How the Next Administration Can Use Technology To Prevent Another Unemployment Insurance Meltdown
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Using data to streamline benefit delivery

- New COVID lockdowns will precipitate another UI surge; new UI funding should follow. The incoming Biden Administration can fix the pipeline so benefits reach eligible recipients in a timely way.
- President Biden can fix the broken system through Executive action because states are distributing federal funds and respond to federal incentives.
- Digital services on the ground combined with a federal data portal can streamline eligibility data calls to offer UI systems the scale they need.
What is the New Practice Lab?

The New Practice Lab works at the intersection of ideas and on-the-ground experimentation to improve the design and delivery of policies focused on family economic security and wellbeing.

We believe policymaking should be people-centered, iterative, data-enabled, and designed to scale.

By beginning and ending with the people we aim to serve, we aim to build policy that is truly responsive to people’s needs.
Focused on surfacing unemployment insurance data in ways that help state and federal leaders understand how to effectively take action. In the dashboard, we highlight:

- How UI systems are performing on claims during the current economic crisis
- The impact of CARES Act benefits expiring
- The timelines for which benefits are delivered
- Demographics of benefits recipients,
- and total benefits payments.
Over the course of eight weeks this summer, we interviewed Black and Latinx workers that lost their job or income due to COVID-19 about their experiences navigating unemployment insurance (UI) and its digital systems.

- UI is rife with these "compounding inequities" as are other critical government programs
- Technology expands the rules it was written with. If you don’t rule out the Inequalities it will expand them.
U.S. Digital Response connects experienced volunteer technologists with public servants and organizations responding to crisis. We’re nonpartisan, fast, and free.

- Founded in March 2020 by former U.S. Deputy CTOs and tech industry veterans who led federal open data policies and digital government strategy.
- Volunteers work with government teams to understand their challenges and get them the right tools to deliver critical services to the people who need them — all within a few days to weeks.
- Our volunteers have deep expertise spanning engineering, data science, content strategy, design, logistics and supply chain, and disaster response.
How we engage

**Staffing**
- Supplement the size and expertise of your team

**Tools**
- Connect to free, effective solutions
- Help evaluate commercial options

**Platforms**
Build open-source systems and teach you how to use them