

The Next National Unemployment Crisis

**A Playbook for State and
Federal Stakeholders**

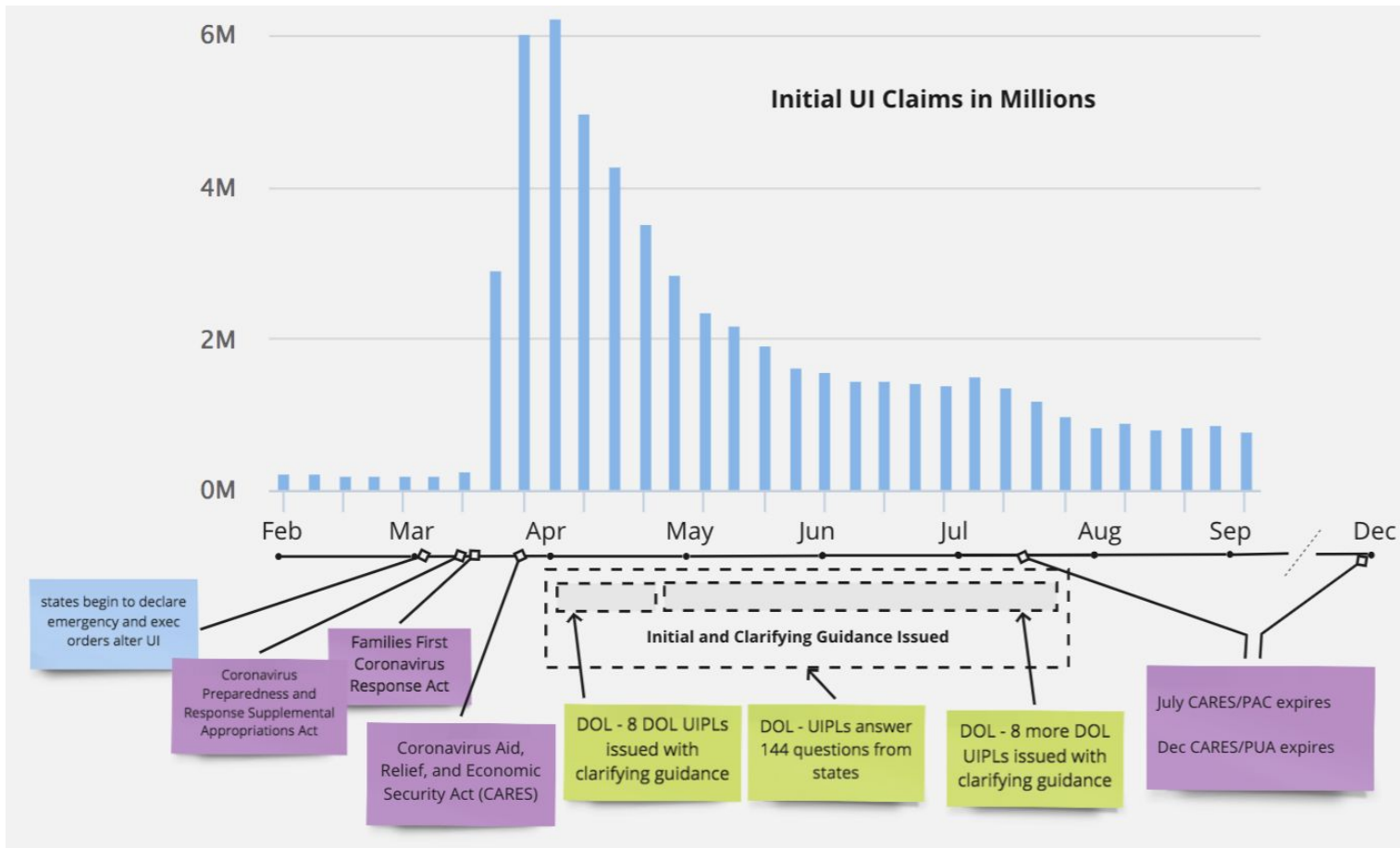
**Team Maple
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The Problem - and a Solution

Problem: The Federal government lacks an effective process to integrate the state UI agencies' input into crisis UI legislation/executive orders, resulting in both the inability of state agencies to implement the crisis UI programs in a timely manner and dashed expectations of unemployed workers eligible for UI benefits. In short, there is a critical misalignment.

Solution: The National Unemployment Crisis (NUC) Playbook

COVID Crisis: What Happened With Unemployment?



