Questions and Answers about the

Request for Information (RFI):

Best Practices to Inform the Open Unemployment Insurance Initiative

Issued By:

National Association of State Workforce Agencies (NASWA)

RFI Circulation Date:

June 3, 2024

RFI Response Circulation Date:

June 20, 2024

NASWA received numerous questions in response to the RFI released on June 3, 2024. NASWA'S Open UI Initiative appreciates these thoughtful questions. This document is intended to provide answers as feasible. Not all questions have been answered; in many cases, specific questions addressed topics where decisions are yet to be made. This RFI is a critical tactic to help the Initiative make such decisions. If your question was unanswered, please use that as an opportunity to share your thoughts, perspectives, preferences, or experiences related to those topics in response to "Section J: Open Response" or another relevant section.

Questions about Responding to the RFI

Will any of the information being shared with NASWA as part of the RFI become available to other vendors within the domain? Are we allowed to provide, in addition to a full unredacted copy of our response, a redacted public copy of our response that could be used in case of requests to share these responses?

Individual responses won't be published. Content may appear in a synthesized format for illustrative purposes. If you're worried about sensitive information, exclude it or label it as "sensitive," and we'll handle it accordingly.

Will the responses be subject to FOIA laws and regulations?

It is NASWA's position that RFI responses are not subject to FOIA laws and regulations.

How will different types of organizations participate in the Open UI Initiative and establishing the Open UI Framework?

Engaging all stakeholders—e.g., state and federal agencies, private companies, and non-profits—is vital for the initiative's success. Your insights across this RFI but particularly in Sections G, H, or J will help shape this collaborative effort.

Questions About the Framework

Does NASWA envision all states agreeing on the Open UI Module Set?

> The Open UI Framework aims for interoperability between modules, allowing seamless swapping of implementations. Among the states and vendors who choose to participate, a single shared understanding of module boundaries is crucial.

> This RFI is a key part of gathering perspectives ahead of publishing the first version of the Open UI Module Set. The defined module boundaries may change in the future as a result of research, prototyping, and piloting.

What is the extent of functionality expected for each module? Can there be multiple versions of the modules available for states to choose?

> According to the framework, an Open UI Module Specification defines functionality and interactions within a module's boundary. It doesn't dictate implementation details. We expect there will be multiple module implementations will be available for states to choose from.

Has NASWA discussed specific modules for data storage or data storage formats to be employed?

> The specifics of data storage likely fall outside the Open UI Framework's scope. However, ensuring a shared data schema across module specifications is crucial for true interoperability.

Questions about Sections B & C

In Section B, is the Account Management module referencing claimant accounts, or does it also include staff and employer user accounts?

Account management matters for various groups, from claimants, staff, and employers to Third Party Administrators, claimant legal representation, and more. The Open UI Framework should address all relevant user groups' needs in each module.

Are module specifications expected as part of the response?

To clarify, we don't need complete module specifications at this stage. Our focus is on defining the boundaries of each module. Once those are established, we can delve into the specifics.

The proposed breakdown in Section B does not mention additional programs that a state workforce agency might be responsible for administrating. Can our response in Section C make recommendations for this type of peripheral responsibility?

You can address how the Open UI Framework would handle additional programs like Paid Family Medical Leave or Short-Time Compensation in your responses to Section C. This section provides an opportunity to discuss specific scenarios and considerations related to both programs and systems outside of core UI functionality.

Question about Section D

What is meant by "workflow" in this scenario?

> The Open UI Framework needs to account in some way for both automated and manual workflows, whether the trigger is digital (e.g., employer failure to timely file a quarterly report) or analog (e.g., receiving a physical appeals filing from a claimant).