

CARESNow

An unemployment benefits system for the 21st century



COVID HealthHack

A Stevens Venture Center event

About Us



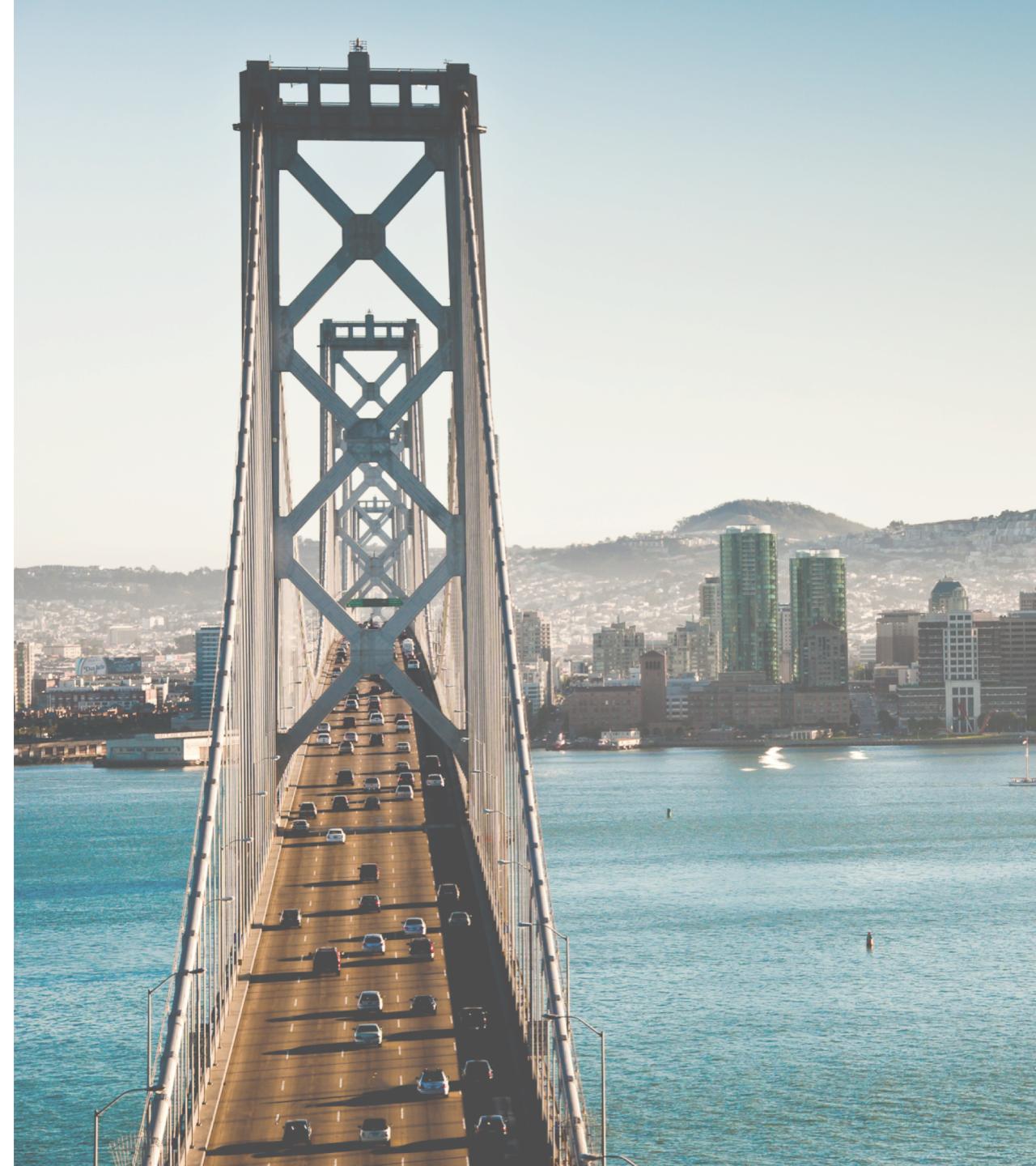
Oscar Syu

Research Assistant



Rohan Narain

Data Scientist, NLP





A new unemployment benefits system, targeted towards **state governments and enterprises** that **streamlines the claims process**, initiating the process with the **employer instead of the employee**

The Current System

Employees submit claims, **overwhelming phone and online systems** with multiple requests, often calling many times every day

Unemployment offices call employers to verify that employees were not at fault for termination

After **considerable time and delays**, benefits are disbursed



“

This marks my fifth week since applying for unemployment...That's a long time to be without income...In a week I am going to have bills due, and I would like to be able to pay them.

