IMPROVING THE UNEMPLOYMENT CLAIM STATUS PAGE

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NJ Office of Innovation
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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

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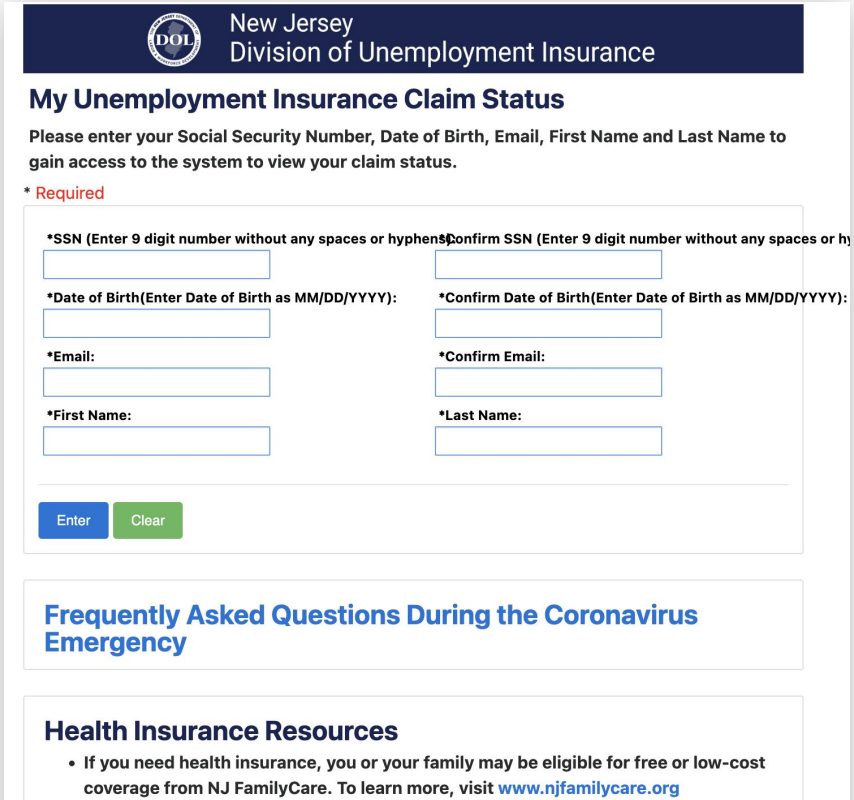
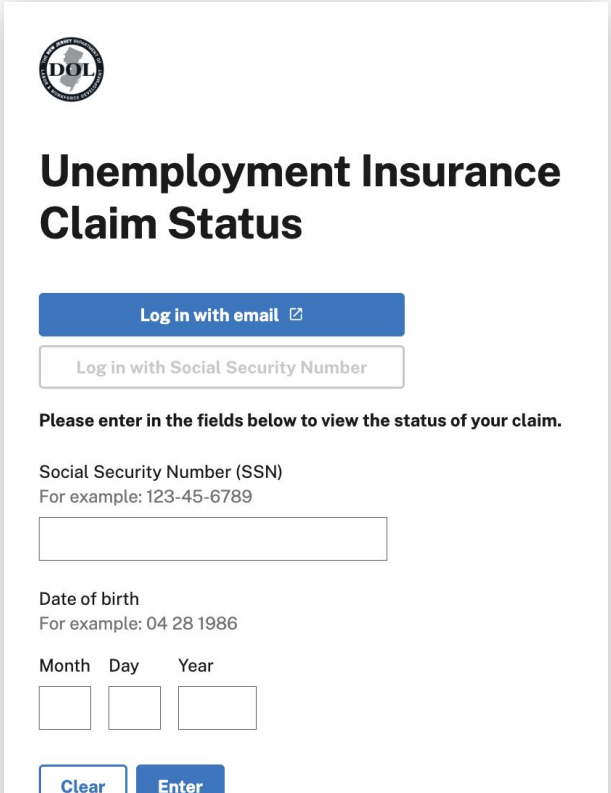
CLAIM STATUS PAGE





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)

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e-Adjudication Alerts!

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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.

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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.

