

Client Training HQ

Designing Your UC Program

This document is intended to help identify different ways to set up your UC Program with Equifax®.

Initial UC Program Set Up

When working with Equifax for Unemployment Compensation (UC) management, setting up your program can be broken down into two main options: **centralized** and **decentralized**. The choice depends on your organization's structure, desired oversight, and resource availability.

Centralized UC Program

The centralized model is designed for organizations that want to consolidate oversight and better streamline the process through a **dedicated internal team**.

Key components of a **centralized program** include **establishing a Core Team**:

- **Function:** A core team, typically composed of professionals familiar with the unemployment claim process, serves as the primary liaison with the Equifax Service Team. They collect data and documents (e.g., policy documentation, exit interviews, payroll data) from each company location.
- **Benefit:** This approach helps relieve location managers and supervisors of some of the administrative burden, allowing them to focus more on daily operations. It also creates a single point of accountability, helps improve documentation consistency, and helps simplify cost management.
- **Consideration:** Program leaders must ensure a process is in place for firsthand witnesses (who are typically at the local level) to consistently attend hearings, as the core team may lack direct situational insight.

Decentralized UC Program

The decentralized model is suitable for organizations that prefer the Equifax Service Team to **engage directly with local contacts**.

Key characteristics of a **decentralized program** include:

- **Direct Contact:** The Equifax Service Team communicates directly with front-line managers, payroll clerks, local HR, or district managers at each operating location to help gather information for claims.

- **Challenges:** Gathering information can be challenging due to the local manager's daily responsibilities (selling, customer service, managing employees) and sometimes high turnover in these roles, which sometimes necessitates ongoing education on unemployment matters. This can occasionally lead to insufficient or untimely information being provided to the state.
- **Better Optimization with an Escalation Process:** Many successful decentralized clients implement an escalation process. If the Service Team cannot contact a location manager, the request is escalated to a corporate contact who then ensures the location responds directly to Equifax. This process allows corporate contacts to track unresponsive locations and help identify areas for improvement.
- **Customized Procedures:** Clients often agree on custom procedures with their Service Team to help optimize the method for their company. Some examples include:
 - Limiting calls to management-level personnel to help protect private information.
 - Scheduling calls during non-peak times (e.g., helping avoid lunch rush in restaurants or delivery times in retail).

Tools for Oversight

Regardless of the model you choose, Equifax offers tools to help you manage your program:

- **CaseBuilder (Full Oversight):** This application is used by many clients, featuring Q&A technology to help your team capture critical details upfront, with better accuracy. It also provides 24/7 access to historical information.
- **Reports Application:** Provides real-time insights into the status of your UC program, designed to help you better understand the current state in less time. This tool can help you pinpoint strengths and weaknesses across locations, helping you with overall program improvement.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

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