Representative Jerome Zeringue
Chairman



Representative Francis Thompson
Vice Chairman

Fiscal Year 2023 Executive Budget Review Louisiana Workforce Commission

House Committee on Appropriations
House Fiscal Division

March 22, 2022

Budget Analyst: David Lehman

TABLE OF CONTENTS



This presentation was produced by the House Fiscal Division of the Louisiana House of Representatives.

900 N. 3rd Street Baton Rouge, LA 70802 house.louisiana.gov/housefiscal/

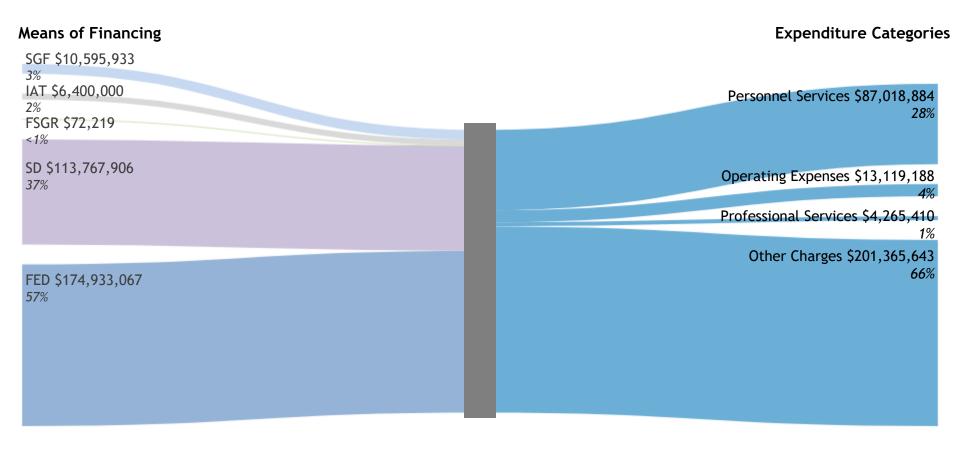
All data and figures were obtained from the governor's Fiscal Year 2022-2023 Executive Budget and Supporting Documents provided by the Office of Planning and Budget within the Division of Administration along with House Bill 1 of the 2022 Regular Session, unless otherwise noted.

https://www.doa.la.gov/doa/opb/ budget-documents/

Topic	Page
Budget Recommendation FY 23	3
Department Organization	4
Historical Spending & Budget	5
Prior Year Actual Spending FY 21	7
Existing Operating Budget FY 22	9
Funding Recommendation	11
Sources of Funding	12
Funding Comparison	14
Expenditure Recommendation	16
Expenditure History	17
Expenditure Comparison	18
Discretionary Expenses	21
Personnel Information	22
Turnover History	23
Comparative Data	24
Department Contacts	33
General Department Information	34

