



NEVADA
UNEMPLOYMENT
INSURANCE

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Nevada Department of
Employment, Training
and Rehabilitation



AWARD CATEGORY:
Operational Efficiency
January 2023 – July 2025

MODERN UI, STRONGER COLLECTIONS:
NEVADA'S TRANSFORMATION



EXECUTIVE SUMMARY

Nevada's unemployment insurance (UI) program is one of the state's most critical public services, impacting hundreds of thousands of workers and employers each year. But as claim volumes fluctuated and expectations for digital service delivery grew, the legacy system could no longer keep pace. Nevada needed a platform that could eliminate backlogs, expand online services, and dramatically improve accuracy and speed.

In January 2023, the Nevada Department of Employment, Training and Rehabilitation (DETR) launched a full-scale modernization of its UI systems. The project was completed on schedule and on budget in July 2025, integrating UI Tax, Benefits, and Appeals into a single platform. In a normal year, the legacy system collected \$7–8 million in unpaid employer contributions. In just two years, the new system collected over \$86 million—effectively paying for itself.



IDEA

Before modernization, Nevada’s unemployment insurance (UI) system ran on eight siloed systems developed in the early 2010s, with data stored on-premises. The system was costly to maintain, vulnerable to security risks, difficult to modify, and unable to keep pace with customer needs—especially as claim volumes spiked during periods of economic instability.

Because the legacy system couldn’t handle surges in claims, backlogs grew and leaders had to reassign staff across units to manually process applications. Those efforts were slowed by system limitations that led to inaccurate or delayed benefit payments.

By 2022, the system was reaching its breaking point, threatening service for those who relied on it.

Around **24,000 Nevadans** receive at least \$9 million in cumulative weekly UI benefits.

Nearly every employer in the state—around **100,000**—uses the system every quarter.

The UI program **collects vital data for many other state and federal agencies** (e.g., the Nevada Department of Taxation, the Nevada Department of Human Services, and the U.S. Bureau of Labor Statistics).



In 2023, DETR set out not only to fix the systematic challenges exposed during the pandemic, but also to ensure Nevada’s UI system would be reliable and adaptable for years to come.

This project aligned with priorities identified by the National Association of State Chief Information Officers (NASCIO):

- ★ Cybersecurity and risk management
- ★ Digital government/digital services
- ★ Data management and analytics
- ★ Legacy modernization
- ★ Budget/cost control/fiscal management
- ★ Identity and access management
- ★ Cloud services
- ★ Workforce



IMPLEMENTATION

Project Management & Approach

The DETR Employment Security Division's (ESD) Contributions and UI Support Services teams collaborated with:

- ★ Nevada DETR IT Division
- ★ Nevada DETR Research & Analysis
- ★ Nevada DETR Fiscal Management
- ★ Fast Enterprises (software vendor)
- ★ Community partners

The project team ensured that the new system would meet the real operational needs of Nevada's employers, claimants, and agency staff. This strategy required extensive time and dedication from the project team, including:

- ★ Side-by-side collaboration with the on-site vendor team, emphasizing continuous input from frontline staff
- ★ Early system demos to gather feedback and secure buy-in from staff and stakeholders
- ★ Iterative methodology enabling real-time changes during the project
- ★ Comprehensive, plain-language multimedia to prepare the public for upcoming changes

DETR opted to implement **an integrated commercial off-the-shelf (COTS) solution** to combine key business functionality with modern flexibility, stability, and security. The agency's requirements and goals for the software included:



A **configurable platform** that would allow for policy changes and program updates without major redevelopment.



A **cloud-based environment** to improve system performance, scalability, and disaster recovery.



Integrated security features and identity verification that would support program integrity while maintaining access for legitimate claimants.



Online **self-services in multi-language portals**, available 24/7 for claimants and employers.