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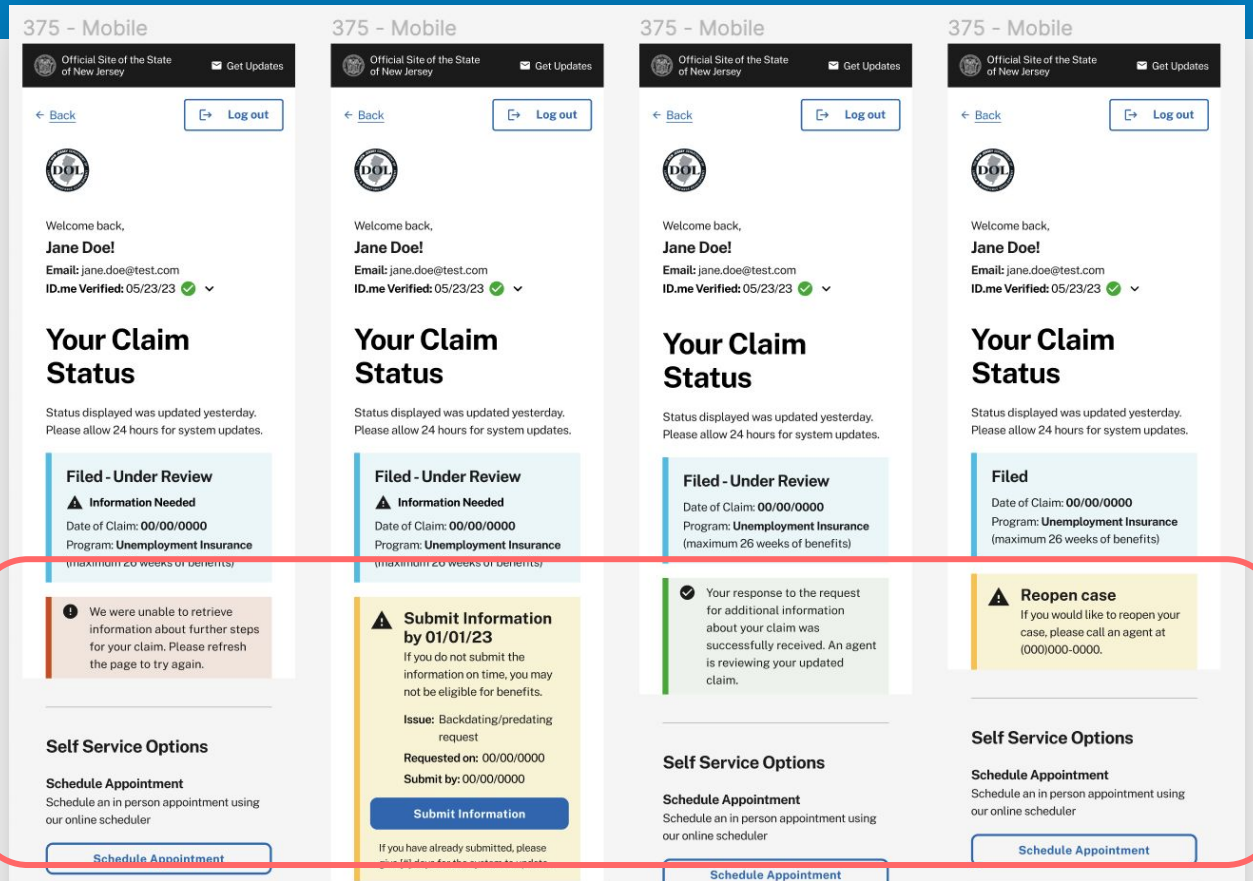
e-Adj: MVP