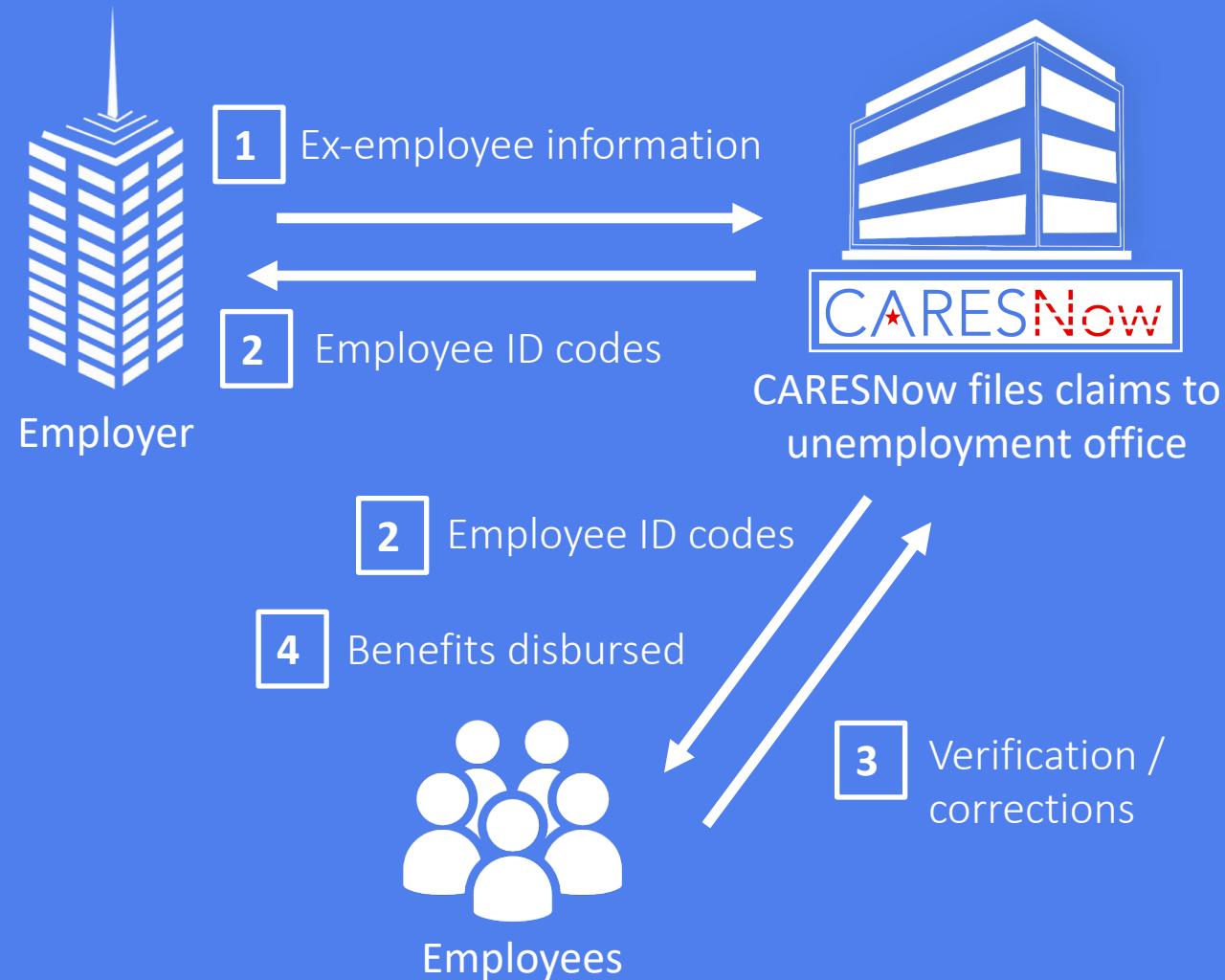
- Lisa Luick¹

”

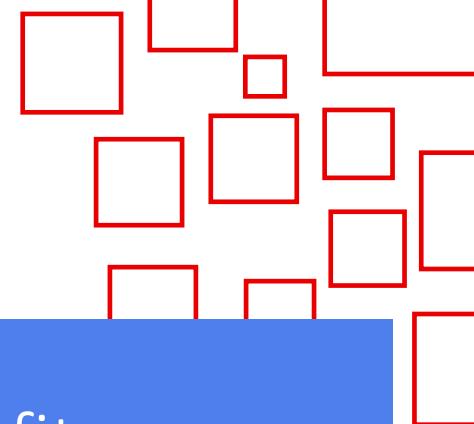
CARESNow

- 1** Employers enrolled with CARESNow submit claims within [2 weeks](#); if they fail to do so, employees may file using the current system
- 2** CARESNow [files the claim](#) to the unemployment office and sends [employee ID codes](#) to employers and employees
- 3** Employees use employee ID codes to [verify](#) information, or dispute employer filed claims
- 4** [Benefits disbursed](#) once claims are processed
- 5** Recertification of claims is done as needed by employees

