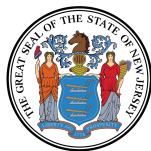


IMPROVING THE UNEMPLOYMENT CLAIM STATUS PAGE

Resident Experience Team
NJ Office of Innovation
Naman Agrawal— Software Engineer

coding it forward >



ASHLEY SUN
Pomona College '22
Computer Science

BACKGROUND ON UI

- What is **Unemployment Insurance (UI)**?
 - Financial support from the government if you lose your job
 - Weekly \$ benefits as long as you are eligible
- **New Jersey's UI system faces a ton of challenges:**
 - Complex eligibility requirements.
 - Takes a long time to get paid — can be 4+ weeks after applying
 - Lack of transparency leads to stress & loss of trust

CLAIM STATUS PAGE



New Jersey
Division of Unemployment Insurance

My Unemployment Insurance Claim Status

Please enter your Social Security Number, Date of Birth, Email, First Name and Last Name to gain access to the system to view your claim status.

* Required

*SSN (Enter 9 digit number without any spaces or hyphens) *Confirm SSN (Enter 9 digit number without any spaces or hyphens)

*Date of Birth(Enter Date of Birth as MM/DD/YYYY):

*Confirm Date of Birth(Enter Date of Birth as MM/DD/YYYY):

*Email:

*Confirm Email:

*First Name:

*Last Name:

Enter

Clear

Frequently Asked Questions During the Coronavirus Emergency

Health Insurance Resources

- If you need health insurance, you or your family may be eligible for free or low-cost coverage from NJ FamilyCare. To learn more, visit www.njfamilycare.org



Unemployment Insurance Claim Status

Log in with email [🔗](#)

Log in with Social Security Number

Please enter in the fields below to view the status of your claim.

Social Security Number (SSN)

For example: 123-45-6789

Date of birth

For example: 04 28 1986

Month Day Year

Clear

Enter

CLAIM STATUS PAGE

UI Claim Status Usage Dashboard

Based on Google Analytics 4, June 18 to Present

Jun 18, 2023 - Aug 11, 2023

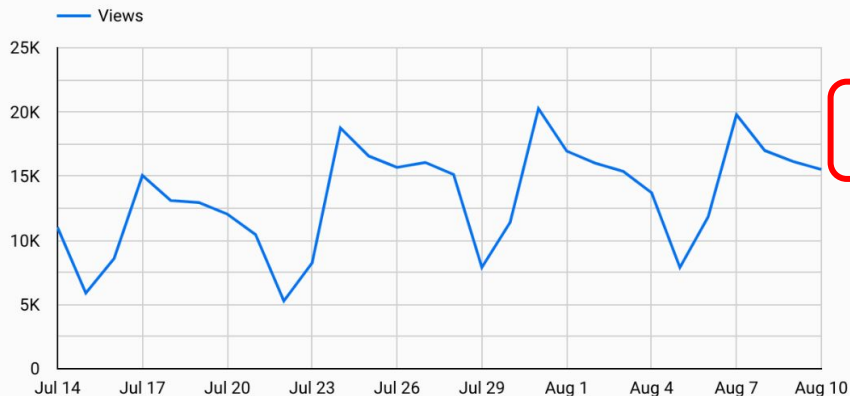
Overview

Views

659,341

Active users

202,875



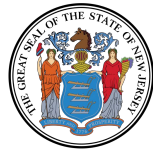
Device category	Active users	%
mobile	122,702	69%
desktop	56,144	31%
tablet	132	+0%

WHAT I WORKED ON:

- **Two major projects**
 - **1.** Surfacing e-Adjudication alerts
 - **2.** Supporting Spanish translations (i18n)

e-Adjudication Alerts!

coding it forward >



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e-Adj: BACKGROUND

- **e-Adjudication** happens when NJ needs more info to make a decision on a claim.
 - After you apply, your claim may get flagged for issues or missing information.
 - NJ emails you a link to an online form & blocks your claim until it is filled.
- **In June 2023 alone:**
 - **18,836 people** had e-Adj cases attached to their claims.
 - **Nearly 30%** of e-Adj emails were **left unopened or unanswered.**
 - If someone **misses a deadline, they are not notified** or told what they can do next.

