

The NEW Michigan UIA



Innovating



Transforming



Modernizing



UIA Fights Fraud

By the numbers

162

Charged

91

Convicted

71

Sentenced

\$90M

Recovered

23

**UIA staff fired
or resigned
Since June 2020**

106

**Staff currently
working in
Fraud Division**



UIA Claimant Road Map

“I feel a lots less intimidated by it. It’s resources for me. It’s not just a scary government website. It’s something that can help me get back on my feet.”

“[I like] the fact that you can click a button and it gets me exactly where I need to go, instead of logging into six different pages like it was before”

Michigan.gov/UIAClaimantRoadmap



Should I apply?

© Show all

STEP 1

Prepare to apply

Show more ▾

STEP 2

Submit your application

Show more ▾

STEP 3

Review your Monetary
Determination Letter

Show more ▾

STEP 4

Register & search for work

Show more ▾

STEP 5

Update your information every 2
weeks

Show more ▾

STEP 6

Check for updates from UIA

Show more ▾

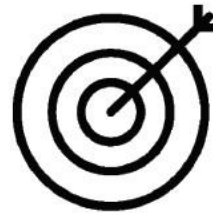
UIA & Civilla partnership

design directives



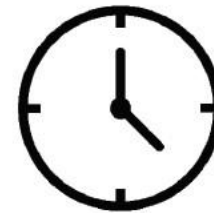
simple

Consistent plain language, clear guidance, visual hierarchy across all communication materials.



clear expectations

Help customers know when and how to take action on their case.



just in time

Provide information that is most relevant to customers' immediate needs.



UIA Claimant Road Map

Most popular resource at Michigan.gov/UIA
since launch in August 2023

512.1K

Views

262.7K

Users

Michigan.gov/UIAClaimantRoadmap



Claimant Roadmap reaction

“Before, I would scroll down a couple of pages, and say forget it. This seems much more helpful. Where I need to go for my questions is clear. That's really nice.”

“[It] is easy to read. There is plain language with enough detail to clarify what the section is talking about. I think that's important.”

“Thinking as a seasoned HR person, this is a really good breakdown to give to someone who may not understand. I can't remember ever seeing this in my career.”

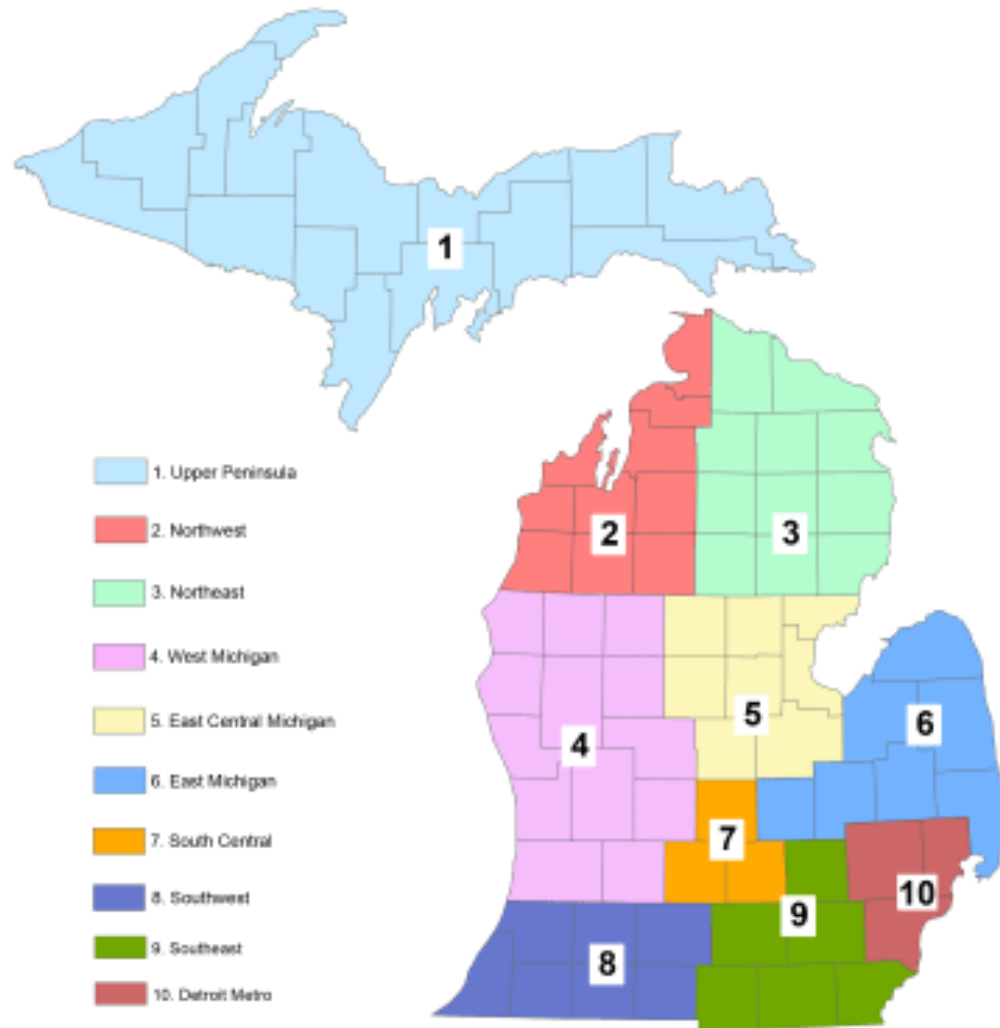
“You can't get away from the process but this makes it clear to me how I fit into the process.”

New Computer System



- Replaces 10-year-old MiWAM.
- Fully operational in 2025.
- Accelerates claims processing.
- Enhances current anti-fraud practices.
- Prioritizes ease of use for claimants and employers.

Community Connect Program



Liaisons on the road

69
Counties

106
Municipalities

UIA-Community-Connect@Michigan.gov



Employer Help Center

Since February 5 launch

71.5K

Views

56.8K

Users

The screenshot shows the Employer Help Center website. At the top, there is a dark blue header with the text "Employer Help Center". Below the header is a breadcrumb trail: Home > Bureaus & Agencies > Unemployment Insurance Agency > Tools & Resources > Employer Help Center. Two buttons are visible: "Search Employer Help Center" and "Sign into Employer MiWAM". The main content area is titled "How Can We Help You?" and features six service cards arranged in a 2x3 grid. Each card has an icon, a title, and a brief description.

Icon	Service Title	Description
	Register Your Business	How to register your business and authorize your account with UIA.
	Manage Employee Claims	How to manage claims and handle disputes, fraud, and appeals.
	Explore FAQs & Resources	Find answers to common questions, helpful definitions, common forms, and instructional resources.
	Submit Reports & Payments	How to keep up with your tax rates, quarterly reporting, and payments.
	Manage Account Settings	How to set notifications, update business info, and add additional users.
	Contact UIA	Still can't find what you're looking for? Contact the Office of Employer Ombudsman (OEO).

Employer Help Center reaction

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