BUDGET RECOMMENDATION FY 23

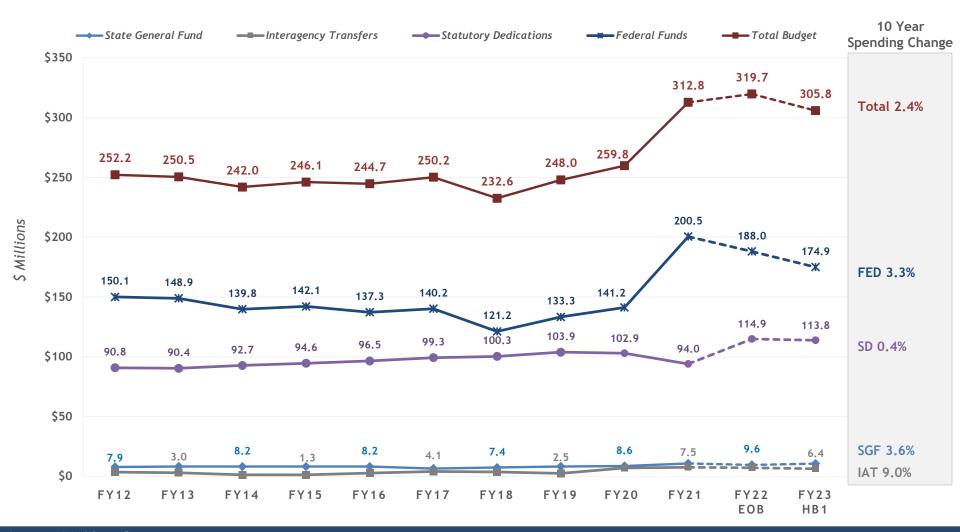
Total Recommended = \$305,769,125



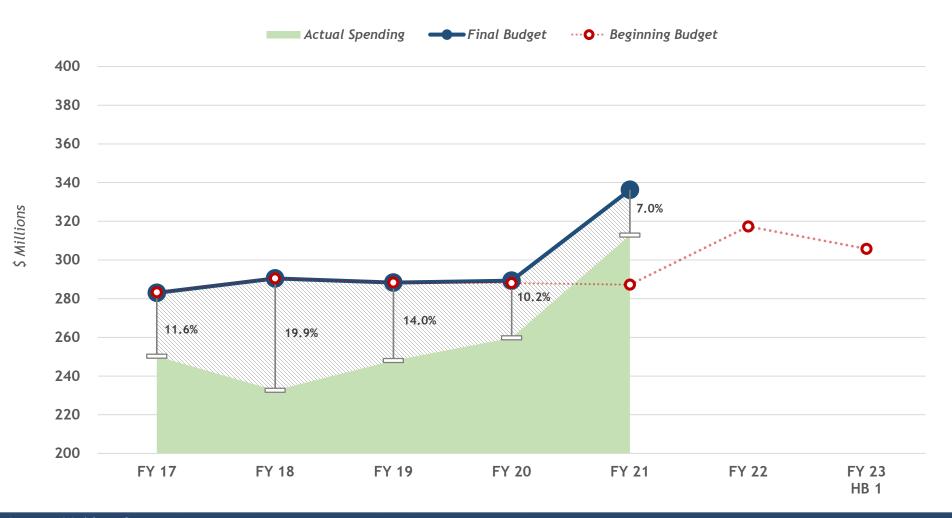
DEPARTMENT ORGANIZATION



HISTORICAL SPENDING



HISTORICAL BUDGET



PRIOR YEAR ACTUALS FY 21

Means of Finance	Final Budget (w/o FY22 carryfwrd)		Amount Spent		Unspent Authority	Unspent Authority %	Unspent % by MOF
General Fund	\$ 10,800,556	\$	10,800,556	\$	0	0.0%	0.0%
Interagency Transfers	9,421,933		7,516,379		1,905,554	20.2%	8.1%
Self-generated	72,219		0		72,219	100.0%	0.3%
Statutory Dedications	112,523,758		94,009,209		18,514,549	16.5%	78.9%
Federal	203,458,225		200,491,461		2,966,764	1.5%	12.6%
FY21 Total	\$ 336,276,691	\$	312,817,605	\$	23,459,086	7.0%	100.0%

Historical Total Unspent Budget Authority

	Final Budget		Amount Spent		Un	spent Authority	Unspent %	
FY20 Total	\$	289,326,601	\$	259,763,477	\$	29,563,124	10.2%	
FY19 Total		288,273,138		247,952,550		40,320,588	14.0%	
FY18 Total		290,488,041		232,616,780		57,871,261	19.9%	
3 Year Avg.	\$	289,362,593	\$	246,777,602	\$	42,584,991	14.7%	

Prior Year Actuals FY 21

Were projected revenues collected?

	Final Budget (w/o FY22 carryfwrd)		Revenue Collections			Difference		
SGF	\$	10,800,556	\$	10,800,556	\$	0		
IAT		9,421,933		7,555,483		(1,866,450)		
FSGR		72,219		0		(72,219)		
SD		112,523,758		94,733,995		(17,789,763)		
FED		203,458,225		182,360,960		(21,097,265)		
Total	\$	336,276,691	\$	295,450,994	\$	(40,825,697)		

The department collected \$40.8 M less than the FY21 budget. The majority of excess budget authority over collections was in federal and dedicated funds.

In FY 21, the department was appropriated increased federal authority to administer the high volume of unemployment insurance claims.

Were collected revenues spent?

	Revenue Collections		Expenditures		Difference
SGF	\$	10,800,556	\$	10,800,556	\$ 0
IAT		7,555,483		7,516,379	(39,104)
FSGR		0		0	0
SD		94,733,995		94,009,209	(724,786)
FED		182,360,960		200,491,461	18,130,501
Total	\$	295,450,994	\$	312,817,605	\$ 17,366,611

The department spent \$17.4 M more than was collected. This is primarily attributed to federal spending within the Office of Unemployment Insurance Administration.

According to the department, it ran into technology reporting issues during the close of FY 21 and had to record transactions as "borrowing" revenue from dedicated funds for federal expenditures. Upon proper federal revenue receipt, monies were deposited back into dedicated funds. The department did not spend more than its budget authority.

EXISTING OPERATING BUDGET FY 22

The FY 2021-22 Existing Operating Budget (EOB) was frozen on December 1, 2021. This point-in-time reference is used in both the Executive Budget and the General Appropriations Bill.