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

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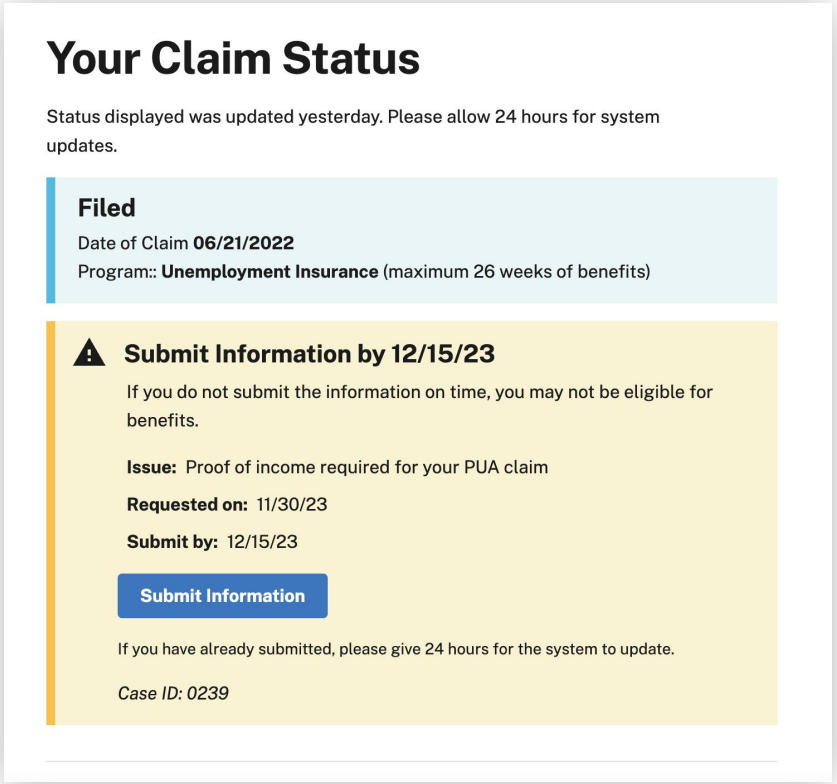
e-Adj: MVP

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



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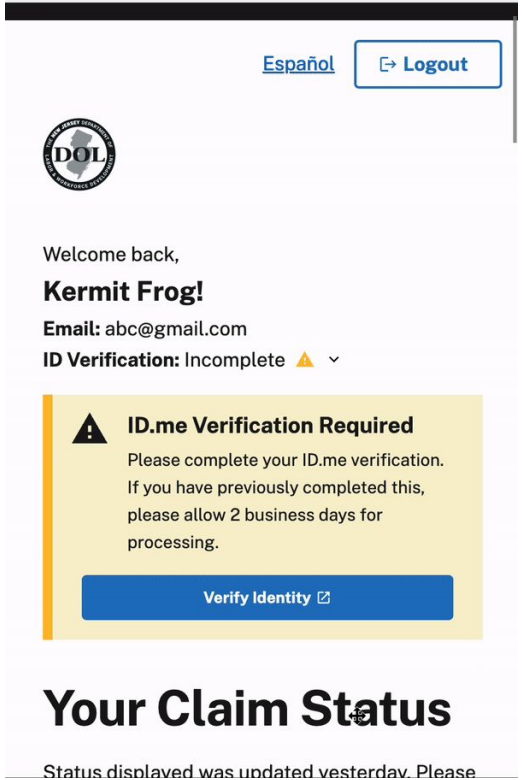
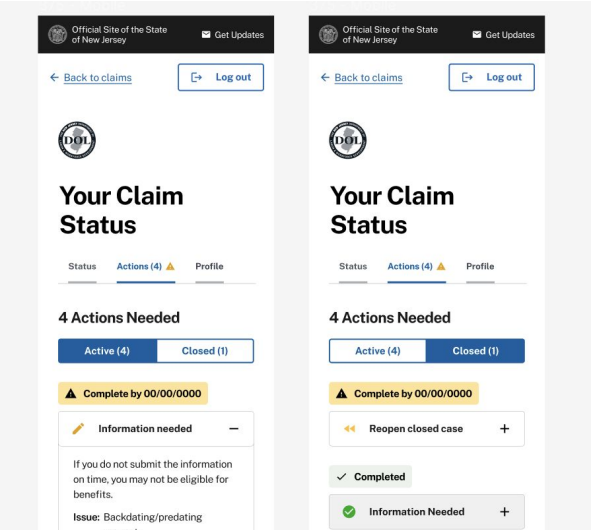
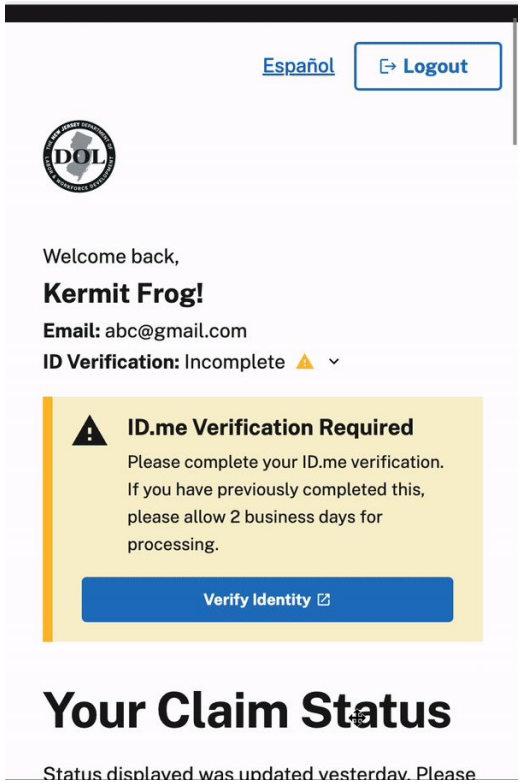
e-Adj: FUTURE WORK



