

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION UI
	CORRESPONDENCE SYMBOL OUI /DUI O
	DATE October 31, 2011

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 01-12

TO: STATE WORKFORCE AGENCIES

FROM: JANE OATES /s/
Assistant Secretary

SUBJECT: Release of the new Withdrawal/Invalid Claim (WIC2) Application on the Unemployment Insurance Interstate Connections (UI-ICON) Network.

1. Purpose. To advise states that on October 31, 2011, the current Withdrawal/Invalid Claim (WIC) application will be discontinued and a new “enhanced” WIC application, called WIC2, will be implemented on November 1, 2011.

2. References. Employment and Training (ET) Handbook No. 392, Handbook for Interstate Claimstaking; ET Handbook No. 399, Interstate Arrangement for Combining Employment and Wages; and Unemployment Insurance Program Letter (UIPL) Nos. 23-98 and 28-98.

3. Background. The WIC application that is part of the UI-ICON network is designed to assist states in taking and processing unemployment insurance (UI) claims and providing services to claimants that have been determined ineligible or have withdrawn a claim in another state(s) (such as a combined wage claim). It allows states to better assist UI claimants by being able to check for ineligible monetary determinations issued by another state(s) and/or to verify a claim that has been withdrawn by the claimant after filing such claim. The WIC application provides for a real-time transmission of certain claim data to the UI-ICON central repository, called the “Hub,” where it is maintained on file for access by other states, as needed. The WIC application allows a state from which a claimant had received an ineligible monetary determination, or the state against which a combined wage claim is withdrawn, to provide specific information pertaining to that claim for use by the state against which the claimant may wish to file a new “substitute” claim.

Information contained in the WIC application includes a claimant’s social security number (SSN); name; address; telephone number; backdate code; a remarks section; weeks claimed; and any overpayment amount(s). The information allows the state against which a new “substitute” claim is being filed to determine, for example, whether a backdated claim may be permitted.

Since the implementation of the WIC application, states have identified needed enhancements that would allow for the capture of more information to permit states to make UI determinations and process claims without some of the current delays due to lack of needed data. The UI-ICON

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contractor was tasked with making the enhancements to the WIC application based on input from the UI Interstate Benefits Subcommittee of the National Association of State Workforce Agencies.

4. The WIC2 Application. As noted above, the revised WIC application, called WIC2, was developed to provide the additional functionality requested by states to assist in UI claims processing. Features of WIC2 include:

- Allowing more than one state to add an SSN at the hub;
- Allowing one state to add the SSN more than once with different effective dates;
- Allowing states to update a record without re-keying the entire record;
- A help screen that lists backdate codes with their meanings;
- Allowing 56 occurrences of weeks claimed and earnings amounts;
- A field to enter the extension for the state staff telephone number;
- The requirement to reenter the SSN for verification purposes; and
- An “authorize overpayment recovery” field.

Also, while the WIC application ran only on the UI-ICON network, the WIC2 application will run on the UI-ICON network as a web application. The WIC2 web application will have all the same features as the UI-ICON network version and would allow a state to implement the WIC2 application without additional programming. The UI-ICON network adheres to the Federal Information Security Management Act and National Institute of Standards and Technology guidance.

Furthermore, 10 states tested the WIC2 application. The states include: Connecticut, Florida, Georgia, Idaho, Iowa, Massachusetts, Minnesota, Nevada, Oregon, and Wisconsin.

States have three options in implementing the WIC2 application: 1) Install Model Code; 2) Install their own application; and/or 3) Utilize the WIC2 Web application. States that choose to install model code or update their own application may simultaneously utilize the WIC2 Web application as well. Detailed installation guides for all of these install options are available on the following Web site <https://www.ui-icon.org/iconprog/>.

States that need assistance in installing the WIC2 application may contact UI-ICON Customer Support at 1-800-327-9250 and choose Option 2.

5. Action Requested. State Administrators are requested to provide this information to appropriate staff.

6. Inquiries. Direct questions to the appropriate Employment and Training Administration Regional Office.