



Retroactive PUA Eligibility

Unemployment Insurance Modernization

U.S. Digital Response

March 2022



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Intro

- Project background
- Goals
- Multilingual approach

Expanded PUA Eligibility Provisions

UIPL 16-20, Change 5 issued on February 25, 2021

Based on updated Pandemic Unemployment Assistance (PUA) eligibility criteria released by the U.S. Department of Labor, a state workforce agency must reopen applications to claimants who were previously denied benefits and determine if they are eligible to receive retroactive PUA payments.

PUA benefits offer:

- Maximum of 86 weeks
- Eligibility period: February 2, 2020–September 4, 2021

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION Unemployment Insurance
	CORRESPONDENCE SYMBOL OU1/DU10
	DATE February 25, 2021

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 16-20, Change 5

TO: STATE WORKFORCE AGENCIES

FROM: SUZAN G. LEVINE *Suzanne Levine*
Principal Deputy Assistant Secretary

SUBJECT: Expanded Eligibility Provisions for the Pandemic Unemployment Assistance (PUA) Program

- Purpose.** To provide states with updated guidance for the PUA program, specifically regarding expanded eligibility provisions authorized under Section 2102(a)(3)(A)(v)(I)(kk) of the Coronavirus Aid, Relief, and Economic Security (CARES) Act.
- Action Requested.** The Department of Labor's (Department) Employment and Training Administration (ETA) requests State Workforce Administrators provide the information contained in this Unemployment Insurance Program Letter (UIPL) and the attachments to appropriate program and other staff in state workforce systems to implement these changes to the PUA program.
- Summary and Background.**
 - Summary**—The Department expands PUA eligibility to include three COVID-19 related reasons under which an individual may self-certify. This expansion is made under the authority provided by Section 2102(a)(3)(A)(i)(kk) of the CARES Act. These three reasons are added to the existing COVID-19 related reasons specified in items (a)-(j) of Section 2102(a)(3)(A)(i)(I) of the CARES Act and the reason previously approved by the Secretary of Labor (Secretary) under Section 2102(a)(3)(A)(i)(I)(kk) of the CARES Act for individuals who are self-employed and experience a significant reduction of services because of COVID-19.

These additional reasons address circumstances when an individual is directly affected by the COVID-19 public health emergency. They are: (1) individuals who refuse to return to work that is unsafe or to accept an offer of new work that is unsafe; (2) certain individuals providing services to educational institutions or educational service agencies; and (3) individuals experiencing a reduction of hours or a temporary or permanent lay-off.

RESCISSIONS None	EXPIRATION DATE Continuing
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Three new eligibility questions

17. Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.

18. Did you provide services to an educational institution or educational service agency, and you are unemployed or partially unemployed because of volatility in the work schedule directly caused by the COVID-19 public health emergency? This includes, but is not limited to, changes in schedules and partial closures.

19. Are you an employee and your hours have been reduced, or you were laid off as a direct result of the COVID-19 public health emergency?

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RESCISSIIONS None	EXPIRATION DATE Continuing
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Goals

↑ Maximize claimant response rate

Challenge

Many claimants have not interacted with the system in months, some since March 2020, or may mistake official ESD emails as fraud or spam.

Solution

Provide enough contextual information so that claimants can trust the content and understand why they are being asked to reapply.

↑ Maximize application success rate

Challenge

Claimants may not be able to provide accurate information in their application if they do not understand what they are being asked.

Solution

Provide the right amount of information to claimants at just the right time to help make the process as seamless as possible.

↓ Minimize impact on support staff

Challenge

Launching new services typically comes with an increase in call center activity, and support staff is already handling a backlog of cases from existing claims.

Solution

Test content and form design before building and launching the fact-finding flow to preempt and mitigate support issues.

