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## MICHIGAN LEGISLATURE

August 18, 2020

Doug A. Ringler, CPA, CIA  
Auditor General  
Office of the Auditor General  
201 N. Washington Square 6<sup>th</sup> Floor  
Lansing, MI 48913

Dear Mr. Ringler,

As you are aware, the COVID-19 pandemic and the ensuing executive orders designed to contain it, has wreaked havoc on our economy and has caused over a million people to seek unemployment benefits. The resulting strain on the Unemployment Insurance Agency (UIA) has revealed some areas of concern and some potential deficiencies in the UIA system and its operations.

The Senate has passed SCR 29 requesting an audit of the UIA. In lieu of that, we would ask that the Office of Auditor General perform a series of performance audits in order to provide a comprehensive review of the UIA.

One of the areas we would like to you to investigate relate to staffing issues including rules in place for the proper vetting of potential new hires, the proper training of new hires, and the policies and procedures regarding access to the computer system for discharged employees. Another area of concern is problems associated with claims processing. Thousands of unemployed Michiganders have had to wait weeks and in some cases months to have their claims adjudicated. There have also been problems with overpayments. Additionally, there is a lack of communication between UIA and these aggrieved clients.

We would also ask that you explore the fraud mitigation efforts the department utilizes to combat fraud. There have been reports of organized crime syndicates attempting to capitalize on this

unfortunate situation by using stolen identities to fraudulently file for unemployment benefits. It may also be necessary to look into the various firewalls and cybersecurity systems that are in place and if there have been any potential breaches.

Thanks for your consideration of our request. We look forward to hearing from you soon.

Respectfully,



Representative Matt Hall  
State Representative  
District 63



Senator Aric Nesbitt  
State Senator  
District 26



Senator Ed McBroom  
State Senator  
District 38