

State of Wyoming
Unemployment Insurance
Update Presentation

2004 UI Technology Connection Conference

- I. Introduction of Wyoming delegates
 - a. Joan Fogle – Business Systems Specialist; Unemployment Insurance Division, located in Casper; Call Center and Internet Continued Claims Project Manager
 - b. Mary Peterson – Unemployment Insurance Employer Services Supervisor; Employment Tax Division, located in Casper
 - c. Bill Cole – Workers Compensation Employer Services Supervisor; Employment Tax Division, located in Cheyenne
 - d. Jeff Eckhart – IT Developer Manager for the Unemployment Insurance and Employment Tax Divisions, located in Casper. An IT Section in Cheyenne supports the Workers Compensation Division.
- II. Accomplishments for the last year
 - a. All of our major accomplishments this year were actually created in-house. A feat in itself that we are quite proud of providing.
 - b. Wage Record Interface System (WRIS)
 - c. IB6 Enhancements
 - d. Eligibility Review Program
 - e. Dynamic survey form
 - i. A means of providing an online (Internet) survey form for state agencies to dynamically seek feedback on their provided products and services.
 - f. Wyoming Internet Reporting for Employers (WIRE)
 - i. An online (Internet) method for employers to file Unemployment Insurance and/or Workers Compensation Taxes.
 - ii. Demo site: <http://doe.state.wy.us/wiredemo>
 - iii. Usage trends
 - 1. Typical Quarterly Total of 19,600 reports & 270,000 wage records
 - 2. Live (April, 2003): 2003Q1: 906 reports (4.62%) & 17316 wage records (6.41%)
 - 3. Current: 2004Q1: 3593 reports (18.33%) & 87395 wage records (32.37%), indicating that Wyoming's largest employers are filing via the Internet.
- III. Current active projects
 - a. Again, with the exception of preliminary design and coding efforts provided by the ITSC on the Call Center Application, all of the following projects are being accomplished in-house.
 - b. Call Center Application

- i. The application is nearing a point where it can go to production, providing access for the Call Center staff with a real-time connection to the Mainframe Benefits system from an N-Tier interface.
 - c. Internet Continued Claims
 - i. A means of providing Internet access for claimants to file Continued Claims.
 - ii. The project is currently in the requirements collection phase.
 - iii. This functionality is in addition to the current paper process and Interactive Voice Response system.
 - d. Electronic Funds Transfer for WIRE system
 - e. Internet/Intranet filing of Amending Reports for WIRE system
 - f. Current Modernization (a.k.a., REWRITE) efforts
 - i. A Technology Review of the Unemployment Insurance Program was conducted by MAXIMUS during the last quarter of 2003.
 - ii. A committee consisting of supervisors, users and technology personnel is in place to consider modernization efforts.
- IV. Planned initiatives
 - a. WIRE system:
 - i. Intranet Audit Program
 - 1. For the auditor's office to readily perform auditing functions.
 - ii. Internet Employer Registration
 - 1. For new Employers to register their companies via the Internet.
 - 2. A federal grant application is in process to request funding.
 - iii. Internet Account Changes
 - 1. For Employers to make changes to their accounts via the Internet.
- V. How we fund our projects and programs
 - a. Unemployment Insurance Division is 100% federally funded. There are some state funds mixed in with Department of Workforce Services activities, and Workers Compensation, but not in the Unemployment Insurance program.
 - b. Employment Tax Division is a merger of the state's Unemployment Insurance and Workers Compensation tax programs, so both programs jointly fund projects that touch both types of tax.
- VI. Contact persons should other states have follow-up questions
 - a. Unemployment Insurance Related:
 - i. Name: Joan Fogle
 - ii. E-mail: jfogle@state.wy.us
 - iii. Phone: (307) 235-3295
 - b. Employment Tax Related:
 - i. Name: Mary Peterson

- ii. E-mail: mpeter@state.wy.us
 - iii. Phone: (307) 235-3203
- c. Workers Compensation Related
 - i. Name: Bill Cole
 - ii. E-mail: bcole1@state.wy.us
 - iii. Phone: (307) 777-6035
- d. Technology Related
 - i. Name: Jeff Eckhart
 - ii. E-mail: jeckha@state.wy.us
 - iii. Phone: (307) 473-3849
 - 1. If necessary, I will direct the request to the appropriate personnel.