The New System



Product Analysis



Features

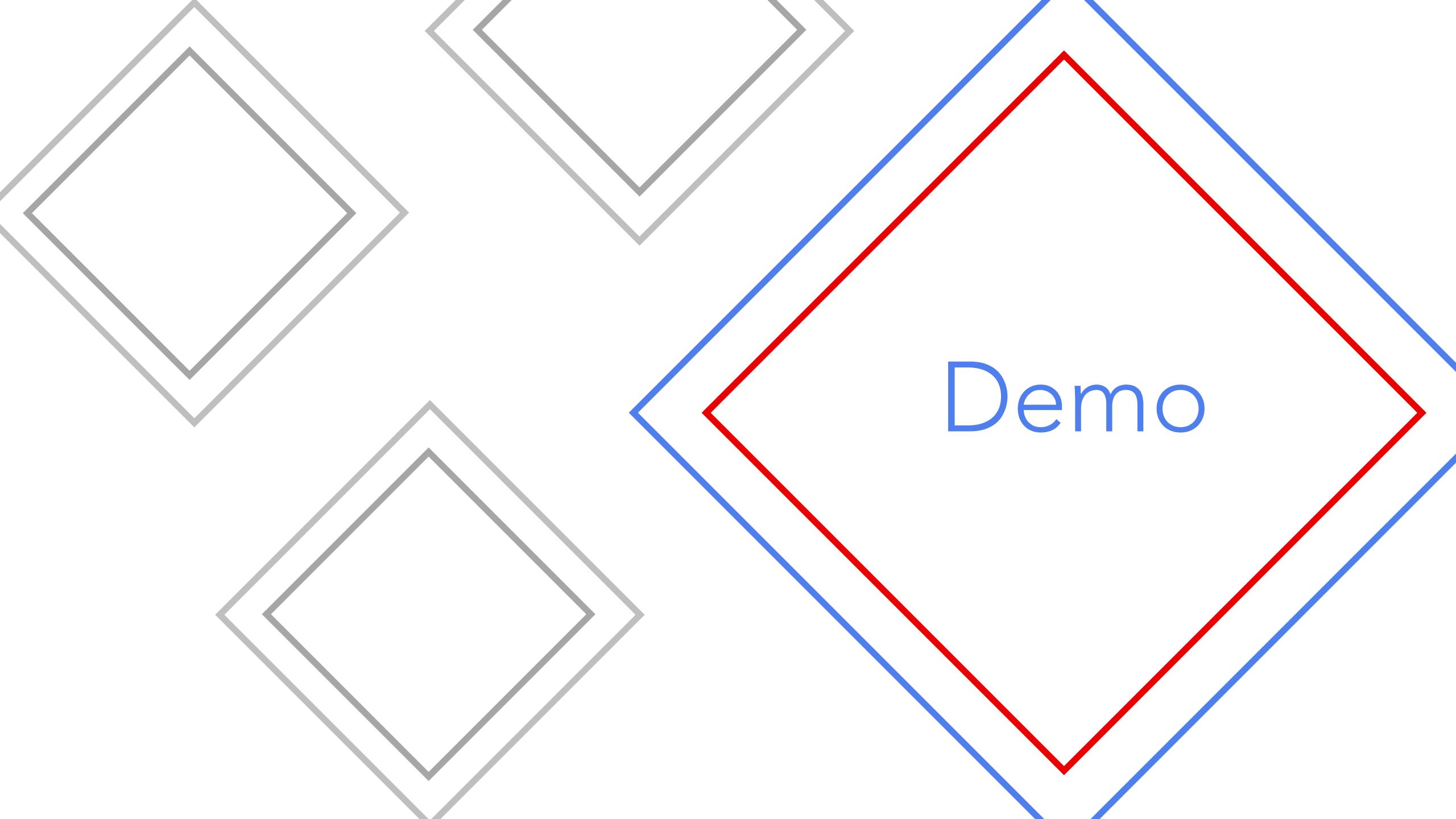
- A **more efficient employer-initiated** streamlined claims process
- Secure, seamless exchange of information starting from the party that already possesses the required info
- **Transparent and trackable** system for employees to check their progress
- **Verification of correct information** and holds accountable all parties

Advantages

- **Avoids overwhelming unemployment systems** with multiple calls, 1 request per employee
- Removes need for unemployment offices to contact employers
- Minimizes errors due to a more **streamlined process and higher accountability**

Benefits

- **Shortens time to receive unemployment benefits**
- Less time spent contacting employers
- **Faster turnarounds**
- Less work for unemployed workers
- Default opts-in newly unemployed workers
- **Holds all parties accountable**, yet is faster and easier to use



Demo

Conclusion/Next Steps

“

Without sufficient investment in modernization and hardware, the US's unemployment systems will continue to strain in times of crisis...That money could sit in limbo until workers are able to file their claims over their states' stressed systems.¹

”

CARESNow is a more streamlined way to solve the backlog of unemployment benefit claims

COVID-19 has shown the need for a modern system that quickly disburses checks.

The challenge of adoption: public policy, reluctance to upgrade, integration with existing systems are the biggest hurdles.

But with unemployment insurance systems being overhauled and a renewed focus on upgrading government systems, CARESNow is well-positioned to be the solution to fix our broken system.