A Multilingual Approach

7.9%

of households in this state
speak Spanish as primary
language

4.7%

of Hispanics unemployed in this
state

USDR deployed a team of **multilingual volunteers** to create content in Spanish and conduct research with **Spanish-speaking claimants** so that the agency can better serve the **second largest language population in the state.**

Activities

- Timeline
- Content Strategy
- UX Design
- UX Research

Timeline

Weeks 1-2



Kickoff

- Confirm legal requirements
- Confirm platform capabilities
- Document claimant journey

Weeks 3-6



Research prep (English)

- Create usability testing framework
- Recruit **English** language test cohort
- Draft **v1 English** language content
- Design **v1** form prototype

Weeks 7-8



Usability testing (English)

- Conducted 4 usability tests with UI claimants
- Iterated **v2** content & form based on claimant feedback

Weeks 8-10



Research prep (Spanish)

- Create usability testing framework
- Recruit **Spanish** language test cohort
- Draft **v2 Spanish** language content
- Design **v2** form prototype in Spanish

Weeks 11-12



Usability testing (Spanish)

- Conducted 2 usability tests with UI claimants
- Iterated **v3** content & form based on claimant feedback

Content Strategy

Wrote outreach communications and form content using plain language

USDR drafted content for outreach emails, the eService form intro, and helper text for each of the 19 eligibility questions to help claimants understand why they are being asked to reapply and how to accurately complete the fact-finding flow.

17. Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.

Answer yes if:

- your unemployment benefits stopped because you refused to go back to a worksite that was non-compliant
- your unemployment benefits stopped because you would not accept a new job opportunity at a worksite that was non-compliant

Answer no if:

- you continued to receive unemployment benefits
- your unemployment benefits stopped for reasons other than the above

UX Design

Created 2 clickable prototypes using existing FAST UI components

USDR designed the claimant UX for each of the 19 eligibility questions so that claimants using a desktop computer or laptop could complete the fact-finding flow as quickly and easily as possible.

The screenshot shows a web interface for 'Pandemic Unemployment Assistance'. At the top, there is a dark blue header with a hamburger menu icon and the text 'Pandemic Unemployment Assistance'. Below the header is a white navigation bar with a back arrow on the left and a progress bar in the center showing '75%'. The main content area is white and contains the following text:

Pregunta 17

¿Se le ha denegado la continuidad de los beneficios por desempleo porque se negó a regresar al trabajo o aceptó una oferta de trabajo en un lugar de trabajo que no cumple con las normas de salud y seguridad locales, estatales o nacionales directamente relacionadas con el COVID-19? Estas incluyen, entre otras, las relacionadas con el uso de cubrebocas o caretas, las medidas de distanciamiento físico o la provisión de equipo de protección personal de acuerdo con las normas de salud pública.

¿Qué está pidiendo esta pregunta?

Quando contestar que sí:	Quando contestar que no:
<ul style="list-style-type: none">• sus prestaciones de desempleo se interrumpieron porque se negó a volver a trabajar en un centro de trabajo que no cumplía las normas• sus prestaciones de desempleo se interrumpieron porque no aceptó una oferta de trabajo en un centro de trabajo que no cumplía las normas	<ul style="list-style-type: none">• ha seguido recibiendo prestaciones de desempleo• sus prestaciones de desempleo se interrumpieron por motivos distintos a los anteriores

At the bottom of the form, there are two buttons: 'Si' and 'No'.

UX Research

Conducted **6 usability tests (4 in English, 2 in Spanish)** and iterated the content and form design based on:

- **Readability** of 3 new official eligibility questions (questions 17-19 in UIPL)
- **Effectiveness** of helper text in clarifying eligibility questions
- Claimant's **ability to interact** with eServices form elements, such as layout of components and content and ability to enter dates to indicate eligibility periods



Results

- Claimant sentiments
- Summary of results
- Additional insights

"I'm glad to help because State unemployment has helped me get through this last year or so - the economic impact - it's helped me, so I'm grateful."

— Retired school bus driver (Age 70)

Claimant sentiments reveal how improving user experience can lead to better response rates

🚫 Testers still carried **stress** from the difficulty with applying for unemployment benefits in the past.

Opportunity: reduce administrative barriers.

🚫 Testers believed that even if they answered truthfully, their response would not be accepted – illustrating a **mistrust** of the system.

Opportunity: increase transparency.

🚫 Testers seemed compelled to explain how applying for UI was a last resort, suggesting an awareness of a **social stigma** attached to receiving public benefits.

Opportunity: improve claimant communication.

*"As someone who went through this in the pandemic...it was kind of **traumatizing**. It's pretty stressful. The process should be easier – it's supposed to make it less stressful for people in those positions."*

– Restaurant server (Age 31)

Summary of results

✓ Simplified content **increased comprehension** scores.

