

TRAINING AND EMPLOYMENT NOTICE	NO. 25-22
	DATE April 17, 2023

TO: STATE WORKFORCE AGENCIES

FROM: BRENT PARTON /s/
Acting Assistant Secretary

SUBJECT: New Robotic Process Automation (RPA) Toolkit available on WorkforceGPS

1. **Purpose.** To announce the release of a new toolkit published on WorkforceGPS under the Unemployment Insurance (UI) Community of Practice (COP) website at <https://www.workforcegps.org>. This content describes RPA as a promising technology solution. The toolkit provides states with information on how using RPA in state Unemployment Compensation (UC) program administration can be appropriate and effectively leveraged by states, regarding RPA as a promising technology solution. The toolkit provides states with information on how using RPA in state UC program administration can be appropriate and effectively leveraged by SWAs.
2. **Action Requested.** The U.S. Department of Labor’s (Department) Employment and Training Administration (ETA) requests that State Workforce Agency (SWA) Administrators provide information contained in this Training and Employment Notification (TEN) to all appropriate staff, including Information Technology (IT) personnel, and ensure these staff have access to the WorkforceGPS UI COP webpage by creating an account or logging in to view exclusive content.
3. **Summary and Background.**
 - a. Summary – The ways work is managed and completed in the UI system has changed significantly in recent years with many states modernizing their IT systems while a significant number of states continuing to maintain legacy systems. Exacerbated by the COVID-19 pandemic, states face ongoing challenges regarding IT, staffing, and administrative and program operations. Recognizing the challenges and considering states’ interests in adopting more IT innovation in state UI program administration, ETA is introducing resources where states can obtain knowledge and promising practices on RPA.

RPA is used broadly in many industries, including within government and the public sector. RPA refers to a software solution that makes it easy to build, deploy, and manage virtual robots (also known as “bots”). These bots mimic staff interactions with existing UI systems and software. Bots can recognize content on a screen, perform data entry, navigate systems, identify and extract data, complete non-discretionary tasks, and perform a wide range of well-defined actions quickly and accurately. The use of RPA technology may allow staff to focus on other, more complex tasks which require

reasoning and judgement. ETA has observed promising practices for RPA through UI Tiger Team engagements and is using the UI COP to share these observations.

This TEN announces the availability of an RPA Toolkit on WorkforceGPS UI COP. This toolkit provides states with information about the benefits of implementing RPA and provides resources for states interested in starting an RPA program or further developing their existing RPA program. The toolkit includes a white paper, information and use cases from states that currently use RPA in the operations of their UC program, playbooks, change management support, RPA “plug-and-play” tools, and an RPA use case demo video from a state UI agency utilizing RPA. ETA invites you to access the RPA toolkit for information on RPA and how it may be used in state UC program administration; ways to implement RPA appropriately and effectively, in accordance with Department guidance; and examples from states that are using RPA in their UC programs.

ETA recognizes RPA as one of the priority areas for UI modernization to improve efficiencies on legacy and modernized systems, as well as assisting states with achieving timeliness goals. ETA identified the need for readily accessible RPA information and resources through engagements with states that participated in the ARPA-funded Tiger Team initiative. States are encouraged to gain familiarity with RPA and explore the toolkit documents to identify opportunities for RPA implementation that meet their needs.

- b. Background – On March 11, 2021, the President signed the American Rescue Plan Act of 2021 into law (Public Law (Pub. L.) 117-2). Section 9032, ARPA, creates a new Section 2118 of the Coronavirus Aid, Relief, and Economic Security (CARES) Act (Pub. L. 116-136) and provides funding to the Secretary of Labor (Secretary) to: (1) detect and prevent fraud, (2) promote equitable access, and (3) ensure timely payment of benefits to eligible workers with respect to UC programs. Such funds may be used for federal administrative costs; system-wide infrastructure investment and development; and to make grants to states or territories administering UC programs for such purposes, including the establishment of procedures or the building of infrastructure to verify or validate identity, implement federal guidance regarding fraud detection and prevention, and accelerate claims processing or process claims backlogs due to the pandemic. States are encouraged to visit the UI Modernization webpage at <https://www.dol.gov/agencies/eta/ui-modernization> for more information.

