

Streamlining State Unemployment Operations



BUILDING & HOSTING SOLUTIONS FOR GOVERNMENT AGENCIES

Committed to success.

OUR MISSION

To revolutionize government software by deploying and operating a multi-vendor Government Platform across multiple verticals of State and Federal government.



Leadership matters.

WHO WE ARE

The seeds of Solid State Operations were planted in 2013 when a group of unemployment insurance and software engineering experts got together with the collective goal of bringing the best core unemployment insurance solutions to State Workforce Agencies (SWA) across the nation. Together they were responsible for the successful modernization of the unemployment insurance platform for the State of Idaho in 2014. Netacent was born out of this effort.



The leaders of Netacent expanded on this experience and created a brand new system, built from the ground up with cloud computing and software-as-a-service delivery models. The result is the Data Station™ unemployment insurance platform. Data Station is a modular, cloud-based, fully-scalable platform that enables SWA's to save money through increased payment accuracy and reduced IT and training costs. As a thoroughly modernized system, Data Station allows SWA's to support employers paying unemployment taxes and claimants receiving benefits with unprecedented automation and accuracy.

With extraordinary flexibility, Data Station utilizes a robust API gateway allowing 3rd-party vendors, as well as, SWA's to add modules to the platform library. Data Station provides the extensibility and vendor independence to assure SWA's that their investment is secure.

Solid State Operations was established in 2019 to bring Data Station, along with other solutions and services to states across the country.



Considerations for pandemic-related federal government regulations and requirements.



In 2020, economic and employment disruptions due to COVID-19 have put a heavy burden on state unemployment insurance agencies leaving them with huge backlogs of claimants, overloaded call centers, immense potential for fraud, and little recourse to deal with these issues with their current systems.

Data Station™ is an all-inclusive solution by which Solid State Operations provides methods to enable timely and accurate payments, fraud prevention, and easy access to the system for both claimants and employers.



With a scalable, rules-based architecture, Data Station clients were able to quickly add provisions for the Families First Act, CARES ACT, and the Pandemic Unemployment Assistance program within weeks, not months.

The 2020 COVID-19 pandemic and the introduction of government aid increased demand for UI benefits exponentially.

Use of Solid State Operations Data Station platform allowed Alabama claimant counts to be resolved quickly and efficiently.



The Alabama Dept. of Labor was ranked #1 in Payments Timeliness by the US Dept. of Labor in August 2020.

Planning for the future.

MODERNIZING UNEMPLOYMENT INSURANCE OPERATIONS FOR STATE AGENCIES



Our results.

CLIENT SUCCESS IS OUR GOAL



“The Solid State team helped us handle the situation with highly scalable automated systems, chat systems, call center support, and more. They couldn’t prevent the challenges, but they made them manageable.”

- John Demas, Acting IT Director for the Alabama Department of Labor

“The new platform from Solid State Operations will be easier to use, offer more automation and will accomplish the following: save money on IT costs, staff hours, and training costs; prevent UI-related fraud, waste, and abuse; provide timely, uninterrupted benefits to unemployed workers of Hawaii; and provide accurate charges and modern services to Hawaii employers.”



- Hawaii State Department of Labor & Industrial Relations (DLIR)

Success through innovation.

EASY-TO-USE INTUITIVE USER INTERFACE

Alabama Department of Labor
Unemployment Insurance Program

CLAIMANT PORTAL UPDATE PERSONAL INFORMATION HELPFUL INFO LOG OUT

Welcome to Claimant Portal

What is my Claim Status?

Program:	Regular UI	From:	11/15/2020
Filed on:	11/17/2020	Through:	11/13/2021
Mailed:	11/18/2020	Possible:	\$2,702.00
Weekly benefit amount:	\$201.00	Paid:	\$201.00
		Remaining:	\$2,501.00

File your weekly certification
Your claim is active, but you **HAVE NOT** filed your weekly certification for benefit week ending 03/13/2021.
You need to file your weekly certification anytime between midnight CT on Sunday, 03/14/2021 and 5 p.m. CT on Friday, 03/19/2021.

FILE WEEKLY CERTIFICATION

How much will I get paid?
IF APPROVED, your maximum weekly benefit amount is **\$201.00**. This amount can be reduced by deductions such as child support, overpayment balances, earnings, etc.

What happens next?

Filed on:	11/17/2020	Through:	11/13/2021
Mailed:	11/18/2020	Possible:	\$2,702.00
Weekly benefit amount:	\$201.00	Paid:	\$201.00
		Remaining:	\$2,501.00

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FILE WEEKLY CERTIFICATION

Additional Compensation

Lost Wages Assistance
The LWA program has expired in Alabama. Funding was only available for six weeks, ending with 9/5/20. States do not have the ability to extend LWA.
ADDL offers no-cost services to help you in finding a new job. You can visit your local career center or search jobs online at alabamaworks.alabama.gov

File your weekly certification
Your claim is active, but you **HAVE NOT** filed your weekly certification for benefit week ending 03/13/2021.
You need to file your weekly certification anytime between midnight CT on Sunday, 03/14/2021 and 5 p.m. CT on Friday, 03/19/2021.

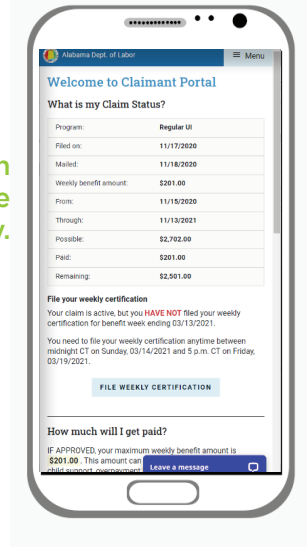
FILE WEEKLY CERTIFICATION

How much will I get paid?
IF APPROVED, your maximum weekly benefit amount is **\$201.00**. This amount can be reduced by deductions such as child support, overpayment balances, earnings, etc.