⊘ Factors that **decreased accuracy and confidence** in responses:

- Large blocks of text
- Multiple scenarios within one question
- Complex language

✓ Factors that **increased accuracy and confidence** in responses:

- Plain language
- Scannable format (bullet points)

⊘ Translations for phrases that are uncommon in Spanish **decreased comprehension scores**.

⊘ Translated text may **take up more space** and break the user experience.

✓ Testers with **traditional work schedules successfully entered dates** into the calendar component.

⊘ 1 tester with **seasonal employment** had difficulty recalling dates and determining eligible periods of unemployment.

Simplified content increased comprehension scores.

How we started

19. Are you an employee and your hours have been reduced, or you were laid off as a direct result of the COVID-19 public health emergency? (New for 2021)

This question asks if you are an employee whose hours were reduced or if you were laid off as a direct result of the COVID-19 public health emergency.

When to answer No

If your hours were not reduced, or you were not laid off as a direct result of the COVID-19 public health emergency, answer No to this question.

When to answer Yes

If your hours were reduced, or you were laid off as a direct result of the COVID-19 public health emergency but may not be eligible for benefits because you lacked sufficient wages to qualify, were previously disqualified, or exhausted regular unemployment compensation, Pandemic Emergency Unemployment Compensation, or Extended Benefits, answer Yes to this question.

How we finished

19. Are you an employee and your hours have been reduced, or you were laid off as a direct result of the COVID-19 public health emergency?

Answer yes if:

- your hours were reduced due to the COVID-19 public health emergency
- you were laid off as a direct result of the COVID-19 public health emergency
- you were laid off but could not claim regular unemployment benefits because you did not make enough to qualify, were previously disqualified, or exhausted all other benefits available to you

Answer no if:

- your hours were not reduced due to the COVID-19 public health emergency
- you were not laid off

Factors that decreased accuracy and confidence in responses

17. Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines. (New for 2021)

This question asks if you received unemployment benefits at any point since February 2020. If you did, it asks if at any point you were denied those benefits for one of two reasons: one, you refused to return to a worksite that was not compliant with local, state, or national health and safety standards directly related to COVID-19; or two, you turned down a job offer at such a site that was not compliant with the above safety standards. These might include guidelines on wearing masks and personal protective equipment and physical distancing.

When to answer No

If you did not receive unemployment benefits at any point since February 2020, answer No this question.

If you received benefits since February 2020 but were subsequently denied benefits for reasons that do not include refusing to return to a non-compliant worksite or turning down a job offer at such a worksite, answer No this question.

When to answer Yes

If you received unemployment benefits at any point since February 2020 and were subsequently denied benefits because you refused to go back to work or accept a job offer at a worksite that was non-compliant, answer Yes to this question.

⊘ Testers got lost in **large blocks** of text

⊘ Testers were confused when presented with **multiple scenarios** in one question

⊘ Testers stumbled on **complex** language/jargon

- **"volatility"** (q. 18)
- **"academic year"** (q. 18)

*"This [q. 17] is a really long question that you have to read more than once...you get kind of lost in it because there are **so many words**.*

- Restaurant server (Age 31)

Factors that increased accuracy and confidence in responses

19. Are you an employee and your hours have been reduced, or you were laid off as a direct result of the COVID-19 public health emergency?

Answer yes if:

- your hours were reduced due to the COVID-19 public health emergency
- you were laid off as a direct result of the COVID-19 public health emergency
- you were laid off but could not claim regular unemployment benefits because you did not make enough to qualify, were previously disqualified, or exhausted all other benefits available to you

Answer no if:

- your hours were not reduced due to the COVID-19 public health emergency
- you were not laid off

- ✓ Plain language
 - **Simple** words were easier to understand
 - **Brief** sentences were easier to follow

✓ **Scannable** text was easier to read, e.g. bullet point format

✓ **Helper text** explained how to respond to each question

*“Just because of the wording of the separation between me and my prior employer, it’s caught up in litigation and appeals. They **denied all my claims** since August.”*

– Customer Service Representative (Age 57)

Translations for phrases that are uncommon in Spanish decreased comprehension scores.

🚫 Some **words were unfamiliar** to both Spanish speaking testers and caused them to doubt the accuracy of their responses.