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



e-Adj: FUTURE WORK



- **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)

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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%

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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

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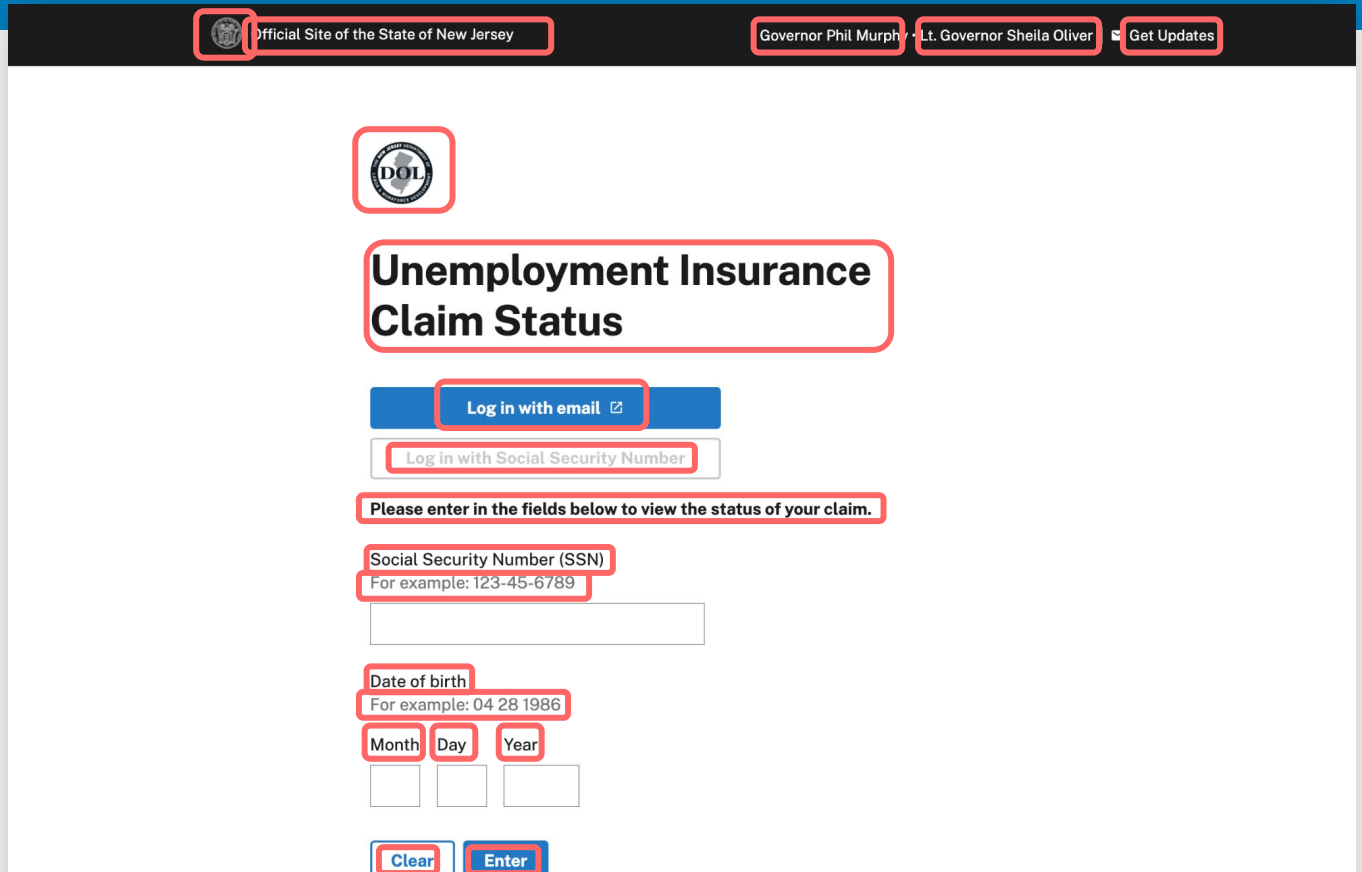
i18n : IMPLEMENTATION

