

Texas Workforce Press Release

FOR IMMEDIATE RELEASE

DATE: June 22, 2016

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Texas Workforce Commission Earns Best Data Analytics/Business Intelligence Project Award

AUSTIN – The Texas Workforce Commission’s (TWC) Improve Fraud Discovery project was recognized with a 2016 Best of Texas award for Best Data Analytics/Business Intelligence Project by the [Center for Digital Government](#). The award recognizes TWC for designing and deploying a data analytics and business intelligence tool that resulted in a more efficient and effective use of government resources and improved compliance with regulations.

“Congratulations to the Regulatory Integrity Division for their commitment to ensuring the integrity of the Unemployment Insurance Trust Fund and for advancing the goal of proper claim payments,” said TWC Chairman Andres Alcantar.



On June 20, 2016 - TWC received the 2016 Best of Texas Data Analytics/Business Intelligence Project award from the Center for Digital Government. Pictured from left: TWC RID Program Project Manager Jennifer Jones, TWC IT Project Manager Don Stevens and TWC Office of Investigations Director Brad Ward.

Photo courtesy of the Center for Digital Government

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The Improve Fraud Discovery project uses existing data from multiple, internal and external, data sources to perform data analytics and provide business intelligence. In addition to data cross-matches and a robust ad hoc research and reporting capability, the system employs two customized and highly sophisticated predictive analysis algorithms for making a very large number of assessments that would not be feasible for a human to accomplish. This combination of capabilities improves TWC's ability to detect and stop criminal activity related to the Texas Unemployment Insurance (UI) Trust Fund.

"We diligently strive to detect and eliminate fraud so that the sooner the detection process can begin, the quicker TWC can take action to prevent it," said TWC Commissioner Representing Employers Ruth R. Hughs.

This project has reduced the time required for investigators to detect, research and document suspicious unemployment insurance activity by 50 percent. With the help of this tool, TWC has prevented paying out more than \$3.4 million in unemployment insurance payments for ID theft fraudulent claims. This benefits Texans by preserving UI Trust Fund dollars for legitimate claimants and assists TWC to meet federal directives for reducing fraudulent claim payments. For more information on TWC's Unemployment Benefits program, visit the TWC website at [Unemployment Benefits Program](#).

"TWC is dedicated to the continued efforts of protecting and ensuring that our programs are committed to benefiting eligible Texans," said TWC Commission Representing Labor Julian Alvarez.

TWC administers UI benefits to workers who become unemployed through no fault of their own and are actively seeking work. TWC regularly cross matches UI claims with employer wage reports and other databases to detect possible UI fraud. If TWC discovers that claimants have received UI benefits through fraudulent applications, the agency seeks immediate reimbursement of overpayments. Examples of UI fraud includes, but is not limited to, giving false information and failure to report work or work-related earnings while receiving UI benefits.

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The Texas Workforce Commission is a state agency dedicated to helping Texas employers, workers and communities prosper economically. For details on TWC and the services it offers in coordination with its network of local workforce development boards, call 512-463-8942 or visit www.texasworkforce.org. To receive notifications about TWC programs and services subscribe to our [email updates](#).