Means of Finance	Appropriation		Mid-Year Adjustments		Existing Operating Budget	
General Fund	\$	9,595,933	\$	0	\$	9,595,933
Interagency Transfers		4,800,000		2,350,000		7,150,000
Self-generated Revenue	72,219		0		72,2	
Statutory Dedications	ons 114,894,393		0			114,894,393
Federal	188,004,302		0			188,004,302
Total	\$	317,366,847	\$	2,350,000	\$	319,716,847

	Budget Adjustments From Appropriation to EOB								
July	August	September	October	November					
No change	No change	\$2.4 million Interagency transfer due to Hurricane Ida	No change	No change					

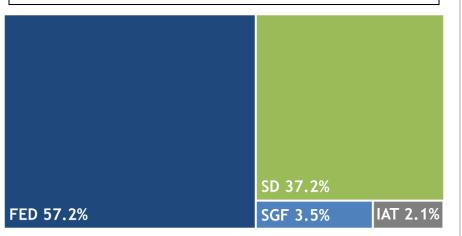
MONTHLY SPENDING TREND



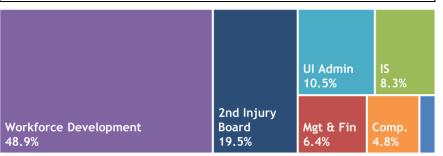
Funding Recommendation FY 23

Total Funding = \$305,769,125

Means of Finance										
State General Fund		\$	10,595,933							
Interagency Transfers			6,400,000							
Fees & Self-generated			72,219							
Statutory Dedications			113,767,906							
Federal Funds			174,933,067							
	Total	\$	305,769,125							



Agency Funding &	Agency Funding & Authorized Positions										
		Amount	Positions								
Secretary	\$	4,593,726	25								
Management and Finance		19,557,839	63								
Information Systems		25,414,623	23								
Workforce Development		149,668,650	398								
Unemployment Insurance		32,243,597	232								
Workers' Compensation		14,814,061	125								
2nd Injury Board		59,476,629	12								
Total	\$	305,769,125	878								



Sources of Funding

State General Fund	Interagency Transfers	Self-generated Revenue	Federal Funds
\$10.6 M	\$6.4 M	\$72,219	\$175.0 M
The chief operating fund of the State recognized by the Revenue Estimating Conference from various taxes, licenses, fees, and other revenue sources except for those identified as other means of financing	From the Department of Children and Family Services in order to operate the Jobs for America's Graduates activity	From the Acadiana Works organization, via donation, for Vocational Rehabilitation Services	 \$126.9 M from the U.S. Department of Labor \$70.5 M from Employment Security Grants \$46.6 M from the Workforce Innovation and Opportunity Act \$8.9 M from the Wagner-Peyser Act \$887,048 from the Occupational Safety Statistical Grant \$33.0 M from the U.S. Department of Education \$15.1 M from the U.S. Department of Health and Human Services

STATUTORY DEDICATIONS

Fund Name	Source	Usage	FY 22 - EOB	FY 23 - HB1
Blind Vendors Trust Fund	(RS 23:3043) - Funds from vending stands, machines, cafeterias, and other small business concessions located on state, federal, and similar properties, pursuant to the federal Randolph-Sheppard Act	To establish and maintain related benefits for blind vendors, assists in purchasing and maintaining vendor equipment, securing fair returns, and other eligible Randolph Sheppard Act expenses	\$540,838	\$551,319
Employment Security Administration Account	(RS 23:1515) - Unemployment charges on employers	Personnel costs for UI and employment security functions such as auditing, overpayment recovery, appeals disposition, remittance processing, and related activities	\$4,000,000	\$4,000,000
Incumbent Worker Training Account	(RS 23:1514) - Unemployment charges on employers	Incumbent Worker Training Program for businesses that incur UI tax liability	\$25,765,106	\$25,896,106
Workers' Compensation Administration Fund	(RS 23:1310.11) - Fees from workers' compensation disputes	Administering Workers' Compensation	\$17,329,190	\$17,804,600
Overcollections Fund	(RS 39:100.21) - Appropriation from legislature	General use	\$2,020,000	\$0
Penalty and Interest Account	(RS 23:1513) - Funds from fines and penalties incurred by businesses	To pay for the cost and fees of collecting monies owed by delinquent businesses and administer labor laws pertaining to apprenticeship, minors, medical, private employment, and individuals' rights	\$4,500,134	\$4,722,267
Workers' Compensation Second Injury Fund	(RS 23:1371) - Insurance fees	Cases of workers' compensation that result from a subsequent, secondary injury	\$60,739,125	\$60,793,614
		Total	\$114,894,393	\$113,767,906

FUNDING COMPARISON

Means of Finance	FY21 Actual Expenditures	FY22 Existing Operating Budget 12/1/21	FY23 HB1 Budget	Change Existing Operating Budget to HB1		Change Actual Expenditu to HB1	ıres
SGF	\$ 10,800,556	\$ 9,595,933	\$ 10,595,933	\$ 1,000,000	10.4%	\$ (204,623)	(1.9%)
IAT	7,516,379	7,150,000	6,400,000	(750,000	(10.5%)	(1,116,379)	(14.9%)
FSGR	(72,219	72,219	(0.0%	72,219	100.0%
Stat Ded	94,009,209	114,894,393	113,767,906	(1,126,487	(1.0%)	19,758,697	21.0%
Federal	200,491,46	188,004,302	174,933,067	(13,071,235	(7.0%)	(25,558,394)	(12.7%)
Total	\$ 312,817,605	\$ 319,716,847	\$ 305,769,125	\$ (13,947,722) (4.4%)	\$ (7,048,480)	(2.3%)

