

# How the Next Administration Can Use Technology To Prevent Another Unemployment Insurance Meltdown

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# PART I: Digital Benefits Coalition

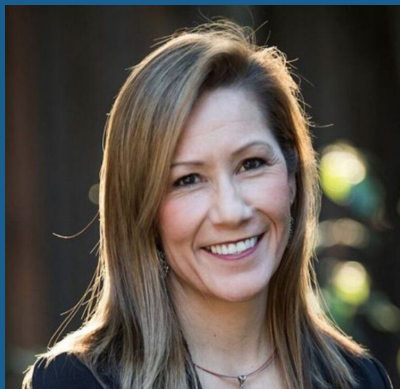


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# PART II: Unemployment Insurance



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# Using data to streamline benefit delivery

## DAY ONE PROJECT

Responding to the COVID-19  
Unemployment Crisis and Meeting  
the Future of Work Challenge

Marcus Courtney  
Adam Bobrow

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The Day One Project offers a platform for ideas that represent a broad range of perspectives across S&T disciplines. The views and opinions expressed in this proposal are those of the author(s) and do not reflect the views and opinions of the Day One Project or its S&T Leadership Council.

- New COVID lockdowns will precipitate another UI surge; new UI funding should follow. The incoming Biden Administration can fix the pipeline so benefits reach eligible recipients in a timely way.
- President Biden can fix the broken system through Executive action because states are distributing federal funds and respond to federal incentives.
- Digital services on the ground combined with a federal data portal can streamline eligibility data calls to offer UI systems the scale they need.



# What is the New Practice Lab?

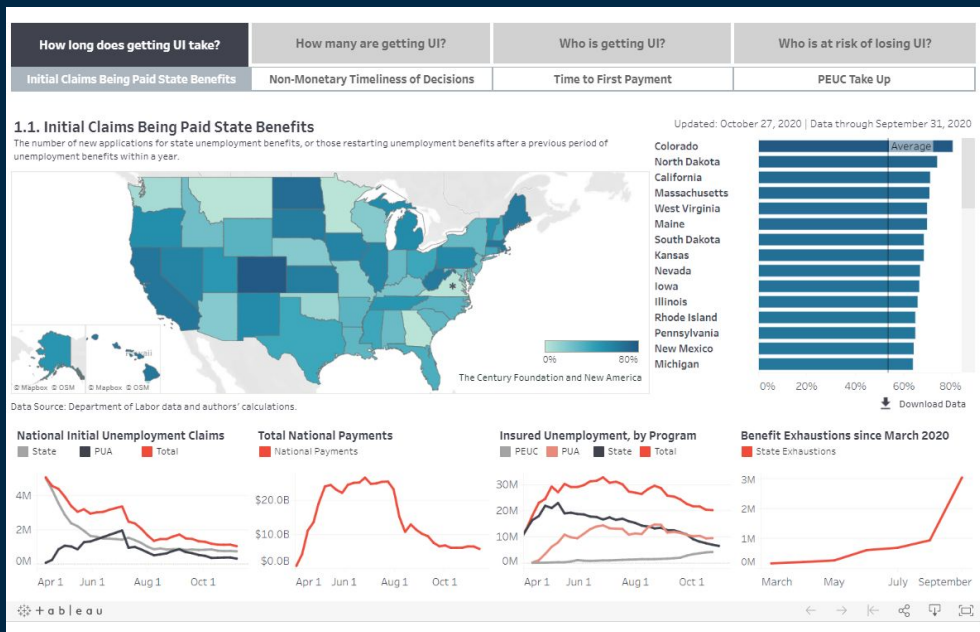
The New Practice Lab works at the intersection of ideas and on-the-ground experimentation to improve the design and delivery of policies focused on family economic security and wellbeing.

We believe policymaking should be **people-centered, iterative, data-enabled, and designed to scale.**

*By beginning and ending with the people we aim to serve, we aim to build policy that is truly responsive to people's needs.*

# Unemployment Insurance Data Dashboard

Focused on surfacing unemployment insurance data in ways that help state and federal leaders understand how to effectively take action. In the dashboard, we highlight:



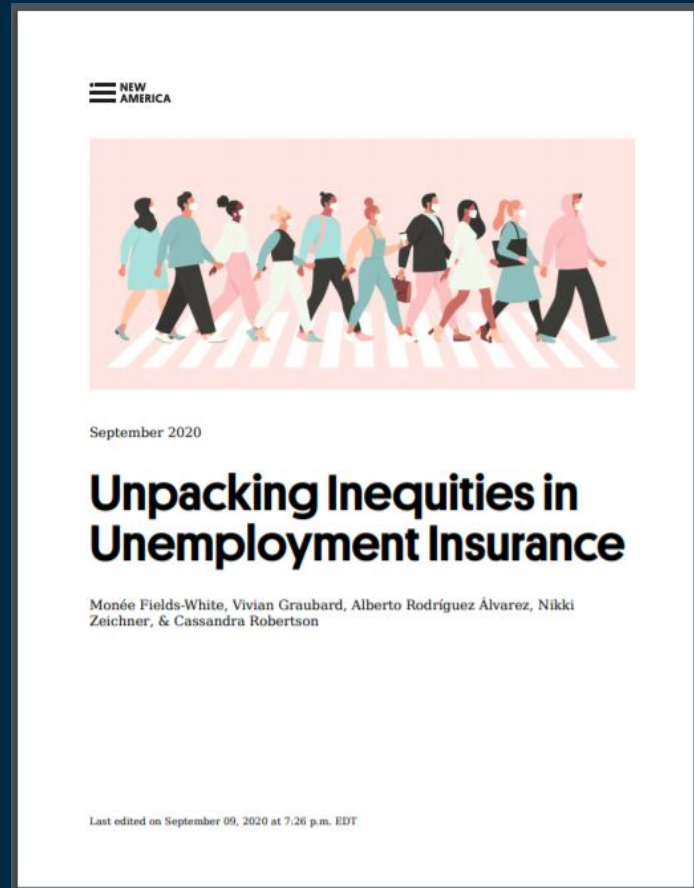
- How UI systems are performing on claims during the current economic crisis
- The impact of CARES Act benefits expiring
- The timelines for which benefits are delivered
- Demographics of benefits recipients,
- and total benefits payments.



# Unpacking Inequalities in UI

Over the course of eight weeks this summer, we interviewed **Black and Latinx** workers that lost their job or income due to COVID-19 about their experiences **navigating unemployment insurance (UI) and its digital systems.**

- UI is rife with these "compounding inequities" as are other critical government programs
- Technology expands the rules it was written with. If you don't rule out the Inequalities it will expand them.



# U.S. Digital Response

U.S. Digital Response connects experienced volunteer technologists with public servants and organizations responding to crisis.

We're nonpartisan, fast, and free.

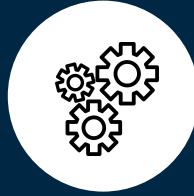
- Founded in March 2020 by former U.S. Deputy CTOs and tech industry veterans who led federal open data policies and digital government strategy
- Volunteers work with government teams to understand their challenges and get them the right tools to deliver critical services to the people who need them — all **within a few days to weeks**.
- Our **volunteers have deep expertise** spanning engineering, data science, content strategy, design, logistics and supply chain, and disaster response.

# How we engage



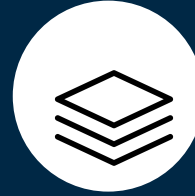
## Staffing

- Supplement the size and expertise of your team



## Tools

- Connect to free, effective solutions
- Help evaluate commercial options



## Platforms

- Build open-source systems and teach you how to use them