- Both testers didn't understand "**cesantía**" as the translation for "**laid off**"
 - Both testers responded better to "**despedir**"
- 1 tester suggested that the word "**volatilidad**" is not very common in Spanish
- **Regional language variations** also create translation challenges
 - Mexican Spanish is more common in the U.S.
 - People from Spanish-speaking countries outside of Mexico may prefer to fill out forms in English.

" 'ha sido despedido como resultado directo de la emergencia de salud pública.' Mi pregunta es, ha sido dejado cesante? En mi perspectiva cesante, es que me sacaron del trabajo.... No tiene sentido para mí"

*" 'has been laid off as a direct result of the public health emergency.' My question is, has he been laid off? In my opinion, laid off is that I got removed from work... It **doesn't make sense** to me."*

- Medical Translator (Age 55)

Translated text may take up more space and break the user experience.

Pandemic Unemployment Assistance

< 75% >

Pregunta 17

¿Se le ha denegado la continuidad de los beneficios por desempleo porque se negó a regresar al trabajo o aceptó una oferta de trabajo en un lugar de trabajo que no cumple con las normas de salud y seguridad locales, estatales o nacionales directamente relacionadas con el COVID-19? Estas incluyen, entre otras, las relacionadas con el uso de cubrebocas o caretas, las medidas de distanciamiento físico o la provisión de equipo de protección personal de acuerdo con las normas de salud pública.

¿Qué está pidiendo esta pregunta?

Quando contestar que sí:

- sus prestaciones de desempleo se interrumpieron porque se negó a volver a trabajar en un centro de trabajo que no cumplía las normas
- sus prestaciones de desempleo se interrumpieron porque no aceptó una oferta de trabajo en un centro de trabajo que no cumplía las normas

Quando contestar que no:

- ha seguido recibiendo prestaciones de desempleo
- sus prestaciones de desempleo se interrumpieron por motivos distintos a los anteriores

[Red box highlights the bottom of the screen where action buttons are obscured]

⊘ When content was translated to Spanish, the **amount of text increased** and pushed action buttons below the fold.

- Both testers couldn't find the buttons and were unable to proceed.

Testers with *traditional work schedules* successfully entered dates into the calendar component.

Period you are claiming (if the above applies to additional periods, enter those dates below):

From To

From To

< March 2019 >

S	M	T	W	T	F	S
24	25	26	27	28	1	2
3	4	5	6	7	8	9

✓ Testers were able to recall **eligible date periods**.

✓ Testers understood how to use the **calendar component**.

✓ Testers understood how to enter **multiple eligibility periods**.

Tester with *seasonal employment* had difficulty recalling dates and determining eligible periods of unemployment.

🚫 **Seasonal work schedules** complicated tester's ability to determine what was considered an eligible benefit period.

- Tester wanted the **ability to explain why** they weren't working, and why they weren't able to work during their normal working hours.
- Tester felt their unemployment situation **didn't fit in the work week** as presented in the calendar.

"...por ejemplo, con algunas fechas para introducir fechas que no dejan poner bien las fechas, agregar una opción extra, como que diga otras opciones más que dejen introducir más información. Porque yo a veces he tenido que tener enviar cartas para clarificaciones."

*"...for example, in instances when it doesn't allow you to enter the dates correctly, add the option to provide more information. Because sometimes I had to **send clarifications by mail.**"*

- Farmworker/student (Age 35)

Additional insights

 3 of 6 testers used a **mobile device** as their primary device

 1 tester had **better comprehension** when the content was **read aloud** to them

*“When someone is applying for an unemployment claim, a lot of things could be happening. They could be selecting the wrong thing, the wording might be off, or they haven’t joined the new society where it’s all remote. A lot of my Boomers, like me, they’re **not computer savvy.**”*

- Customer Service Representative (Age 57)

*“...making the process easier for someone, making it **more user-friendly and less stressful** would be best, not making the questions so difficult and making someone question if they answered it correctly.”*

- Restaurant server (Age 31)

Recommendations

- High impact / Low effort
- High impact / Medium effort
- High impact / High effort
- How to measure success
- Desired outcomes

High impact / Low effort

✓ Adopt

- Federal [plain language guidelines](#)
- Spell out complex situations or specialized phrases in simplified terms
- Digital.gov [Spanish Language Style Guides and Glossaries](#)
- Consider using English words for terms that are not commonly used in Spanish, i.e. “laid off”
- Scannable text: use bullet points to break up big blocks of text
- Content alignment between digital and paper forms