e-Adj: BACKGROUND


- **Our goal on the claim status page**
 - **make a v1 alert system that:**
 - shows all e-Adj cases tied to a logged-in user's claim
 - makes clear what actions a user can take to move their claim forward.

e-Adj: MVP

375 - Mobile

Official Site of the State of New Jersey Get Updates

← Back Log out



Welcome back,
Jane Doe!
Email: jane.doe@test.com
ID.me Verified: 05/23/23 ✓

Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed - Under Review
⚠ **Information Needed**
Date of Claim: 00/00/0000
Program: **Unemployment Insurance**
(maximum 26 weeks of benefits)


❗ We were unable to retrieve information about further steps for your claim. Please refresh the page to try again.

Self Service Options
Schedule Appointment
Schedule an in person appointment using our online scheduler
[Schedule Appointment](#)

375 - Mobile

Official Site of the State of New Jersey Get Updates

← Back Log out



Welcome back,
Jane Doe!
Email: jane.doe@test.com
ID.me Verified: 05/23/23 ✓

Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed - Under Review
⚠ **Information Needed**
Date of Claim: 00/00/0000
Program: **Unemployment Insurance**
(maximum 26 weeks of benefits)


Submit Information by 01/01/23
If you do not submit the information on time, you may not be eligible for benefits.
Issue: Backdating/predating request
Requested on: 00/00/0000
Submit by: 00/00/0000
[Submit Information](#)
If you have already submitted, please click here to view the status of your claim.

Self Service Options
Schedule Appointment
Schedule an in person appointment using our online scheduler
[Schedule Appointment](#)

375 - Mobile

Official Site of the State of New Jersey Get Updates

← Back Log out



Welcome back,
Jane Doe!
Email: jane.doe@test.com
ID.me Verified: 05/23/23 ✓

Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed - Under Review
Date of Claim: 00/00/0000
Program: **Unemployment Insurance**
(maximum 26 weeks of benefits)


✓ Your response to the request for additional information about your claim was successfully received. An agent is reviewing your updated claim.

Self Service Options
Schedule Appointment
Schedule an in person appointment using our online scheduler
[Schedule Appointment](#)

375 - Mobile

Official Site of the State of New Jersey Get Updates

← Back Log out



Welcome back,
Jane Doe!
Email: jane.doe@test.com
ID.me Verified: 05/23/23 ✓

Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed
Date of Claim: 00/00/0000
Program: **Unemployment Insurance**
(maximum 26 weeks of benefits)

Reopen case
If you would like to reopen your case, please call an agent at (000)000-0000.

Self Service Options
Schedule Appointment
Schedule an in person appointment using our online scheduler
[Schedule Appointment](#)

e-Adj: MVP

```
eAdjudication: {  
  fetchStatus: "Success",  
  cases: [  
    {  
      CaseId: "0239",  
      ClaimDate: "2020-12-31",  
      CreatedDate: "2021-01-01",  
      Email: "abc@gmail.com",  
      IssueCode: "PUA-V;A/A - 01-02;PAID AFTER LDW - 08",  
      LastModifiedDate: "2021-01-01",  
      LinkExpirationDate: "2021-01-14",  
      LinkSentDate: "2021-01-01",  
      LinkUrl: "https://www.example.com/",  
      Source: "Initial Claim",  
      Status: "Open",  
    },  
  ],  
}
```



Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed

Date of Claim **06/21/2022**

Program:: **Unemployment Insurance** (maximum 26 weeks of benefits)

⚠️ Submit Information by 12/15/23

If you do not submit the information on time, you may not be eligible for benefits.

Issue: Proof of income required for your PUA claim

Requested on: 11/30/23

Submit by: 12/15/23

[Submit Information](#)

If you have already submitted, please give 24 hours for the system to update.

Case ID: 0239

e-Adj: MVP

- Mobile responsive
- Reusable components that follow NJWDS standards
- Full test coverage with Jest and Cypress
- Analytics to measure how users are interacting with them

Your Claim Status

Status displayed was updated yesterday. Please allow 24 hours for system updates.

