Joint Committee on Legislative Audits

Oregon Employment Department

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May 5, 2025

State of Oregon
Employment Department

Recommendation 1: Implement formal policies and procedures for oversight of adjudicated and suspended claims and data systems. Monitor for claims that have not been reviewed in a timely manner.

☑ **Completed July 2022**

Impact:

- Frances "self-pulling" feature reduced the amount of stale work held by adjudicators.

- Adjudication managers run and monitor weekly Hold Pay lists which ensures older work is prioritized.

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Recommendation 2 - Modernization

Recommendation 2: Incorporate controls and functionality in the modernized IT system to:

- Reduce data errors
- Automatically flag claims that have not been reviewed within a set period
- Allow secure electronic communication methods and use claimants' preferred method of communication
- Allow individuals to securely upload documents and track the progress of their claim
- Continue to make communication available in languages other than English
- Provide accurate guidance, explanations, and tips for filling out claim applications

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Recommendation 2 - Modernization

☑ **Completed March 2024**

Impact:

- Implementation of Frances Online included all functionalities identified as needs in this audit and more, including:

    - Immediate access to claim information, including status updates and letters.

    - Integration of email to allow easier communication and document uploads.

    - Secure email address and password sign-in.

- 171,638 individuals have filed a UI weekly claim in Frances, with more than $939 million paid out (from March 4, 2024, to April 19, 2025)

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Recommendation 3 – Explore Texting

Recommendation 3: Explore whether other state workforce agencies use texting to communicate with claimants and consider offering texting as a communications option.

☑ **Completed February 2023**

Impact:

- Non-adoption due to high risk of fraud.

- Use SMS texting for security code/Frances Access.

- Conducted an average of 1,845 live chats per month (22,141 total) from March 2024-March 2025.

Recommendation 4 - UI Website

Recommendation 4: Consolidate UI information into one website with detailed, updated guidance and resources for current and prospective claimants.

☑ **Completed June 2023**

Impact:

- Distinct websites for employers and claimants helped them more easily navigate the information they needed.

- Updated webpages improved claimants' ability to self-help and reduced need to call OED.

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Recommendation 5 – Guidance Repository

Recommendation 5: Establish a central repository for adjudicator guidance and assign a manager or lead worker to regularly update that guidance.

☑ **Completed June 2023**

Impact:

- Updates and changes are quickly made and easily accessible.

- Manager role allows for version control and ensuring up-to-date guidance is available in real time.

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Recommendation 6 - Ombuds Office Study

Recommendation 6: Study the creation of an ombuds office to help claimants navigate the complexities of the UI system and address unresolved claim issues, in consultation with the Governor's Office and other states.

☑ **Completed April 2023**

Impact:

- Determined that additional customer service positions would be more valuable than an ombuds office.

- Focused resources on known customer service challenges and improved processes for escalating individual claims and systemic issues.

Recommendation 7: Gather and analyze OED data on inequities to identify and address causes for confirmed inequities.

☑ **Completed August 2023**

Impact:

- 2022 analysis complete and 2023 analysis will be completed by June 2025.

- Equitable Access to Unemployment Insurance unit conducts outreach events where staff answer questions about UI and collect survey data.

- UI Navigator program works with community-based organizations to support customers and better understand the customer experience.

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Thank you