

TRAINING AND EMPLOYMENT NOTICE	NO. 09-23
	DATE November 22, 2023

TO: STATE WORKFORCE AGENCIES

FROM: LENITA JACOBS-SIMMONS /s/
Deputy Assistant Secretary

SUBJECT: Program Topic Locator for the Unemployment Insurance (UI) Community of Practice (COP)

1. **Purpose.** To announce the availability of a Program Topic Locator on the UI COP on WorkforceGPS and provide instructions on how to access the Program Topic Locator.
2. **Action Requested.** The U.S. Department of Labor’s (Department) Employment and Training Administration (ETA) requests that State Administrators provide information contained in this Training and Employment Notice (TEN) to all appropriate staff, and ensure these staff have access to the WorkforceGPS UI Community of Practice (UI COP) webpage <https://www.workforcegps.org> by creating an account and logging on to view content.

ETA developed the Program Topic Locator for the UI COP, and seeks feedback and suggestions to improve the content provided for each topic. State staff are encouraged to share their feedback with their ETA Regional Office, including best practices that could assist other states in operating their UI programs.

3. Summary and Background.

- a. Summary – This notice announces the availability of a new “UI-COP Program Topic Locator” that provides a single Table of Contents for all UI-related topics on the WorkforceGPS UI COP website. The “UI-COP Program Topic Locator” provides users with a more streamlined way of locating content, such as handbooks, training, conferences, references, required reports, and performances measures, within the UI COP web portal.
- b. Background – Established in 2011, the UI COP provides ETA and states with a means 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 staff.

4. **Information on the UI-COP Program Topic Locator.**

- a. The following list reflects the Summary of Topics found on the UI-COP Program Topic Locator, including several new topics:
- **NEW - Adjudications and Benefits, Timeliness and Quality (BTQ) Programs :** This page shares information about claims adjudication, BTQ tools, and provides resources to assist states with timely issuance of quality nonmonetary determinations.
 - **American Rescue Plan Act (ARPA) and Unemployment Compensation:** This page shares the latest information related to Unemployment Compensation and ARPA-funded projects focused on improving Timeliness and Backlog, Fraud Prevention and Detection, and Equitable Access, including resources related to Tiger Team engagements.
 - **Benefit Accuracy Measurement (BAM):** This page shares information on the BAM program, training materials, and other related tools and resources.
 - **Benefit Payment Control (BPC) (NEW):** This page shares information on the BPC program, required reporting, and other related tools and resources.
 - **Disaster Unemployment Assistance (DUA) (NEW):** This page shares information on the DUA program, including training materials, toolkits, templates, and other related tools and resources.
 - **Reemployment Services and Eligibility Assessments (RESEA):** This page shares information on the RESEA program, to assist states with operations, performance reporting, and to provide guidance and tools related to the evidence-based requirements of the RESEA Program. This page is also accessible by the public at <https://rc.workforcegps.org/>.
 - **Short-Time Compensation (STC):** This page shares information on the STC program, including training materials for states and other tools and resources. This page is also accessible by the public at <https://stc.workforcegps.org/>.
 - **UI Tax Program and the Tax Performance System (TPS) (NEW):** This page shares information on the UI Tax program and TPS program, including best practices, training materials, and other tools.
 - **Unemployment Compensation for Ex-Servicemembers (UCX) (NEW):** This page shares information on the UCX program and provides states with training materials, tools, and resources.

- **Unemployment Compensation for Federal Employees (UCFE) (NEW):** This page shares information on the UCFE Program, including training materials for states, best practices, and other tools.

For each of these topic areas, the locator provides links to the noted content and resources. ETA encourages states to use the “UI-COP Program Topic Locator” as a resource.

As of the date of the publication of this TEN, the topics listed below are shown at the “UI-COP Program Topic Locator” as “Coming Soon.” ETA plans to add resources related to these topics in the near future. WorkforceGPS users are encouraged to update their profile settings at <https://www.workforcegps.org> to receive email updates when new content is posted in the UI COP.

- Appeals
- Extended Benefits (EB)
- Self-Employment Assistance (SEA)

b. Instructions to Access the “UI-COP Program Topic Locator”

A state user must have a registered account and password to view information on the UI COP. Technical assistance and information regarding registration and/or password creation can be found under “Help” at <https://www.workforcegps.org/Help>.

To access the “UI-COP Program Topic Locator” and its linked content, go to <https://www.workforcegps.org>, select the link “Communities” and then “Unemployment Insurance.” Next, select “UI-COP Program Topic Locator.” The page is organized by topics/program areas/acronyms commonly used by UI Agency staff. Section 4.a. of this TEN summarizes topics that have active linked content.

5. **Inquiries.** Please direct inquiries to the appropriate [ETA Regional Office](#).

6. **References.**

- 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>;
- TEN No. 12-19, *New Reemployment Services and Eligibility Assessment (RESEA) Resource Pages*, issued January 3, 2020, <https://www.dol.gov/agencies/eta/advisories/training-and-employment-notice-no-12-19>;
- TEN No. 02-22, *New Benefit Accuracy Measurement (BAM) Resource Page*, issued July 25, 2022, <https://www.dol.gov/agencies/eta/advisories/ten-no-02-22>;
- TEN No. 24-22, *New Unemployment Insurance (UI) Tiger Team Promising Recommendations Resource Pages Available on WorkforceGPS*, issued April 17, 2023, <https://www.dol.gov/agencies/eta/advisories/ten-24-22>;

- TEN No. 26-22, *Availability of the Unemployment Insurance (UI) Equitable Access Toolkit*, issued May 12, 2023, <https://www.dol.gov/agencies/eta/advisories/ten-26-22>;
and
- TEN No. 06-23, *Announcing “Fundamentals of Equitable Access in Unemployment Insurance (UI)” Online Training*, issued September 1, 2023, <https://www.dol.gov/agencies/eta/advisories/ten-06-23>.

7. **Attachments.** None