Filed

Date of Claim **06/21/2022**

Program:: **Unemployment Insurance** (maximum 26 weeks of benefits)

Submit Information by 12/15/23

If you do not submit the information on time, you may not be eligible for benefits.

Issue: Proof of income required for your PUA claim

Requested on: 11/30/23

Submit by: 12/15/23


[Submit Information](#)

If you have already submitted, please give 24 hours for the system to update.

Case ID: 0239

e-Adj: FUTURE WORK

[Español](#) [Logout](#)



Welcome back,
Kermit Frog!
Email: abc@gmail.com
ID Verification: Incomplete ▲ ▼

▲ ID.me Verification Required
Please complete your ID.me verification.
If you have previously completed this,
please allow 2 business days for
processing.

[Verify Identity](#)


Your Claim Status

Status displayed was updated yesterday. Please

- What if the user has multiple cases?
 - Brainstorming v2
 - Planning user research

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[← Back to claims](#) [Log out](#)



Your Claim Status

Status Actions (4) ▲ Profile

4 Actions Needed

Active (4) Closed (1)

▲ Complete by 00/00/0000


✎ Information needed -

If you do not submit the information on time, you may not be eligible for benefits.

Issue: Backdating/predating

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[← Back to claims](#) [Log out](#)



Your Claim Status

Status Actions (4) ▲ Profile

4 Actions Needed

Active (4) Closed (1)

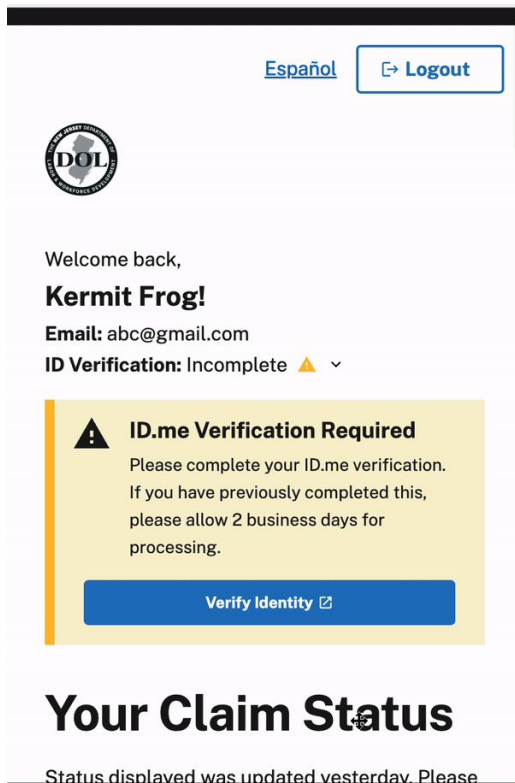
▲ Complete by 00/00/0000

◀ Reopen closed case +

✓ Completed


✓ Information Needed +

e-Adj: FUTURE WORK



The screenshot shows a web interface for 'e-Adj'. At the top right, there are links for 'Español' and 'Logout'. Below these is the DOL (Department of Labor) logo. A welcome message reads 'Welcome back, Kermit Frog!' followed by the email 'abc@gmail.com' and 'ID Verification: Incomplete' with a warning triangle icon. A yellow box contains a warning icon and the text 'ID.me Verification Required', asking the user to complete verification and allowing 2 business days for processing. Below this is a blue button labeled 'Verify Identity'. The section 'Your Claim Status' is partially visible at the bottom, with a note that the status was updated yesterday.

[Español](#) [Logout](#)



Welcome back,
Kermit Frog!
Email: abc@gmail.com
ID Verification: Incomplete ⚠️

⚠️ ID.me Verification Required
Please complete your ID.me verification.
If you have previously completed this,
please allow 2 business days for
processing.