Roadmap & Timeline

Phase 1 – Employer Tax (January 2023 - February 2024)

Implemented a new system for collecting UI taxes. Modern employer portal streamlined self-service processes for registration, payments, wage reports, and compliance activities—increasing collection outcomes and reducing the manual workload for agency staff.

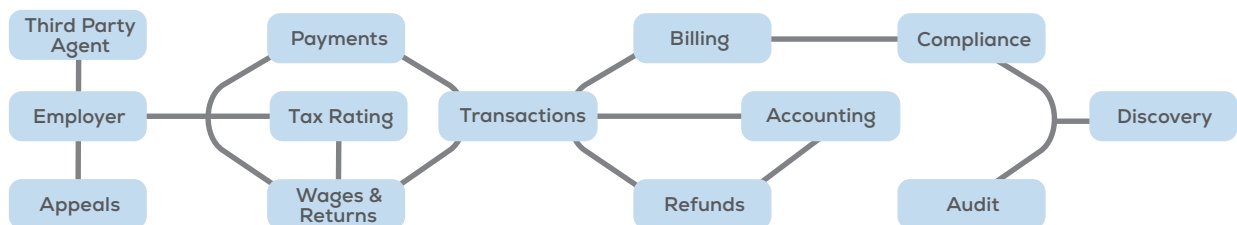
Phase 2 – Claimant Benefits (March 2024 - July 2025)

Transformed how claimants interact with the program, reducing delays and making it easier to complete required steps online via:

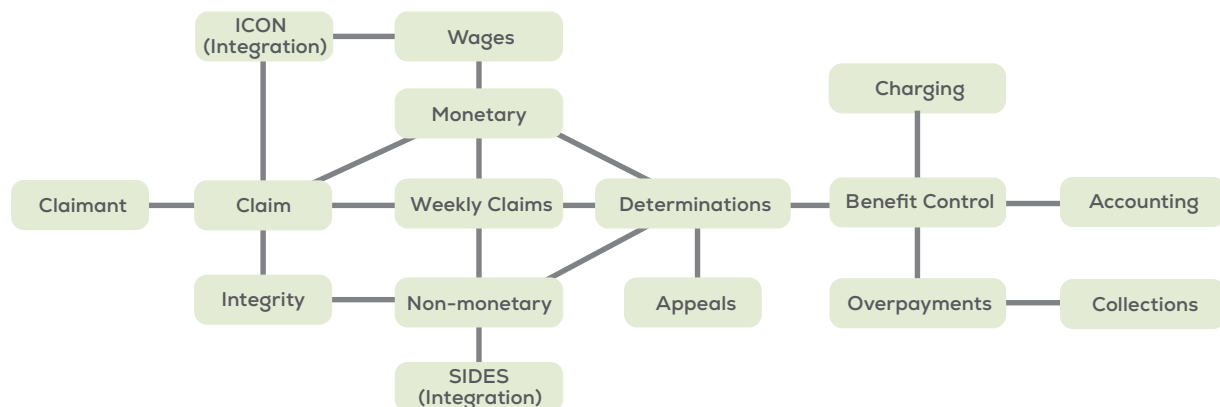
- ★ 24/7 online services for claim filing, weekly certifications, and claim maintenance
- ★ Built-in work search tracking that feeds directly into weekly certification
- ★ Online appeals filing and document upload
- ★ Real-time claim status updates and communication through web messages

INTEGRATED TAX AND BENEFITS

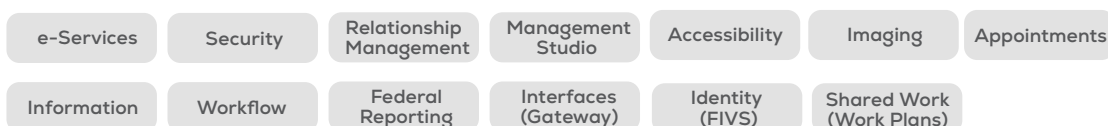
TAX PROCESSING FLOW



BENEFIT PROCESSING FLOW



SUPPORT FUNCTIONS



IMPACT

What did the project make better?

