

The Next National Unemployment Crisis

**A Playbook for State and
Federal Stakeholders**

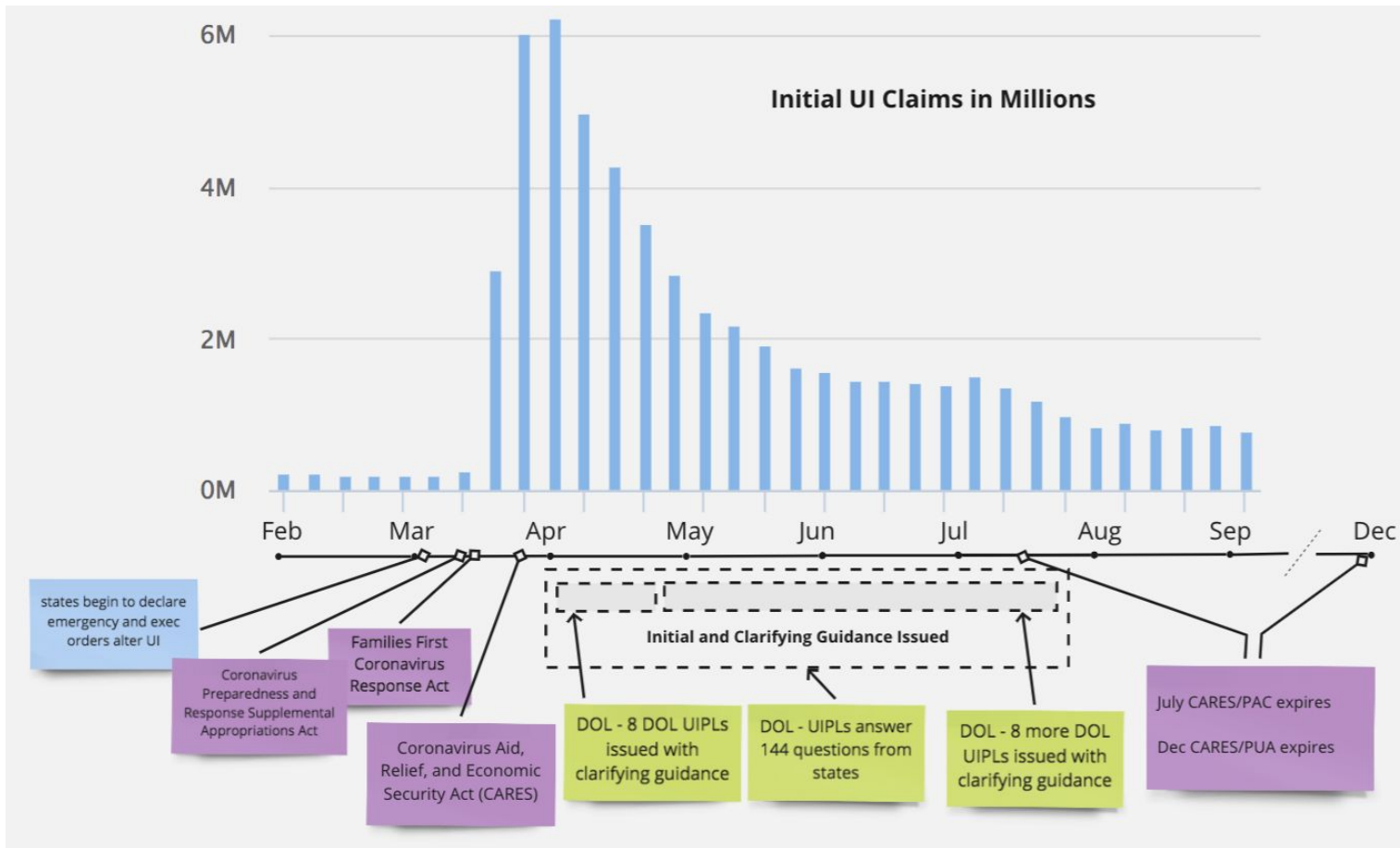
Team Maple

The Problem and a Solution

Problem: The Federal government lacks an effective process to integrate the state unemployment insurance (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 Should Have Happened, But Didn't

