

Department of Labor

Business Process Analysis helps states reduce improper payment and improve customer service

Objective

Conduct a business process analysis effort to identify areas of improper payment within the Unemployment Insurance claims process and support best practices in the UI Benefits Payment Program.

Approach

Radha performed a business process analysis to review and analyze people, business process and technology surrounding the Unemployment Insurance Claim process

Results

Radha identified areas, processes and technologies contributing to the improper payment rate. Recommendations that enabled the agency to rollout measures to reduce fraud and improve customer service

Services Provided

- Business Process Analysis
- Value Stream Mapping
- Data Analysis
- System Analysis
- Organizational Review
- Change Management
- Audience/Focus Group Analysis

There is a national effort to reduce fraud and improper payment across Unemployment Insurance. The Department of Labor in multiple states needed to conduct a business process analysis of the Unemployment Insurance benefits program to reduce fraud and improve customer service.

Two state agencies had distributed over \$375 million dollars in the form of UI benefits. With the improper payment rate estimated to be 14.7%, this translated to over \$50 million dollar in improper payments.

The agencies need help in identifying areas of improvement and set the stage for reengineering processes with an aim of reducing improper UI payments, improving customer and setting measurement goals for internal staff performance.