SIGNIFICANT FUNDING CHANGES FY 23

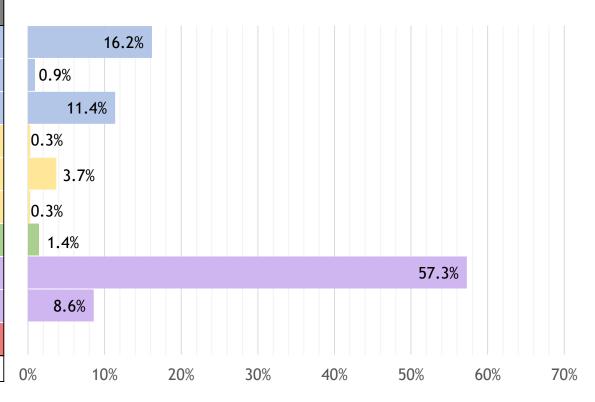
Compared to the FY 22 Existing Operating Budget

Interagency Transfers	Statutory Dedications	Federal Funds
(\$750,000)	(\$1.1 M)	(\$13.1 M)
 (\$750,000) net decrease due to: (\$2.4 M) decrease from the Governor's Office of Homeland Security and Emergency Preparedness \$1.6 M increase from the Department of Children and Family Services 	 (\$1.1 M) net decrease due to items such as: (\$2.0 M) decrease from the Overcollections Fund \$475,410 increase from the Workers' Compensation Administration Fund \$222,133 increase from the Penalty and Interest Account \$131,000 increase from the Incumbent Worker Training Account \$54,489 increase from the Workers' Compensation Second Injury Fund \$10,481 increase from the Blind Vendors Trust Fund 	 (\$13.1 M) net decrease due to items such as: (\$22.6 M) decrease from the CARES Act \$6.6 M increase from Employment Security Grants \$3.0 M from the U.S. Department of Labor

EXPENDITURE RECOMMENDATION FY 23

Total Budget = \$305,769,125

Expenditure Category				
Salaries	\$	49,460,823		
Other Compensation		2,791,339		
Related Benefits		34,766,722		
Travel		940,165		
Operating Services		11,297,289		
Supplies		881,734		
Professional Services		4,265,410		
Other Charges		175,154,976		
Interagency Transfers		26,210,667		
Acquisitions/Repairs		0		
Total	\$	305,769,125		



EXPENDITURE HISTORY



EXPENDITURE COMPARISON

Expenditure Category	FY21 Actual Expenditures	FY22 Existing Operating Budget 12/1/21	FY23 HB1 Budget	Change Existing Operating Budget to HB1	Change Actual Expenditures to HB1
Salaries	\$ 41,698,686	\$ 48,805,141	\$ 49,460,823	\$ 655,682 1.3%	\$ 7,762,137 18.6%
Other Compensation	2,520,027	2,791,339	2,791,339	0 0.0%	271,312 10.8%
Related Benefits	29,623,484	34,242,790	34,766,722	523,932 1.5%	5,143,238 17.4%
Travel	172,857	940,165	940,165	0 0.0%	767,308 443.9%
Operating Services	11,110,578	11,297,289	11,297,289	0 0.0%	186,711 1.7%
Supplies	371,594	881,734	881,734	0 0.0%	510,140 137.3%
Professional Services	2,745,532	4,265,410	4,265,410	0 0.0%	1,519,878 55.4%
Other Charges	200,442,424	199,524,976	175,154,976	(24,370,000) (12.2%) (25,287,448) (12.6%)
Interagency Transfers	24,131,757	16,968,003	26,210,667	9,242,664 54.5%	2,078,910 8.6%
Acquisitions/Repairs	666	0	0	0 0.0%	(666) (100.0%)
Total	\$ 312,817,605	\$ 319,716,847	\$ 305,769,125	\$ (13,947,722) (4.4%) \$ (7,048,480) (2.3%)