⊘ Avoid

- Advanced or complex vocabulary, i.e. “volatility”
- Specialized phrases or jargon, i.e. “academic year”
- Translating terms that are not commonly used in Spanish, i.e. “laid off”
- Big blocks of text

High impact / Medium effort

✓ Adopt

- Ensure call to action buttons are above the fold
- Create a glossary of terms in all supported languages
- Add open field for claimant to provide additional context when entering eligibility dates
- Update [PUA info page](#) with new questions and helper text (see [example](#) from CA EDD)

⊘ Avoid

- Making users search for buttons to proceed
- Assuming terms are common knowledge
- Having claimant submit information via appeal or via call center

High impact / High effort



✓ Adopt

- Support for mobile devices
- Research and usability testing with non-English speaking claimants
- Placing form navigation (forward and back buttons) and call to action buttons in the same vicinity
- [Web Content Accessibility Guidelines \(WCAG\) 2](#)



⊘ Avoid

- Limiting platform access to desktop/laptop
- Limiting research to digital users

How to measure success

 Hypothesis (need benchmark data)	 Primary Metrics
<ul style="list-style-type: none">• Claimant response rate will increase.	<ul style="list-style-type: none">• # of completed applications / # of claimants contacted• # of claimants who log in and click on messages / # of claimants contacted
<ul style="list-style-type: none">• Application success rate will increase.	<ul style="list-style-type: none">• # of approved applications / # of completed applications
<ul style="list-style-type: none">• Call center load will decrease.	<ul style="list-style-type: none">• # of support calls / # of completed applications• # of support calls / # of started applications

Next steps

 State Workforce Agency	 USDR
<ul style="list-style-type: none">• Launch fact-finding flow: paper & eServices	<ul style="list-style-type: none">• Publish anonymized case study
<ul style="list-style-type: none">• Gather benchmark data	<ul style="list-style-type: none">• Share resources with other states doing the same work
<ul style="list-style-type: none">• Capture success metrics	<ul style="list-style-type: none">• Follow up with State for impact metrics

Appendix

- Team
- Methodology
- Deliverables

Team

State Workforce Agency

- Customer Experience Lead
- Claims Adjudication Lead
- User Researcher
- Content Strategist

U.S. Digital Response

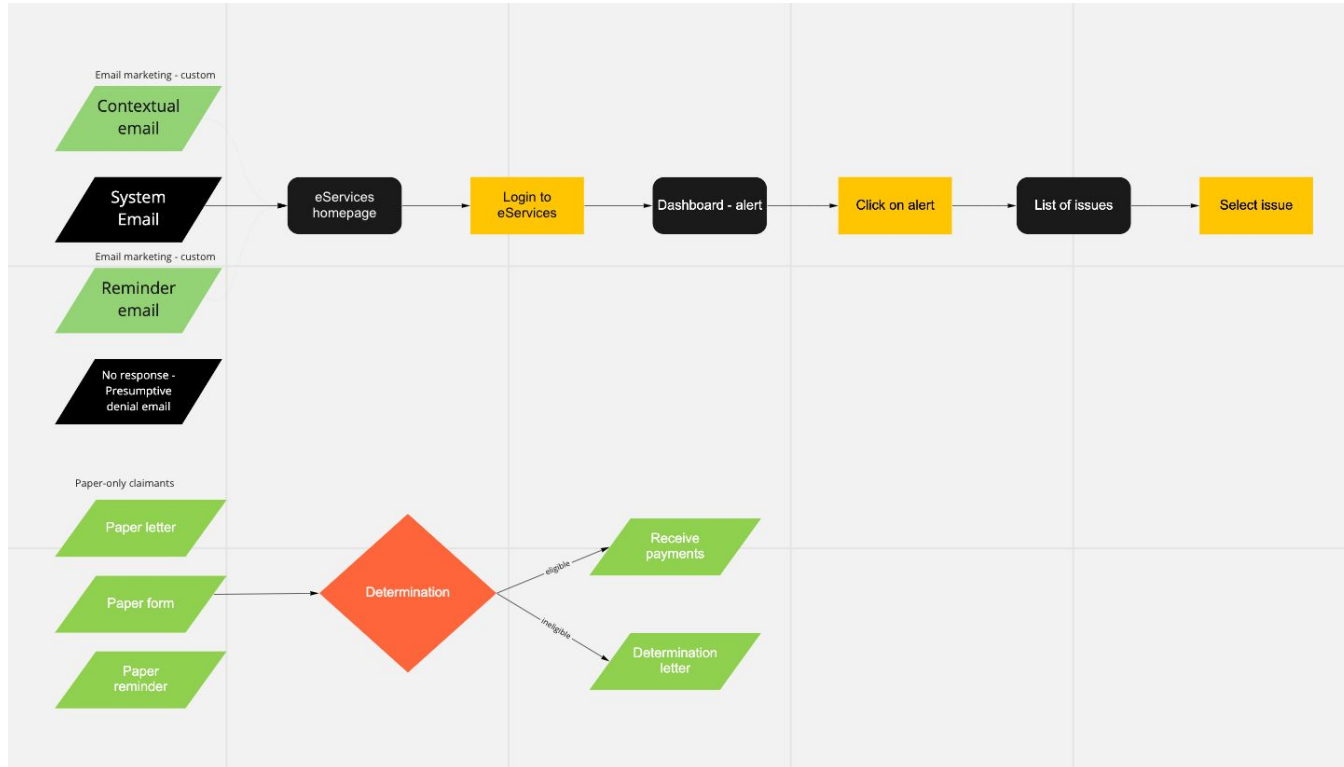
- Anais De La Sancha - UX Research
- Jenny Cheuk - UX & Design
- Marcie Chin - Product Management
- Misa Misono - UX Research
- Timothy Yap - Content Strategy



