resolution to issues, mail and scanning staff time saved as the response is written directly to the fact finding database for adjudication staff and also directly to FileNet as a permanent record. Responses are much more legible as it is all typed. Responses received by mail or fax can be very difficult if not impossible to read and require follow up with sender.
- The online calendar seems to be very popular with claimants and provides them a single point to reference for all the tasks that they need to complete and associated due dates. The claimant is able to select the task from the calendar and the system will take them to the location where the task can then be completed. This is expected to reduce claim issues and potential overpayment situations.