SIGNIFICANT EXPENDITURE CHANGES FY 23

Compared to the FY 22 Existing Operating Budget

	Personnel Services	Other Charges
 \$2.6 M for enhancements to the Jobs for America's Graduates activity \$2.3 M for the Office of Technology Services \$336,814 for interagency transfers such as the Legislative Auditor, Division of Administration, and State Treasury 	 \$2.6 M for the 27th pay period \$2.0 M for salary adjustments \$966,100 for related benefits and retirement adjustments \$48,635 for unclassified pay increases 	 (\$22.6 M) from additional unemployment insurance expenses due to COVID-19 (\$2.4 M) for one-time expenses associated with the mass feeding of individuals displaced from their homes due to Hurricane Ida (\$2.0 M) for unneeded interest payments to the U.S. Treasury due to unemployment insurance borrowing that was ultimately not needed \$6.6 M for software upgrades to assist in unemployment insurance fraud detection and prevention \$2.6 M for enhancements to the Jobs for America's Graduates activity \$2.3 M for the Office of Technology Services \$336,814 for interagency transfers such as the Legislative Auditor,

OTHER CHARGES/INTERAGENCY TRANSFERS

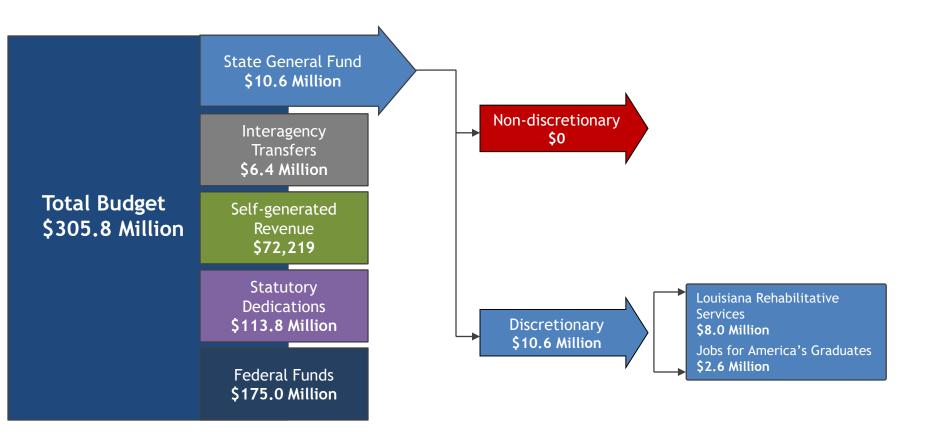
Other Charges

Amount	Description
\$ 58,279,109	2nd injury workers' compensation insurance
	reimbursements
44,332,972	
	local agencies
30,528,224	Louisiana Rehabilitative Services
25,765,106	Incumbent Worker Training Program grants
9,000,000	Jobs for America's Graduates
5,000,000	Unemployment insurance administrative expenses
1,459,249	Helping Individuals Reach Employment system
	improvements
306,877	Software and database expenses
279,424	Security and janitoral services
154,015	Outreach and recruitment
50,000	Workers' compensation administration and legal
	expenses
\$175,154,976	Total Other Charges

Interagency Transfers

	Amount	Description
5	22,443,063	Office of Technology Services
	1,100,145	Auditing, legal, procurement, and treasury fees
	979,518	Rent and maintenance of State-owned Buildings
910,479 Office of Risk Management		Office of Risk Management
	379,919	Civil Service and Uniform Payroll System fees
	261,550	Louisiana Military Department and Capitol Police
	110,993	Governor's Office of Disability Affairs
	25,000	Children's Cabinet
	\$26,210,667	Total Interagency Transfers

DISCRETIONARY EXPENSES FY 23

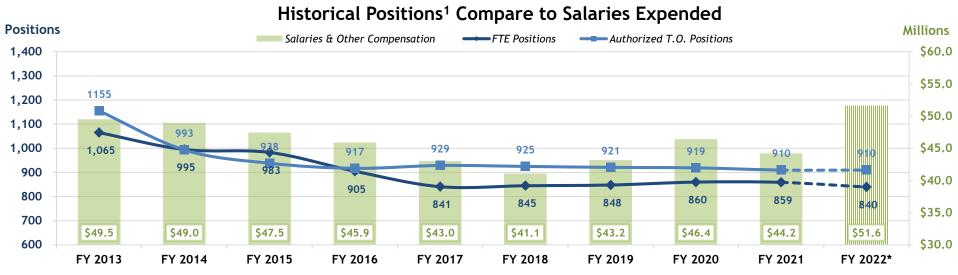


Personnel Information

FY 2023 Recommended Positions

878	Total Authorized T.O. Positions (864 Classified, 14 Unclassified)
0	Authorized Other Charges Positions
141	Non-T.O. FTE Positions
122	Vacant Positions (January 3, 2022)
(32)	Vacancies Eliminated in FY 23