On November 2, 2021, the Department issued Unemployment Insurance Program Letter (UIPL) No. 02-22, to notify states of the availability of up to \$200 million in grant funding to support states with improving UC systems and processes that achieve the three goals of Section 9032, ARPA. States must first engage with the Department to complete a consultative assessment of their UC program. During this assessment the Department leverages a multi-disciplinary team of experts (*i.e.*, UI Tiger Teams) designed specifically to analyze state UC systems and process challenges. The Tiger Teams work with states to identify areas to enhance their existing efforts towards achieving these three goals and make actionable recommendations for the states to implement using available grant

funding. The Department also provides project implementation support if states are interested in using these resources and services. Additional detail on project implementation support is provided in UIPL No. 03-23. States interested in participating should contact their ETA Regional Office by the March 31, 2023 deadline, provided in UIPL No. 02-22, Change 2. Additional details on UI Tiger Teams and how to participate are provided in UIPL No. 02-22 and UIPL No. 02-22, Change 2.

Established in 2011, the UI COP provides a means for ETA and states to communicate important information and share promising practices and program improvements. The UI COP is a private community available exclusively to state and federal UI practitioners. TEN No. 18-11.

4. RPA Resources on WorkforceGPS

- a. **RPA Toolkit** – The new “RPA Toolkit” is hosted on ETA’s knowledge-sharing site, WorkforceGPS (<https://www.workforcegps.org>). This toolkit provides information on RPA as a technology and is a comprehensive location for information to support states with use of the technology, including known states’ use of the tool, promising practices, and lessons learned. The RPA Toolkit can be accessed directly at: https://www.workforcegps.org/resources/2023/04/UI_Content/Public_RPA_Toolkit_Landing_Page.
- b. **RPA Project Support** – The Department has consultative services available to answer questions and assist with starting or improving an RPA program. See UIPL No. 03-23.
- c. **Stay in the Know** – To automatically receive updates when new information and more promising recommendations are posted, ensure staff are registered for UI COP by having them visit the website at: <https://www.workforcegps.org/login?returnUrl=https://www.workforcegps.org/user/myprofile/my-communities>

5. **Inquiries.** Please direct inquiries to the appropriate ETA Regional Office.

6. References.

- American Rescue Plan Act, Pub L. 117-2, enacted March 11, 2021;
- Coronavirus Aid, Relief, and Economic Security (CARES) Act (Pub. L. 116-136), including Title II Subtitle A, Relief for Workers Affected by Coronavirus Act, enacted March 27, 2020;
- UIPL No. 03-23, *Availability of U.S. Department of Labor (Department) Funded Resources and Services to State American Rescue Plan Act (ARPA) Grantees*, issued March 6, 2023, <https://www.dol.gov/agencies/eta/advisories/uipl-03-23>
- UIPL No. 02-22, *Grant Opportunity to Support States Following a Consultative Assessment for Fraud Detection and Prevention, Promoting Equitable Access, and Ensuring the Timely Payment of Benefits, including Backlog Reduction, for all Unemployment Compensation (UC) Programs*, issued November 2, 2021, <https://www.dol.gov/agencies/eta/advisories/unemployment-insurance-program-letter-no-02-22>;

- UIPL No. 02-22, Change 1, *Extension of Time for States to Express Interest in the Grant Opportunity Announced in Unemployment Insurance Program Letter (UIPL) No. 2-22 to Support States Following a Consultative Assessment for Fraud Detection and Prevention, Promoting Equitable Access, and Ensuring the Timely Payment of Benefits, including Backlog Reduction, for all Unemployment Compensation (UC) Programs*, issued February 16, 2022, <https://www.dol.gov/agencies/eta/advisories/unemployment-insurance-program-letter-no-02-22-change-1>;
- UIPL No. 02-22, Change 2, *Extension of Time for States to Express Interest in the Grant Opportunity Announced in Unemployment Insurance Program Letter (UIPL) No. 02-22, to Support States Following a Consultative Assessment for Fraud Detection and Prevention, Promoting Equitable Access, and Ensuring the Timely Payment of Benefits, including Backlog Reduction, for all Unemployment Compensation (UC) Programs*, issued September 19, 2022, <https://www.dol.gov/agencies/eta/advisories/uipl-02-22-change-2>;
- TEN No. 18-11, *Unemployment Insurance (UI) Community of Practice (COP)*, issued November 30, 2011, <https://www.dol.gov/agencies/eta/advisories/training-and-employment-notice-no-18-11>; and
- UI Modernization webpage, <https://www.dol.gov/agencies/eta/ui-modernization>.

7. **Attachment(s)**. Not Applicable.