

## National Identity (ID) Verification Offering – Roles and Responsibilities

*This list, though not exhaustive, describes some of the key roles and responsibilities of participating states and the Department when implementing the National ID Verification Offering.*

***Role of State UI Agencies Participating in National ID Verification Offering.*** The state Unemployment Insurance (UI) agency will, as needed:

- Assign a state UI agency staff member with decision-making authority for the state UI agency.
- Assign a state UI agency staff member responsible for day-to-day operations who will be available, as needed, to respond to issues that arise.
- Provide appropriate additional information technology (IT) staff support to maintain functionality.
- Provide the Department direct access to the state UI agency senior stakeholders across appropriate state UI agency components, as well as state UI agency staff who are knowledgeable in UI claims processing.
- Provide the Department with necessary state UI agency credentials, building and systems access (in adherence to the safeguards described in the data sharing agreement (DSA)), and IT resources.
- Provide the Department with access to necessary information related to the work the Department will perform, to include all relevant project materials, internal meetings, standard operating procedures, and other resources.
- Process claims that originate through participation with this offering and support individuals applying for and/or receiving unemployment compensation (UC), making any necessary adjustments to existing systems and processes and in adherence to merit staffing<sup>23</sup> principles set forth at Section 303(a)(1) of the Social Security Act and Departmental guidance.
- Collect sufficient information from individuals to facilitate ID verification and comply with Unemployment Insurance Program Letter (UIPL) No. 16-21, and any subsequent changes published by the Employment and Training Administration (ETA), for any individual that does not complete or fails to complete verification.
- Disclose individual-level data to the Department for purposes of assessing the effectiveness of ID verification (as described in Section 4.c.iii. of this UIPL).
- Provide feedback on the effectiveness of the experience, which may include collecting and sharing relevant program metrics and responding through surveys.
- For any materials that the state chooses to publish on their website, ensure that confidential UC information is redacted.

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<sup>23</sup> Use of one or both of the National ID Verification Offering products does not alter the state's obligation to employ merit staffing principles throughout the claim cycle for eligibility determinations, as set forth in Section 303(a)(1) of the Social Security Act and related Department guidance.

***Role of the Department Assisting Participating State UI Agencies with National ID Verification Offering.*** The Department will, as needed:

- Provide government-operated ID verification systems to states that support online ID verification services through partnership with General Services Administration's Login.gov and in-person ID verification services through partnership with the U.S. Postal Service, subject to the availability of funding and necessary agreements being in place.
- Support the state UI agency to set priorities, resolve issues, and ensure the design and delivery of digital services to the state UI agency and the individuals it serves.
- Support and promote the use of agile methodologies and modern technology infrastructure to deliver the scope of the offering.
- Give advice and technical assistance to the state UI agency on digital service solutions, information technology needs, business processes, and policy.
- Assist and conduct research with state UI agency customers and internal users to evaluate the offering and to determine how the services can be improved.
- As necessary, coordinate IT program activities with stakeholders endeavoring to achieve seamless integration of program elements with ongoing policy, leadership, and service delivery operations.
- As necessary, maintain responsibility for communication and outreach with appropriate stakeholders.