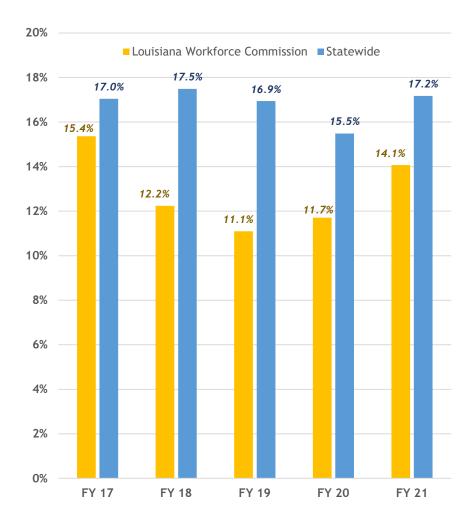




¹ FTE Source: Dept. of Civil Service Weekly Report on State Employment

* Existing Operating Budget on 12/1/21

TURNOVER HISTORY



Top Positions Vacated FY 2021

Position	Number of Employees	Separations	Turnover Rate
Administrative Coordinator 3	21	11	47.62%
Rehabilitation Counselor Associate	26	7	26.92%
Workforce Development Specialist 3	63	7	11.11%
Administrative Assistant 4	28	7	17.86%
Administrative Coordinator 4	31	6	12.90%

Source: Department of Civil Service Turnover Statistics

STATE GENERAL FUND USE

State General Fund \$10,595,933

\$7,995,933

\$2,600,000

The department utilizes general fund to draw and match additional dollars for the LRS and JAG activities.

Louisiana Rehabilitation Services \$40,752,850

Acadiana Works \$72,219 Second Injury Fund \$535,000

Federal \$31,745,631

Jobs for America's Graduates \$9,000,000

Dept. Children & Family Services (TANF) \$6,400,000

LOUISIANA REHABILITATION SERVICES

Funding Source	FY 22 Existing Operating Budget	FY 23 HB1
State General Fund	\$7,995,933	\$7,995,933
Federal Match (\$3.69 for every \$1)	\$29,504,993	\$29,504,993
Statutory Dedication	\$535,000	\$535,000
Federal Match (\$3.69 for every \$1)	\$1,974,150	\$1,974,150
Donations Utilized as Match	\$72,219	\$72,219
Federal Match (\$3.69 for every \$1)	\$266,488	\$266,488
Total State Effort	\$8,603,152	\$8,603,152
Total Federal Match	\$31,745,631	\$31,745,631
Total Funding	\$40,348,783	\$40,348,783

The Louisiana Rehabilitation Services (LRS) Program provides services to those who are disabled in finding and maintaining employment, as well as living independently in their community.

In compliance with the Workforce Innovation and Opportunity Act (WIOA), 15% of Federal Funding received must be set aside for Pre-Employment Transition Services (Pre-ETS), which includes services such as job exploration counseling and workplace readiness training. These services are to be offered to students with disabilities between the ages of 16 to 21.

Funding for this program is dependent on the individualized assessment of needs. Generally, the average cost per participant is \$1,900/person.

When insufficient funding is available for all eligible clients, Federal Law requires that an order of selection be implemented. Clients are then categorized between Category 1 to Category 4, with the first containing the most severely disabled who require the most assistance.

The department has roughly \$55 M in available federal allotments for this activity, but approximately \$23 M goes unused due to limited state match appropriated. To utilize its full federal allocation, the department would need approximately \$6 M more in state effort.

JOBS FOR AMERICA'S GRADUATES

Funding Source	FY 22 Existing Operating Budget	FY 23 HB1	Difference
State General Fund	\$1,600,000	\$2,600,000	\$1,000,000
DCFS Funds from Federal TANF	\$4,800,000	\$6,400,000	\$1,600,000
Total Funding	\$6,400,000	\$9,000,000	\$2,600,000

The Jobs for America's Graduates (JAG) Program provides education and employment services to high school students who are at a high risk of dropping out.

This program is for students as early as 7th grade and through 12th grade. These individuals are sometimes faced with academic, social, behavioral, or economic challenges. When at-risk students are identified, they are given specialized resources to help them achieve success academically and professionally.

These resources include Individual Education Plans and matching a student with a mentor to provide academic and career coaching. In addition to high school graduation, the program seeks to increase college attendance and/or youth participation in the labor force.

JAG transferred to the Workforce Commission from the Department of Education in 2019. It is currently paid for via the Workforce Commission's general fund budget with an additional interagency transfer from the Department of Children and Family Services (DCFS). The DCFS funds originate from the federal Temporary Assistance for Needy Families (TANF) program.

Eligible school districts and their sites receive a minimum of \$70,000 per site.

Source: Louisiana Workforce Commission

Definitions

Population and Labor Force are not the same.

Population consists of two primary components:

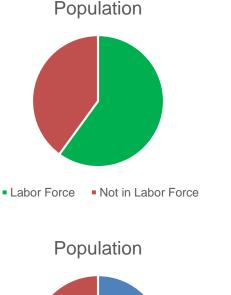
- Labor Force
- Not in Labor Force; individuals that are unemployed and not seeking work due to retirement, childcare, illness, schooling, etc.