[Verify Identity](#)

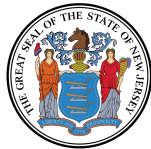
Your Claim Status

Status displayed was updated yesterday. Please

- **What if the user has multiple claims?**
 - Brainstorming v2
 - Planning user research
- **Keeping an eye on useful metrics for success**
 - the types of e-Adj cases people see
 - # of times people hit **Submit Information**
 - average time to resolution

Supporting Spanish Translations (i18n)

coding it forward >



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i18n : BACKGROUND

DATA

About 2.6M people in N.J. don't speak English at home, new Census data shows

Updated: Dec. 07, 2017, 1:24 p.m. | Published: Dec. 07, 2017, 12:24 p.m.



1,656
shares

By [Carla Astudillo and Disha Raychaudhuri](#) | [NJ Advance Media for NJ.com](#)

Nearly a third of New Jersey residents now speak a language other than English at home and the population of people who were born outside the U.S. continues to grow, new Census data shows.

Advertisement



Get NFL Sunday Ticket now

Every out-of-market Sunday afternoon NFL game. Now \$50 off. Terms apply.

i18n : BACKGROUND


- **Support for Spanish is a priority:**
 - Of the 8 million residents in NJ that speak a language other than English at home, Spanish is the most common.

		Estimate	Percent
Rank	Total	8,882,190	100.0%
1	Spanish	3,215,353	36.2%
2	Filipino, Tagalog	310,877	3.5%
3	Chinese	301,994	3.4%
4	Hindi	293,112	3.3%

i18n : WHAT I WORKED ON


- **Technical infrastructure**
 - configuring an external i18n library
 - storing, displaying, and testing translated content
- **Coordinating work with people internally & externally**
 - compiling list of all the content / possible states of the site
 - procuring translations with DOL

i18n : IMPLEMENTATION

 Official Site of the State of New Jersey

Governor Phil Murphy

Lt. Governor Sheila Oliver

 Get Updates



Unemployment Insurance Claim Status

[Log in with email](#)[Log in with Social Security Number](#)

Please enter in the fields below to view the status of your claim.

Social Security Number (SSN)
For example: 123-45-6789

Date of birth
For example: 04 28 1986

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Clear](#) [Enter](#)

i18n : IMPLEMENTATION

```
const claimForm = {  
  header: {  
    njFlagAlt: "NJ flag",  
    officialLabel: "Official government website",  
    officialSite: "Official Site of the State of New Jersey",  
    governor: "Governor Phil Murphy",  
    lieutenantGovernor: "Lt. Governor Sheila Oliver",  
    getUpdates: "Get Updates",  
  },  
  unemploymentInsurance: "Unemployment Insurance",  
  claimStatus: "Claim Status",  
  emailLoginButton: "Log in with email",  
  ssnLoginButton: "Log in with Social Security Number",  
  logout: "Log out",  
}
```