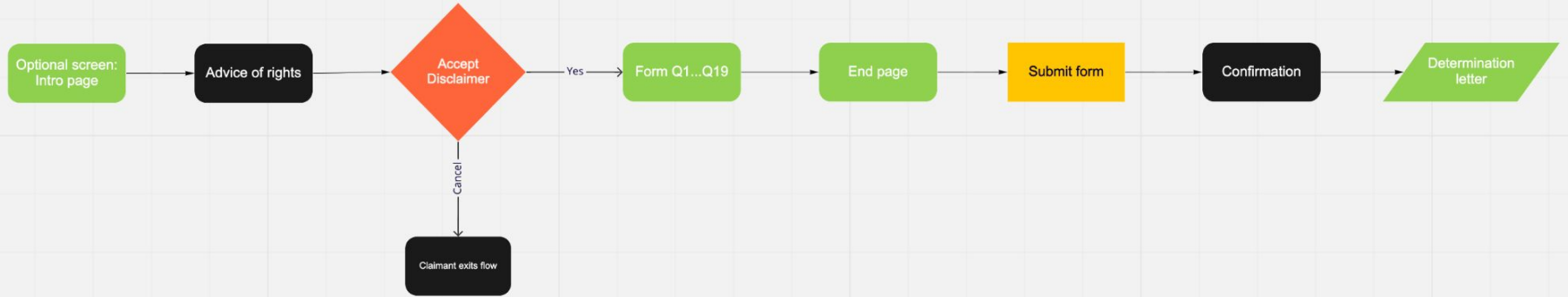
Challenges & Limitations

- Many claimants have not interacted with the UI system since September 2021 and may not understand why they are being asked to reapply
- Claimants may be averse to reapplying based on previous negative experiences with the application process
- Claimants may mistake official ESD communications for spam or fraud
- ESD staff does not have capacity to conduct research or usability testing to ensure a seamless claimant experience
- ESD support staff does not have capacity to take on increase in call load that typically accompanies the launch of a new service
- Official eligibility questions provided by the U.S. Department of Labor cannot be altered
- Claimant application UX limited to existing fact-finding path and components in the online claimant portal eServices (Vendor: Fast UI)
- eServices platform is not optimized for mobile devices
- Participant recruitment interrupted by holiday season

Fact-finding flow 1: Onboarding



Fact-finding flow part 2: Certification form



Research participant criteria

- Applied for PUA before 12/27/20 or between 12/27/20–9/4/21, AND
 - Were denied eligibility based on their original responses in their initial applications, OR
 - Were denied at least one week during the period in which they were receiving benefits

*This assumes that anyone who applied for PUA were also already denied normal state UI.