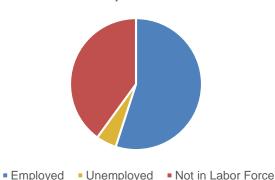
Labor Force can be broken down into two further components:

- Employed
- Unemployed; individuals that are unemployed and seeking work

So Population really consists of three components:

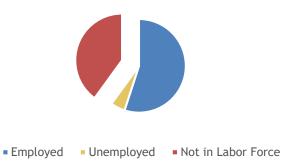
- Employed
- Unemployed; unemployed and seeking work
- Not in Labor Force; unemployed and not seeking work





Formulas

Labor Force Participation Rate



Labor Force Participation Rate

= Labor Force / Population

or

- = (Employed + Unemployed) / (Employed + Unemployed + Not in Labor Force)
- Used to determine who is employed and/or looking for employment.

Unemployment Rate



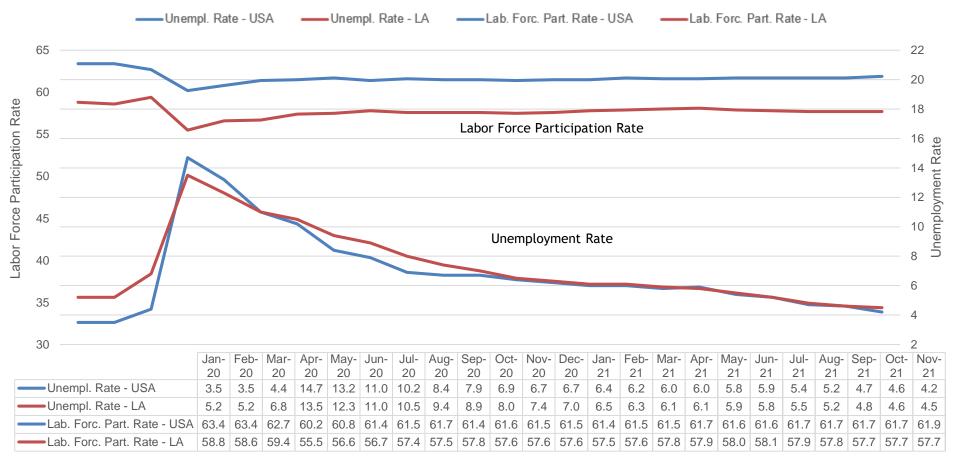
Unemployment Rate

= Unemployed / Labor Force

or

- = Unemployed / (Employed + Unemployed)
- Unemployment Rate is used to count who is looking for a job.
- Unemployment Rate does not include those not in the labor force.

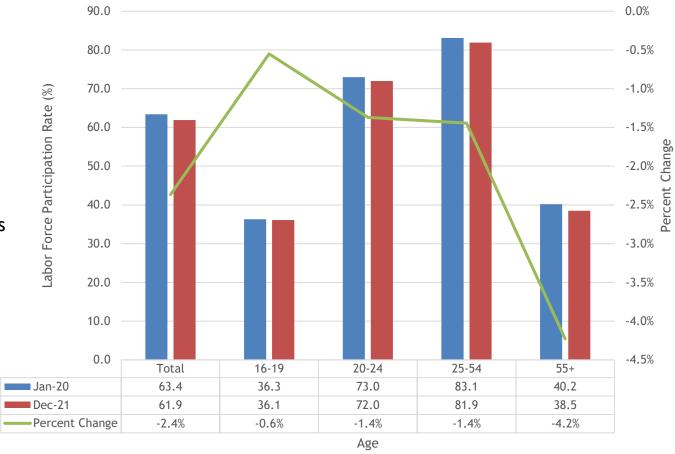
Source: Bureau of Labor Statistics



Date

Labor Force Participation Rate (USA) by Age

- The Labor Force
 Participation Rate has decreased by 2.4% from pre-pandemic to now.
- While every age group has seen a reduction, the largest driver of this decrease can be found in the 55+ demographic.

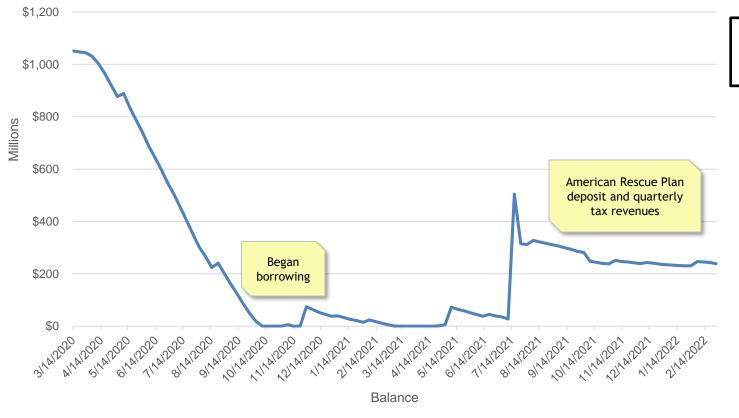


Dec-21

----Percent Change

Source: Bureau of Labor Statistics

STATE UNEMPLOYMENT TRUST FUND DURING COVID-19



As of February 26, 2022, the Trust Fund balance was \$238.2 M

Potential Methods to Increase Trust Fund Balance

- Use federal aid or direct/supplemental appropriations
- Bonding
- Suspend statute if federal government allows third time
- Allow businesses to pay higher taxes

Quarter 1 of Calendar Year 2022 will bring in additional revenues. These will be seen during April and May 2022.