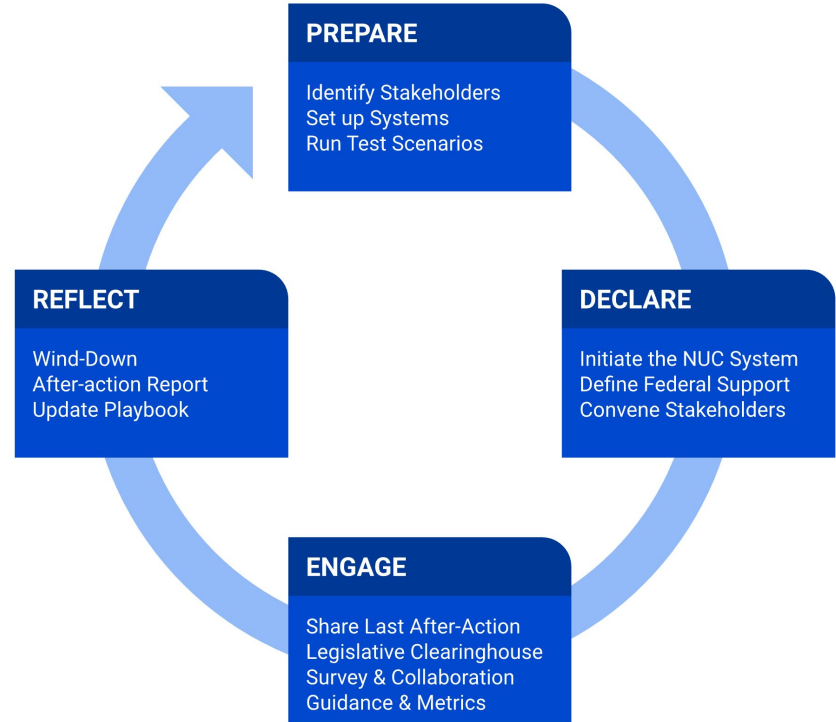
- Consistent communication by stakeholders before and during the crisis
- Federal crisis legislation that aligned stakeholders
- Timely and consistent collaboration between the Department of Labor (DOL) and state unemployment agencies
- Faster and more effective delivery of UI benefits

Our Solution: The NUC Playbook

nucp.org

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

Download report at pdf.nucp.org



What Success Looks Like

Set Metrics

01

Success metrics of Playbook should be set based on goals that include core DOL metrics used to evaluate state UI performance

Collect Appropriate Data

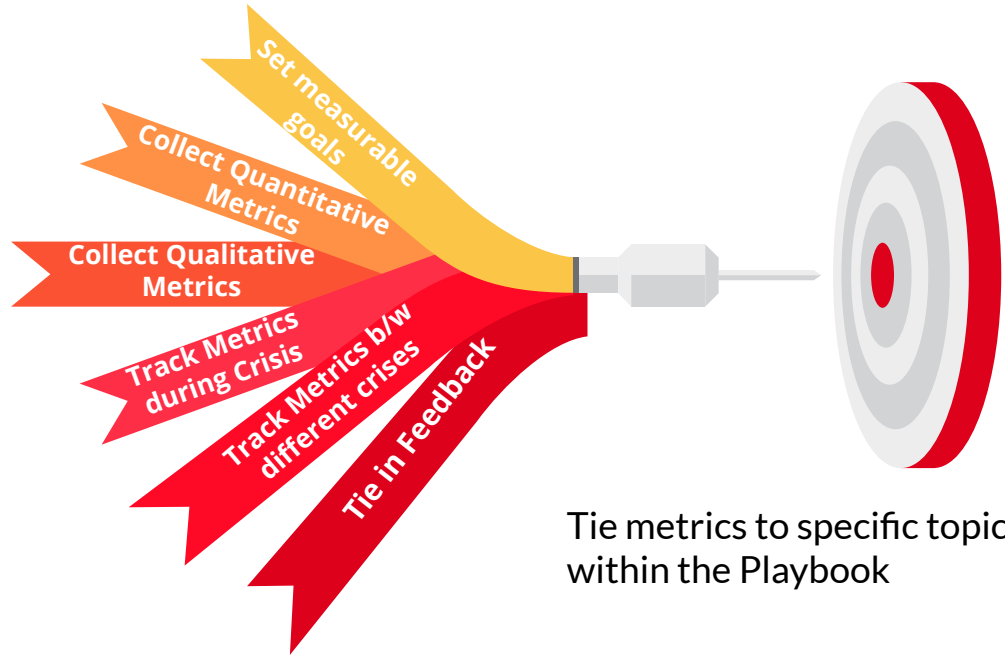
02

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 the Playbook to reach success



Tie metrics to specific topics within the Playbook

Example qualitative evaluation questions:

- Were you aware of the Playbook?
- Was the advice useful?
- How fast were UI payments delivered?

Key factors to evaluate:

- Playbook relevance
- Playbook completeness
- Implementation cost

THANK YOU!

 team@nucp.org 

Mark Conlin, Bob Mallon, Mechie Nkengla,
David Weekly, Sharon Zezima,