A dedicated, private network states use to process UI claims.

BENEFITS TO STATE WORKFORCE AGENCIES

Claims Data

- States use ICON data to analyze reemployment outcomes in support of Workforce Innovation and Opportunity Act (WIOA) requirements.

Online Tools

- Important Deadlines

- State Contact List

- Unemployment Compensation for Federal Employees (UCFE) Application Wage Calculator

- Unemployment Compensation for ex-military (UCX) Decision Tree

Professional Development

Provides tools and techniques to promote knowledge and skill building in the areas of:

- Interstate and combined wage claims

- Unemployment compensation for federal employees and ex-military service members

- Online training is available (state-specific training upon request)

IMPACT

- Provides states the ability to securely and timely request and receive information for the purposes of processing complex Combined Wage, Ex-Military service members and Federal employees claims for unemployment benefits.

- States' claim accuracy and timeliness increased using ICON tools and applications.

- Modernized the ICON system by migrating various technologies and business processes to one central cloud-based location.

- Updated guidance and opportunities for states to use packaged/containerized code to provide an easy path to modernization.