Selection factors

- Mix of employment types
- Mix of age ranges, gender, ethnicity
- People who applied and were denied, never received benefits
- People who were accepted and received benefits but were denied for some weeks
- People who certified for multiple reasons
- People who certified for multiple "streaks" of weeks
- People who are still not eligible based on 3 new COVID-19 related reasons
- People who have varying levels of digital competency
- People who weren't sure what kind of benefits they received or why

Who we spoke with

Occupation: Retired bus driver

Gender: Male

Age: 70

Primary language: English

Devices: Desktop computer/laptop

Occupation: Restaurant server

Gender: Female

Age: 31

Primary language: English

Devices: Desktop computer/laptop

Occupation: Customer service representative

Gender: Female

Age: 57

Primary language: English

Devices: Mobile

Occupation: Food industry sales representative

Gender: Male

Age: 40

Primary language: English

Devices: Mobile

Occupation: Seasonal farm worker, student

Gender: Female

Age: 35

Primary language: Spanish

Devices: Mobile (Note: Uses mobile hotspot w/laptop)

Occupation: Medical translator

Gender: Female

Age: 55

Primary language: Spanish

Devices: Desktop computer/laptop

Interview script

Regarding the three new eligibility questions (17, 18, 19), we asked:

- Please read the content aloud.
- Can you please summarize that information in your own words?
- How would you rate this on a scale of 1-5, with 1 being easy to understand and 5 being difficult to understand?
- What was easy or difficult to understand, and why?
- Is there anything you would change about this text?
- Are you clear on what happens next?

The screenshot shows a survey question interface. At the top, there is a dark blue header with a hamburger menu icon and the text 'Pandemic Unemployment Assistance'. Below the header is a progress bar showing '75%' completion. The question is titled 'Question 17' and asks: 'Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.' Below the question is a sub-header 'What is this question asking?' followed by two columns of bullet points. The left column is titled 'Answer Yes if:' and contains two bullet points: 'your unemployment benefits stopped because you refused to go back to work at a worksite that was non-compliant' and 'your unemployment benefits stopped because you would not accept a job offer at a worksite that was non-compliant'. The right column is titled 'Answer No if:' and contains two bullet points: 'you continued to receive unemployment benefits' and 'your unemployment benefits stopped for reasons other than the above'. At the bottom of the question area are two buttons: 'Yes' and 'No'.

Pandemic Unemployment Assistance

75%

Question 17

Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.

What is this question asking?

Answer Yes if:

- your unemployment benefits stopped because you refused to go back to work at a worksite that was non-compliant
- your unemployment benefits stopped because you would not accept a job offer at a worksite that was non-compliant

Answer No if:

- you continued to receive unemployment benefits
- your unemployment benefits stopped for reasons other than the above

Yes No

English language comprehension scores

Scale: 1 = easy to understand; 5 = difficult to understand

	P1	P2	P3	P4
Q17 - Official	5	4	4	3
Q17 - Helper text	4	5	2	2
Q18 - Official	1	4	2-3	1
Q18 - Helper text	n/a	5	1	2
Q19 - Official	1	1-2	2	1
Q19 - Helper text	1	2	2	n/a

Question 17 (English)

OFFICIAL

17. Have you been denied continued unemployment benefits because you refused to return to work or accept an offer of work at a worksite that is not in compliance with local, state, or national health and safety standards directly related to COVID-19? This includes, but is not limited to, those related to facial mask wearing, physical distancing measures, or the provision of personal protective equipment consistent with public health guidelines.

HELPER TEXT

Answer yes if:

- your unemployment benefits stopped because you refused to go back to a worksite that was non-compliant
- your unemployment benefits stopped because you would not accept a new job opportunity at a worksite that was non-compliant

Answer no if:

- you continued to receive unemployment benefits
- your unemployment benefits stopped for reasons other than the above

Question 18 (English)

OFFICIAL

18. Did you provide services to an educational institution or educational service agency, and you are unemployed or partially unemployed because of volatility in the work schedule directly caused by the COVID-19 public health emergency? This includes, but is not limited to, changes in schedules and partial closures.

HELPER TEXT

Answer yes if:

- you provided services to the above, including K-12 schools, private and public colleges; AND
- you are unemployed or partially unemployed because of changes in your work schedule as a direct result of the COVID-19 public health emergency (the state considers whether you are claiming a week that is between or within academic terms and, if you are, whether you have a contract or a job is available for you to return to in the following academic year or term.)