i18n : IMPLEMENTATION

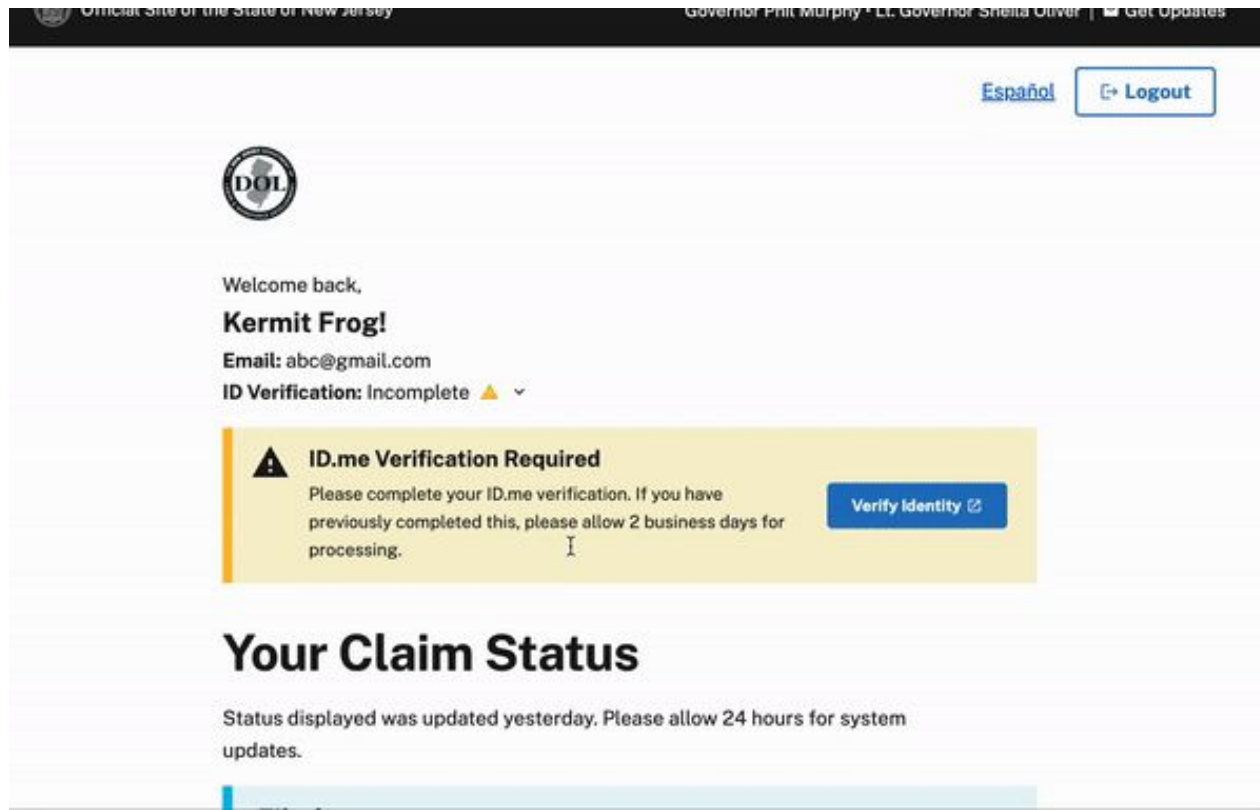
Mapping keys to **English**

```
i18n > locales > TS en.ts > [en] en > header
export const en = {
  somethingWentWrong: "Something went wrong. Plea
  header: {
    njFlagAlt: "NJ flag",
    officialLabel: "Official government website",
    officialSite: "Official Site of the State of New Jersey",
    governor: "Governor Phil Murphy",
    lieutenantGovernor: "Lt. Governor Sheila Oliva",
    getUpdates: "Get Updates",
  },
  unemploymentInsurance: "Unemployment Insurance",
  claimStatus: "Claim Status",
  emailLoginButton: "Log in with email",
  ssnLoginButton: "Log in with Social Security Number",
  ssnLogin: {
    ssn: "Social Security Number (SSN)",
```

Mapping keys to **Spanish**

```
i18n > locales > TS es.ts > [es] es > loading
export const es = {
  somethingWentWrong: "INSERT TRANSLATION",
  header: {
    njFlagAlt: "INSERT TRANSLATION",
    officialLabel: "INSERT TRANSLATION",
    officialSite: "INSERT TRANSLATION",
    governor: "INSERT TRANSLATION",
    lieutenantGovernor: "INSERT TRANSLATION",
    getUpdates: "INSERT TRANSLATION",
  },
  unemploymentInsurance: "INSERT TRANSLATION",
  claimStatus: "INSERT TRANSLATION",
  emailLoginButton: "INSERT TRANSLATION",
  ssnLoginButton: "INSERT TRANSLATION",
  ssnLogin: {
    ssn: "INSERT TRANSLATION",
```

i18n : DEMO!



i18n : FUTURE WORK

- Integrating the professional translations procured by DOL
- Holistic adaption to Spanish
 - e.g. dates. is **01/02/2023** short for **Jan 2nd, 2023** or **Feb 1st, 2023**?
- Incorporating i18n into our development process
 - Automatic checks for untranslated content
 - Regular cadence for requesting translations

TAKEAWAYS

- No matter how complex a system is internally, transparency is key.
- So many opportunities to make UI more effective, accessible, and inclusive!

THANK YOU!

- **to the CIF Team:** Rachel, Ariana, and Yuyang, for coordinating this fellowship!
- **to my supervisor Naman,** for making my fellowship great!
- **to my CIF mentor Will Slack,** for your wisdom & guidance throughout
- **to the NJ Office of Innovation,** for being so cool :)