What happens next?
If you haven't already, you can file your weekly certification.
If you file your weekly certification today, the system will update tonight. Please check back here after that time for further instructions.

FILE WEEKLY CERTIFICATION

Data Station makes mobile access easy.



Unemployment claimants can access their claim status within a few clicks of the home page.

Agency staff can easily access employer information and perform daily tasks from the Data Station tax home page.

TAX DATA STATION

Search NETACENT Quarters DS48 MF48 MF49 Audit Documents Help Data Collapse All

Signout Employer Information (041-59814-1)

NETACENT

EAN: 0000000 FEIN: 99-999999

IRS Filing Status: Corporation

Account Type: Experience Rated Business Type: Corporation

Employment: General

Status: Active ER Liability: 2/7/2003

EE Liability: 4/1/2003

System Date: 3/5/2003 First Reportable: 2003/2

Tax Region: 083: Limestone / Huntsville Tax Staff:

Education: Yes Multi-State: Yes SIDES: Yes

PEO: No 3rd Party: No FUTA Label: 4/1/2003

Contact Info

No contacts have been added for this employer.

Receipts

Status Determination

System	Effective	ER	EE	Status	Followup
3/4/2003	2/7/2003	4/1/2003	Active	NO	

Account Type

Financing Method	Effective Year	Notification Date	Review
Experience Rated	2003		NO

Owners

Type	Title	Name
Person		

Legal / Collections

Notices/Delinquency

Legal Codes

Tax Rates

Year	Tax Rate	Benefit Ratio	ER Rate	EE Rate	ESA Rate
2021	0.65%	0.00	0.59%	0.06%	
2020	0.65%	0.00	0.59%	0.06%	
2019	0.65%	0.00	0.59%	0.06%	
2018	0.65%	0.00	0.59%	0.06%	
2017	0.65%	0.00	0.59%	0.06%	
2016	0.65%	0.00	0.59%	0.06%	
2015	0.95%	0.00	0.89%	0.06%	

Third-Party Reps

No third-party providers have been added for this employer.

Acquisitions

There are no acquisitions for this employer.

Audits

Case #	Audit Type	Established	Status	Completion
No data to display...				

Audit Trail

Date	By	Transaction	Amount	Note
10/21/2020		Reallocate	\$0.00	Yes

Our solutions.

SOLUTION	FEATURES	END RESULT
Data Station™	<ul style="list-style-type: none"> • Service-oriented 	<ul style="list-style-type: none"> • Reduces risk through small deployments • Minimize outages • Improves security and scalability • Improves compatibility with third-party services and tools
	<ul style="list-style-type: none"> • Cloud-first 	<ul style="list-style-type: none"> • Reduces cost • Faster development time • Improves scalability and security
	<ul style="list-style-type: none"> • Security and stability 	<ul style="list-style-type: none"> • State-of-the-art tools for authentication, authorization, auditing, monitoring, and alerting • Cloud disaster recovery, scaling, and health reporting to reduce downtime.
	<ul style="list-style-type: none"> • Self-service 	<ul style="list-style-type: none"> • Efficient, self-serve user platform • User-configurable modules and features
	<ul style="list-style-type: none"> • Compatible with all modern browsers • Compliant with ADA and Section 508 standards 	<ul style="list-style-type: none"> • User-friendly in phone, desktop, and tablet applications • Accessible for general population • Meets many State diversity and inclusion goals
Identity Verification and Fraud Detection	<ul style="list-style-type: none"> • OpenID Connect Authentication 	<ul style="list-style-type: none"> • Verify the identity of an end-user and obtain basic profile information • Multiple Identity Providers, including Microsoft, Google, Amazon, Facebook, etc.
	<ul style="list-style-type: none"> • MS Dynamics 365 Fraud Prevention 	<ul style="list-style-type: none"> • Simplified consumption and support, improved data collection, performance, security, and stability. • Fine-grained permissions for viewing, searching and reporting fraud analytic information. • Claimant Portal Integration enables gathering of fraud analytics from Microsoft allowing agencies to make business decisions
	<ul style="list-style-type: none"> • LexisNexis Identity Verification 	<ul style="list-style-type: none"> • First-pass ID verification service
	<ul style="list-style-type: none"> • ID.me Identity Verification 	<ul style="list-style-type: none"> • Identity verification of external users provides additional ability to fight fraud • Enables live agents to verify identity over the phone or Internet

Our services.

SERVICES	FEATURES	END RESULT
Contact Center	<ul style="list-style-type: none">• Provide support for both separation and non-separation claimants• Staffing and infrastructure for inbound calls• Live agent chat	<ul style="list-style-type: none">• Easily resolves basic questions for claimants to keep process moving• Deal with advanced issues and refer claimants out for other services• Reduce call volumes• Encouragement of self-service channels• Increase effectiveness of first-call resolution
Adjudication	<ul style="list-style-type: none">• Fact finding• Claim determinations	<ul style="list-style-type: none">• Free up state employees to do other work• Reduce backlog of claims and improve timeliness of claims process
Social Media Monitoring	<ul style="list-style-type: none">• Monitor state agency social media outlets	<ul style="list-style-type: none">• Manage public opinion of state agency• Create and post UI related content to social media• Free up state communications departments from dealing with UI issues



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