Benefit Accuracy Measurement (BAM)
Online Training for Investigators and Supervisors

Overview of Courses

The U.S. Department of Labor's (USDOL), Employment and Training Administration (ETA)'s Office of Unemployment Insurance (OUI) announced the availability of this training in **TEN 6-19,** https://wdr.doleta.gov/directives/corr_doc.cfm?docn=3492.

The Unemployment Insurance (UI) Benefit Accuracy Measurement (BAM) system provides a basis for assessing the accuracy of UI payments. It is also a diagnostic tool for the use of Federal and State Workforce Agency (SWA) staff in identifying errors and their causes and in correcting and tracking solutions. The three courses and the lessons they contain provide an overview of the roles and responsibilities of BAM Investigators and Supervisors in implementing BAM.

Objectives of the Courses

- To describe the history, purpose, and scope of the BAM program
- To describe the requirements and methodology to implement BAM based on a the role of BAM Investigator or Supervisor
- To describe the required documentation in a case for a BAM investigation
- To explain the data collection process for paid and denial cases
- To identify when paid or denied cases are improper
- To identify and practice coding correct values to all data elements on paid and denied cases for BAM investigations
- To identify and practice coding correct values to all error related data elements on cases that the BAM investigation determine are improper
- To explain the roles and responsibilities of a BAM Supervisor, including the processes to sample and assign cases; monitor and verify information related to cases, and; add, delete, and update staff records
- To describe the required documentation, reports, and queries to review cases submitted by BAM Investigators and other BAM staff
- To review the ETA No. 395 Handbook, related Unemployment Insurance Program Letters (UIPLs), and other important BAM resources

BAM Basic Course Lessons for Investigators

1. Introduction for Investigators
2. Investigative Requirements and Techniques
3. Time Management and Case Workflow
4. Fact Finding for Investigators
5. Closing the Case

BAM Intermediate Course Lessons for Investigators

1. Introduction to Data Collection and Coding
2. Practice Coding a Paid Case
3. Coding a Paid Case
4. Coding a Separation Denial
5. Coding a Monetary Denial
6. Coding a Non-Separation Denial

BAM Course Lessons for Supervisors

1. Introduction for Supervisors
2. Case Conversion
3. Assigning Cases and Changing Control Information
4. Deleting and Reopening Cases
5. Reviewing and Closing Cases
6. Time Lapse, Staffing, and NDNH
7. Statistical Reports
8. Creating Custom Database Queries

Each of these lessons is designed to be understood as a standalone unit, not necessarily relying on the content of the other lessons, although some topics may be better understood by participants if previous lessons have been completed.

Target Audience

The training course targets BAM Investigators, BAM Supervisors, and anyone in the agency who would like an advanced understanding of the BAM program.

Duration

Time to complete lessons varies widely depending upon the experience of the learner and the time spent examing the resources that accompany the lessons. Lessons may require up to 45 minutes each to complete. The *Practice Coding a Paid Case* lesson in the Intermediate Investigator training may take 90 minutes or longer to complete. Learners may bookmark their progress and return to a lesson later. Once lessons are completed, learners are free to review them at another time.

Location

The three courses are available for viewing from the Learning Center on the ITSC members-only website www.itsc.org To access the online materials, go to the Members Login section of the ITSC site and click "Contact the ITSC Webmaster." Provide your name and email address and please state that you would like to access the BAM online training.