The modernization significantly improved how Nevadans access UI benefits and how the program operates.

Then: Employers and claimants relied heavily on phone calls and mailed forms, and staff worked across multiple disconnected systems to process claims.

Now: A single system allows claimants and employers to complete most interactions online, with faster processing and clearer communication. Claimants and employers say the system is much easier to use.



Bob M.
July 2025

They did a really great job. Everything works, no glitches, way easier to use than before.



KEY OUTCOMES

CUSTOMER ADOPTION

38,043

new claimant accounts were created in the first two weeks.

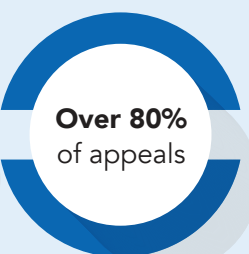
Over 90%

of claimants successfully accessed accounts within five days of launch.

60+

state and federal interfaces were modernized to improve data sharing and reduce delays.

TRANSACTIONS PERFORMED ONLINE

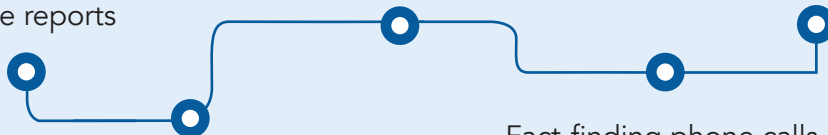


OPERATIONAL EFFICIENCY

Eliminated a 12-month backlog of amended wage reports

Call center strain declined thanks to online FAQs, how-to videos, and portal access

3x faster at adjudicating nonmonetary issues



Employer rate forecasting reduced from two months of staff time to two hours

Fact-finding phone calls replaced with online self-service forms, **boosting efficiency and speeding up benefit payments**





Employer collection recoveries increased from \$7.9 million in 2023 to \$75.6 million within the first 16 months—offsetting the cost of the new system.

- ★ **80% of benefit payments** are issued via ACH direct deposit, improving speed and reliability for claimants.
- ★ Employers can now make payments by debit and credit card, adding a **new payment option** alongside existing ACH and check methods.
- ★ **\$21.6M in benefits** were issued in the first two weeks after launch.
- ★ **The number of refunds processed more than doubled**, increasing from 2,087 in 2023 to 4,290 in 2024.
- ★ A **single system of record** improves overall data quality.
- ★ **Audit output** doubled
- ★ Detection of **fictitious employers** doubled

USER TESTIMONIAL

Karen M., a Fraud Investigator in the Benefit Payment Control unit, said:

"Actions can now be completed directly within the system, which improves efficiency and keeps everything documented in one place. Improved communication through Web Messages allows claimants or employers to respond quickly. New functionality is especially helpful when working identity verification issues, as it can help identify patterns or connections between claims and employer accounts that may indicate potential fraudulent activity.

Being able to see crossmatches directly in the system helps identify potential issues with employment, incarceration, and other areas more quickly without needing to search through multiple systems. The workflow has improved, reducing confusion and helping staff complete tasks more quickly."

WHAT'S NEXT FOR DETR

- ★ The system is designed to evolve with program needs, with ongoing enhancements to improve performance and expand user functionality.
- ★ The platform supports rapid implementation of policy changes and future programs, including emergency benefit programs when needed.
- ★ DETR plans to introduce SMS (text message) security alerts for employers and claimants, providing an added layer of account protection and real-time notification of important account changes.

Patricia Allander, ESD Deputy Administrator said, "Our new system represents one of the most significant operational improvements to Nevada's UI program in decades. This project demonstrates how thoughtful modernization can improve both service delivery and program integrity at the same time."

OUR BELOVED VIRTUAL ASSISTANT, BENNY THE BIGHORN, ASSISTS CUSTOMERS WITH COMMON INQUIRIES—HANDLING OVER 5,450 MESSAGES A WEEK.

