

Division of Employment Security

Fraud Prevention and Overpayment Recovery
2012 Initiatives

Latest DES Initiatives

- Increased Investigative Efforts
 - Staff adjustments
 - Interface with district attorneys and OIG
- Treasury Offset Program Implementation
 - Recovery of UI overpayments through IRS
 - 19,065 recipients notified
 - \$50 million – Initially \$15 million
 - Start – January 2013
- Increased Use of Technology
 - National Directory of New Hire
 - Division of Corrections
 - NC FACTS

Latest DES Initiatives

- Employers are critical to good decisions
 - Timely responses on all cases
 - Encourage employers to use electronic system for response
 - DES staff – more effort to contact employers
 - More claims information to employers
- Claimants
 - Require more accurate information
 - Better explanation of importance of accurate statements
 - Consequences explained
 - Actively seeking work - individual conference required

Latest DES Initiatives

- Improved Initial Claims Adjudication
 - Better Supervision
 - Added staff to improve timeliness and quality
 - Upgraded internal procedures following DOL review

Latest DES Initiatives

- Improving Business Processes
 - UI Benefits Information Systems (IS) to be replaced
 - RFP process to start in December 2012
 - 3 years
 - Upgrading operating practices
 - Now – reliance on paper documents - delays in claims care processing
 - December 2012 thru October 2013 – NCSU/DES
 - Imaging of documents for quicker access