UI TRUST FUND BALANCE TRIGGERS

Projected UI Trust Fund Balance	Taxable Wage Base R.S. 23:1474	Rates R.S. 23:1536	*Maximum Weekly Benefit Amount R.S. 23:1474	Projected Tax Collections
Negative	\$8,500	Surtax (F1) Formula based on repayment of debt and interest	\$249	TBD
\$0 to \$100 M	\$8,500	Solvency Tax (E1) Formula allows for up to 30% over	\$249	\$356,928,000
\$100 M to \$400 M	\$8,500	No 10% discount	\$249	\$274,560,000
\$400 M to \$750 M	\$8,500	1st 10% discount	\$249	\$249,600,000
\$750 M to \$1.15 B	\$7,700		^\$275	\$208,000,000
\$1.15 B to \$1.4 B	\$7,000		\$282	\$187,200,000
Greater than \$1.4 B	\$7,000	2 nd 10% discount	\$312	\$168,480,000

*Maximum weekly benefits increased at the beginning of CY2022 by Act 276 of 2021 RS.

^Weekly unemployment benefits frozen at \$275 during CY 2022 by Act 91 of 2021 RS.

DEPARTMENT CONTACTS



Ava Cates
Secretary
ACates@lwc.la.gov



Bennett Soulier Undersecretary BSoulier@lwc.la.gov

Office of the Secretary

- Provides leadership and administrative services to ensure all unemployment insurance and worker's compensation processes are efficient and customer friendly
- Works to increase public awareness of the department's resources

Office of Management and Finance

 Performs activities as it relates to budgeting, accounting, and procurement

Office of Information Systems

- Collects and disseminates timely and accurate labor market and economic data
- Administers and provides assistance for the Occupation Information System



Workforce Investment Areas



Office of Workforce Development

Administration

 Receives Community Services Block Grants and reallocates funds across the state to the 8 Workforce Investment Areas, as seen on the picture on the side

Business Services

 Provides tailored workforce solutions that focus on the unique needs of specific companies, industry sectors, and occupations

Job Seeker Services

 Provides job placement and training services to adults, dislocated workers, and youth

Office of Workforce Development

Customized Training

 Provides funds for Louisiana businesses to partner with Louisianabased training providers to deliver customized training to employees through the Incumbent Worker Training Program (IWTP)

Community Services Block Grant (CSBG)

 Provides funding to 42 community action agencies in rural and urban communities throughout the state to assist low-income individuals and families

Youth Worker Protection

 Provides services and assistance to businesses and job seekers as well as oversight and compliance audits relative to statutory requirements related to Louisiana's minor labor laws, private employment service law and medical exam and drug testing law

Vocational Rehabilitation Services

 Provides professional/quality outcome-based vocational rehabilitation services on a statewide basis to individuals who have been determined eligible for the Vocational Rehabilitation Program

Randolph Sheppard Business Enterprise

 Provides professional/quality outcome-based vocational rehabilitation services on a statewide basis to individuals who have been determined eligible for the Vocational Rehabilitation Program

Independent Living

 Enables individuals who have significant disabilities to function more independently in home, work, and community environments, thereby reducing dependency on others for routine activities and community integration

Office of Unemployment Insurance

Unemployment Insurance Taxes

- Registers employers, assigns tax rates, and collects taxes from employers determined to be subject under Louisiana Employment Security
- Performs compliance audits to ensure employers are reporting properly

Unemployment Benefit Payments

- Registers employers, assigns tax rates, and collects taxes from employers determined to be subject under Louisiana Employment Security
- Performs compliance audits to ensure employers are reporting properly



Office of Workers' Compensation Administration

Fraud & Compliance

 Responsible for investigating fraudulent activity by any party affiliated with the Workers' Compensation System

<u>Hearings</u>

 Responsible for investigating fraudulent activity by any party affiliated with the Workers' Compensation System

Occupational Safety and Health Act (OSHA)

 Provides consultation, regulation, enforcement, and educational information to employers regarding the state and OSHA guidelines for safe work environments

Office of the 2nd Injury Board

Administration of the 2nd Injury Board

- Encourages the employment and retention of disabled workers by covering the costs for workers' compensation benefits for those employees.
- This protects an employer's group self-insurance funds or property and casualty insurers from excess liability for workers' compensation. Investigates claims under this program