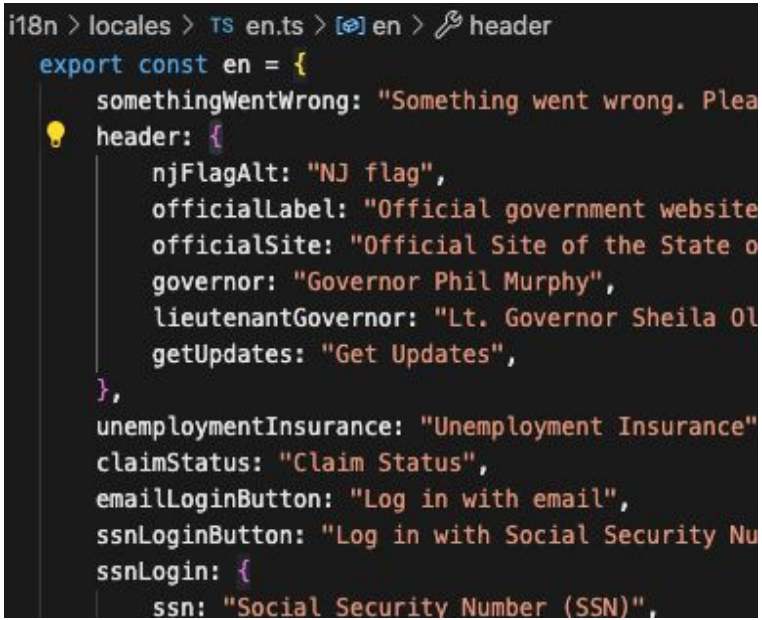


i18n : IMPLEMENTATION

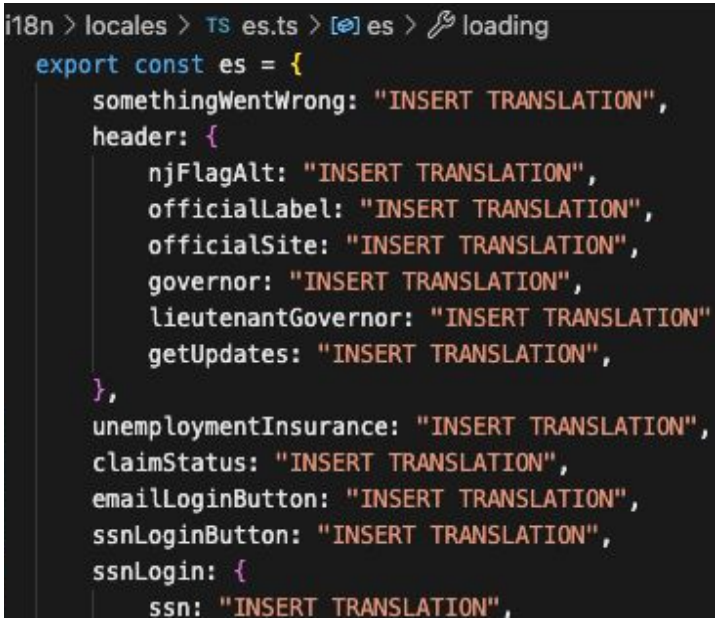
```
const claimForm = {
      header: {
            njFlagAlt: "NJ flag",
            officialLabel: "Official government website",
            officialSite: "Official Site of the State of New Jersey",
            governor: "Governor Phil Murphy",
            lieutenantGovernor: "Lt. Governor Sheila 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**



Mapping keys to **Spanish**



