

TRAINING AND EMPLOYMENT NOTICE	NO. 05-23
	DATE August 11, 2023

TO: STATE WORKFORCE AGENCIES

FROM: BRENT PARTON /s/
Principal Deputy Assistant Secretary

SUBJECT: Benefit Accuracy Measurement (BAM) Investigator Virtual Instructor-Led Training and Data Validation (DV) Virtual Instructor-Led Training

1. **Purpose.** To announce the availability of BAM Investigator Virtual Training sessions and DV Training sessions.
2. **Action Requested.** State Administrators are encouraged to provide this information to appropriate staff.
3. **Summary and Background.**
 - a. Summary – The Employment and Training Administration (ETA) announces the availability of training for state BAM investigators and state DV staff through a partnership with the National Association of State Workforce Agencies (NASWA).
 - b. Background – The BAM program is designed to determine the accuracy of paid and denied claims in three major Unemployment Insurance (UI) programs. It does this by reconstructing the UI claims process using statistically valid samples of weekly paid and denied claims where the data is verified by trained investigators.

For claims that were overpaid, underpaid, or improperly denied, BAM investigators determine the cause of and the party responsible for the error, the point in the UI claims process at which the error was detected, actions taken by the agency and employers prior to the error, as well as the correct amount of benefits the claimant should have been paid.

The results of the review of the BAM samples are then used to estimate accuracy rates for the populations of paid and denied claims. BAM is also a diagnostic tool for Federal and State Workforce Agency (SWA) staff to use to identify systemic errors and their causes and assist staff to develop solutions to these problems.

DV is a systematic procedure for assessing the accuracy of ETA-required UI reports and is a critical part of guaranteeing the integrity of the UI program. States report UI data to ETA on a monthly and quarterly basis under the UI Required Reports (UIRR) system. The UIRR data are used for gathering economic statistics, allocating UI administrative funding, measuring state performance, and accounting for fund utilization. Therefore, it is important that states report UIRR data accurately and uniformly. States use the DV software provided by the Department of Labor to conduct the validation and submit results.

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U.S. DEPARTMENT OF LABOR
WASHINGTON, D.C. 20210**

Both Benefits and Tax data validation includes reconstructing reported counts from an independent audit trail known as the extract file, as well as investigating samples, that requires verifying data elements in state databases. States are required to validate reported data every third year, except for data elements used to calculate Government Performance and Results Act (GPRA) measures, which must be validated annually. Items that do not pass validation must be revalidated the following year. By ensuring states are reporting accurate counts and storing key data points correctly, the performance and workload data of a state UI program can be trusted.

4. **Virtual Training for BAM investigators and DV staff.**

- a. ETA worked with NASWA to develop a training course for state BAM investigators. This training is being conducted virtually in an instructor-led format. Participants will receive instruction in the fundamentals of BAM investigations, including fact finding, coding and writing the case summary. The courses are structured to be fully interactive and consist of four (4) four-hour long sessions (a total of sixteen (16) hours of training).
- b. State agencies are strongly encouraged to have both new and experienced BAM investigators participate in this training to fully prepare or refresh staff on conducting high quality BAM investigations. A maximum of 20 participants are allowed per course and early enrollment is recommended. For additional information and to enroll in this course, visit the NASWA Learning Management System (LMS) at <https://www.naswa.org/learning>.
- c. ETA also worked with NASWA to develop a training course for state DV staff. This training is being conducted virtually in an instructor-led format. Participants will receive instruction in the fundamentals of data validation for Benefits and Tax, including how to diagnose errors and build proper extract files. The courses are structured to be fully interactive and consist of four (4) three-hour long sessions (a total of twelve (12) hours of training).
- d. State agencies are strongly encouraged to have both new and experienced DV staff participate in this training to fully prepare or refresh staff on conducting the DV program. A maximum of 25 participants are allowed per course and early enrollment is recommended. There is also recommended “pre-training” course for participants. For additional information and to enroll in this course, visit the NASWA Learning Management System (LMS) at <https://www.naswa.org/learning>.

5. **Inquiries.** Please direct inquiries to the appropriate ETA Regional Office. Questions regarding these courses or accessing the LMS, may be directed to learning@naswa.org.

6. **References.** Not Applicable

7. **Attachment(s).** None