What Could Have Happened

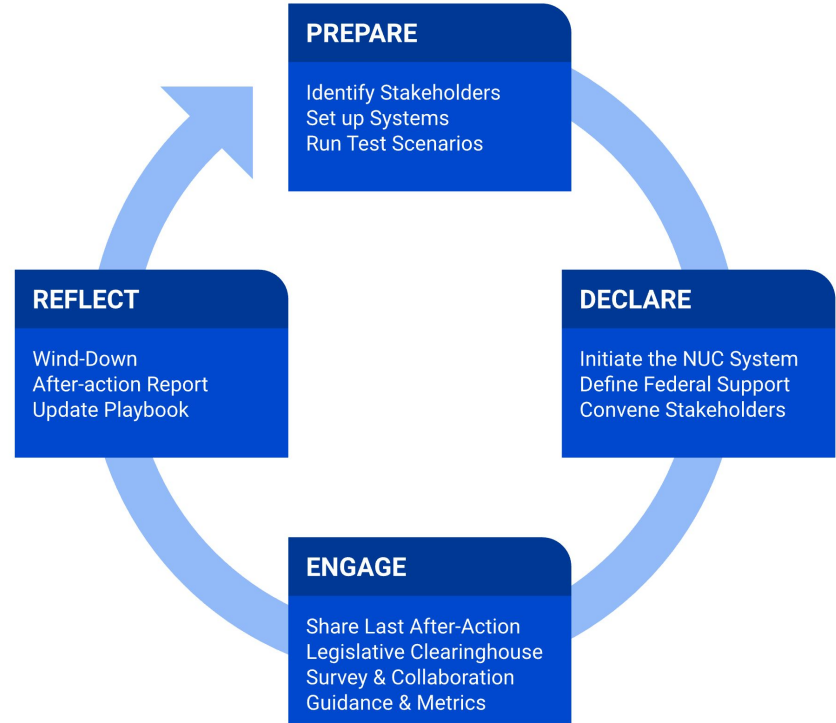
- Consistent Communication by Stakeholders Before and During Crisis
- Federal Crisis Legislation that Aligned Stakeholders
- Timely and Consistent Collaboration Between DoL and State Agencies
- Faster and More Effective Delivery of UI Benefits

Our Solution: The NUC Playbook

nucp.org

A process to prepare for and execute on national unemployment crises, regularly updated and exercised.

Printing? Download PDF at pdf.nucp.org



What Success Looks Like

Set Metrics

01

Success metrics are set based on goals that include core DOL metrics used to evaluate state UI performance

Collect Appropriate Data

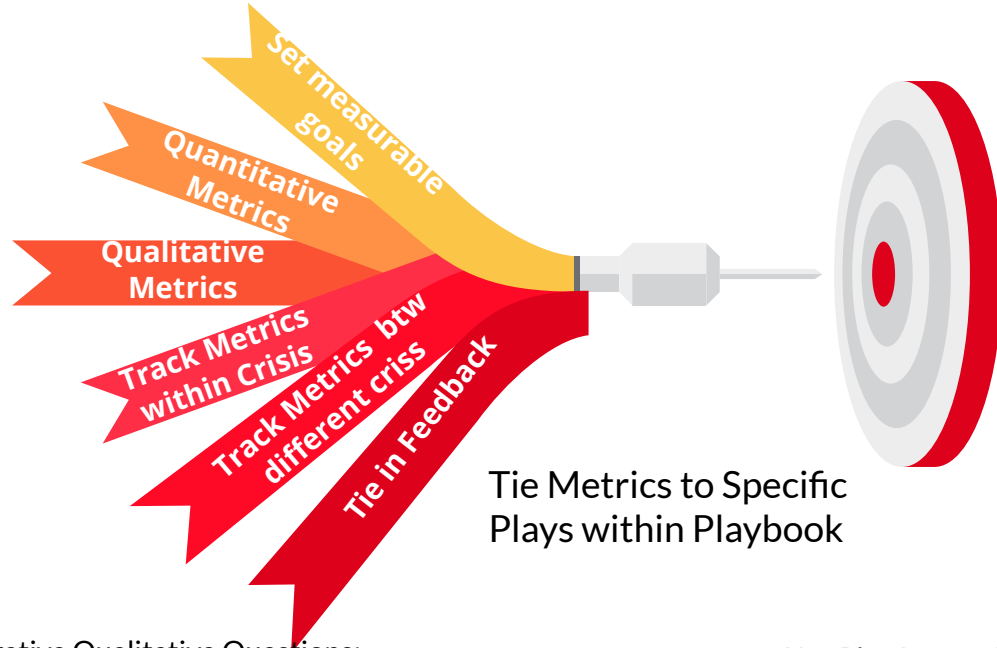
02

Share the evaluation results and recommendations for improvement with government partners, decision makers, and community stakeholders

Provide Feedback & Reiterate

03

Re-evaluate and re-iterate to reach success



Illustrative Qualitative Questions:

- Were you aware of the Playbook?
- Was the advice useful?
- Payment Promptness
- Average Age of Pending Lower Authority Appeals:

Key Play Impact Factors

- Relevance
- Uplift
- Completeness
- Implementation Cost

THANK YOU!

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