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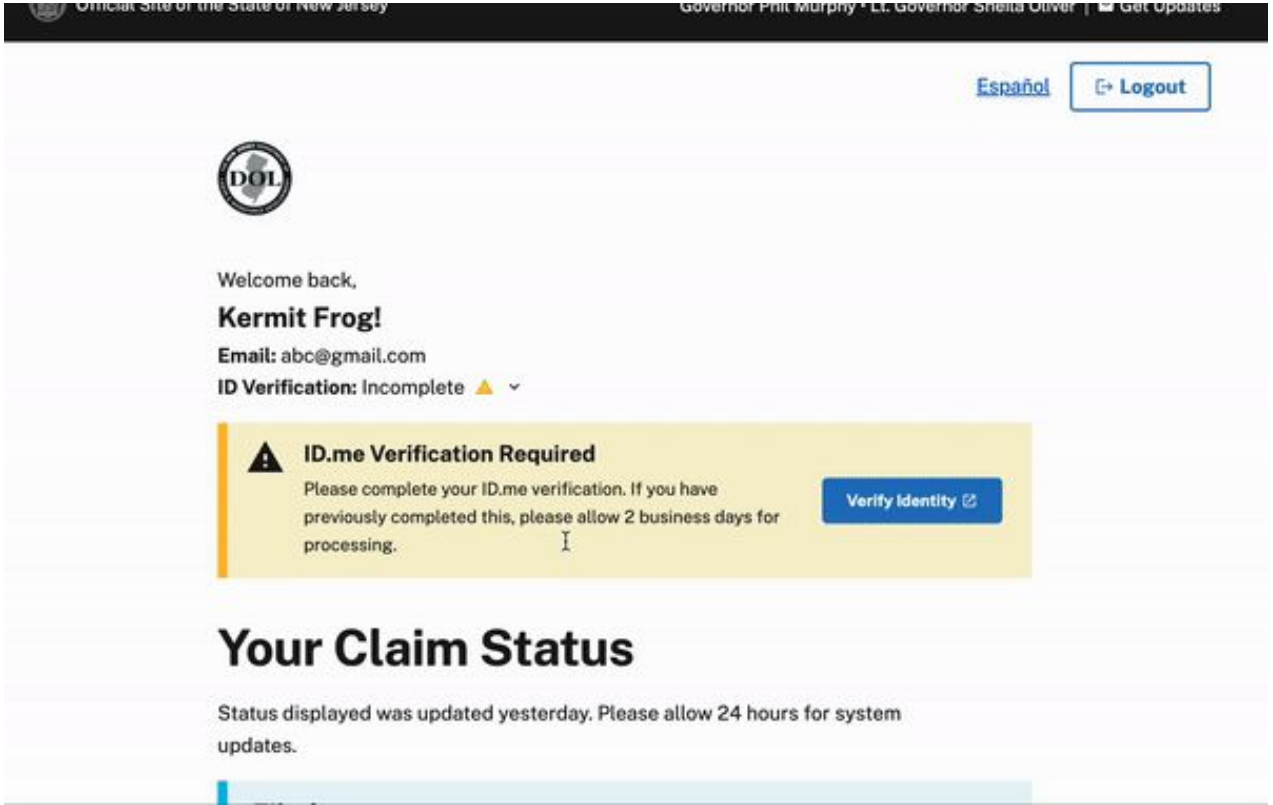
i18n : DEMO!


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 allow 24 hours for system updates.

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

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TAKEAWAYS

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

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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 :)

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