Answer no if:

- you provided services to the above but are still working or partially employed
- you did not provide services to any of the above employers

Question 19 (English)

OFFICIAL

19. Are you an employee and your hours have been reduced, or you were laid off as a direct result of the COVID-19 public health emergency?

HELPER TEXT

Answer yes if:

- your hours were reduced due to the COVID-19 public health emergency
- you were laid off as a direct result of the COVID-19 public health emergency
- you were laid off but could not claim regular unemployment benefits because you did not make enough to qualify, were previously disqualified, or exhausted all other benefits available to you

Answer no if:

- your hours were not reduced due to the COVID-19 public health emergency
- you were not laid off

Spanish language comprehension scores

Scale: 1 = easy to understand; 5 = difficult to understand

	S-P1	S-P2
Q17 - Official	"facil"	"facil"
Q17 - Helper text	"facil"	"facil"
Q18 - Official	4	1
Q18 - Helper text	1	3
Q19 - Official	1	1
Q19 - Helper text	1	"harder"

Question 17 (Spanish)

OFFICIAL

17. ¿Se le ha denegado la continuidad de los beneficios por desempleo porque se negó a regresar al trabajo o aceptó una oferta de trabajo en un lugar de trabajo que no cumple con las normas de salud y seguridad locales, estatales o nacionales directamente relacionadas con el COVID-19? Estas incluyen, entre otras, las relacionadas con el uso de cubrebocas o caretas, las medidas de distanciamiento físico o la provisión de equipo de protección personal de acuerdo con las normas de salud pública.

HELPER TEXT

Cuando contestar que sí:

- sus prestaciones de desempleo se interrumpieron porque se negó a volver a trabajar en un centro de trabajo que no cumplía las normas
- sus prestaciones de desempleo se interrumpieron porque no aceptó una oferta de trabajo en un centro de trabajo que no cumplía las normas

Cuando contestar que no:

- ha seguido recibiendo prestaciones de desempleo
- sus prestaciones de desempleo se interrumpieron por motivos distintos a los anteriores

Question 18 (Spanish)

OFFICIAL

18. ¿Proporcionó servicios a una institución educativa o agencia de servicios educativos y está desempleado o parcialmente desempleado debido a la volatilidad en el horario de trabajo causada directamente por la emergencia de salud pública del COVID-19? Esto incluye, entre otros, cambios en los horarios y cierres parciales.

HELPER TEXT

Cuando contestar que sí:

- usted ha prestado servicios a lo anterior, incluidas las escuelas K-12 y los colegios privados y públicos; Y ADEMÁS
- usted está desempleado o parcialmente desempleado debido a cambios en su horario de trabajo como resultado directo de la emergencia de salud pública COVID-19 (el estado considera si usted está reclamando una semana que está entre o dentro de los ciclos académicos y, si lo está, si tiene un contrato o un trabajo que está disponible para que usted regrese en el siguiente año o ciclo académico).

Cuando contestar que no:

- ha prestado servicios a los mencionados anteriormente pero aún está trabajando o tiene un empleo parcial
- no prestó servicios a ninguno de los empleadores mencionados

Question 19 (Spanish)

OFFICIAL

19. ¿Es usted un trabajador y le han reducido sus horas o lo despidieron como resultado directo de la emergencia de salud pública del COVID-19?

HELPER TEXT

Cuando contestar que sí:

- sus horas se redujeron debido a la emergencia de salud pública COVID-19
- ha sido despedido como resultado directo de la emergencia de salud pública COVID-19
- ha sido despedido pero no ha podido solicitar las prestaciones regulares de desempleo porque no ganaba lo suficiente para tener derecho a ellas, porque había sido descalificado anteriormente o porque ha agotado todas las demás prestaciones que tenía a su disposición.

Cuando contestar que no:

- sus horas no se redujeron debido a la emergencia de salud pública COVID-19
- no ha sido despedido

Deliverables

Content strategy (English and Spanish Languages)

- Outreach emails (1 notification email, 2 reminder emails)
- Intro page for eServices fact-finding flow
- Helper text using plain language for each of the 19 eligibility questions

Form design

- Created clickable [prototype](#) of eServices fact-finding flow using available Fast UI components