TRAINING AND EMPLOYMENT NOTICE	NO. 6-19
	DATE August 29, 2019

TO: STATE WORKFORCE AGENCIES
UNEMPLOYMENT INSURANCE DIRECTORS
UNEMPLOYMENT INSURANCE MANAGERS AND SUPERVISORS

FROM: JOHN PALLASCH /s/
Assistant Secretary

SUBJECT: Available Training – Benefit Accuracy Measurement (BAM) Online Training for Supervisors and Investigators

1. **Purpose.** To announce the availability of BAM training for National, Regional, and state personnel responsible for monitoring and/or investigating the accuracy of paid and denied claims in State Unemployment Insurance (UI), Unemployment Compensation for Federal Employees (UCFE), and Unemployment Compensation for Ex-Servicemembers (UCX) programs.

2. **Action Requested.** State Administrators are requested to provide this information to all appropriate staff.

3. **Summary and Background.**

    a. Summary – BAM Basic, BAM Intermediate, and BAM Supervisor courses are now available online to provide training to National, Regional, and State Workforce Agencies (SWAs) staff involved in the BAM program. The Employment and Training Administration (ETA) identified the need for readily accessible online training for designated BAM personnel and contracted with the National Association of State Workforce Agencies' (NASWA) Information Technology Support Center (ITSC) to develop BAM online training.

    b. Background – ETA oversees the BAM program to ensure SWAs are following federal and state laws, regulations/administrative code, and policies. Additionally, ETA ensures BAM Programs are complying with established methodology. SWAs are responsible for the selection of weekly random samples of UI, UCFE, and UCX paid and denied claims. BAM personnel conduct prompt and in-depth investigations to determine whether each claimant was properly paid or denied benefits.

4. **BAM Training.** The training is available at the ITSC website members-only section at the following link: http://itsc.org/Pages/UI-Learning-Center.aspx. In order to access the training, users must have an active account. The three available courses cover the following:

a. BAM Basic course – This course includes lessons that introduce the skills needed for BAM investigators. Investigators learn about the history, purpose, and methodology of the BAM program. Investigators are introduced to ways to fact find, verify information, and reach conclusions in completing BAM investigations and closing cases. Additionally, investigators are presented with time management strategies for the timely handling of cases being investigated.

b. BAM Intermediate course – Lessons include case studies that walk investigators through each code required on the Data Collection Instruments (DCI) forms. This training is designed for new investigators and experienced BAM personnel. The training provides an overview of implementing the BAM program at the state level. Investigators learn data collection and coding processes for paid and denied cases. A step-by-step guided exercise for investigating and coding every element in a paid case with errors is provided. Additional lessons provide exercises for coding a second paid case and one for each of the denial cases: a separation denial, a monetary denial, and a nonseparation denial.

c. The BAM Supervisor course – In this course, supervisors learn how to sample and assign cases. Supervisors are introduced to methods for reviewing and closing all cases completed by BAM Investigators. In addition, supervisors learn how to manage staff assignments, access and interpret reports, and create custom Structured Query Language (SQL) queries. A practice exercise is presented that allows the supervisor to review a completed complex case.

5. **Inquiries.** Please direct inquiries to the appropriate ETA Regional Office.

6. **References.** Not Applicable.

7. **Attachments.** Not Applicable.