

State of Illinois
JB Pritzker, Governor

Department of Employment Security
Raymond P. Marchiori, Director

Accomplishments at the Illinois Department of Employment Security **2023 to 2025**




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Note from the Director

On behalf of the Department, I am pleased to provide this Accomplishments Report, which highlights achievements and initiatives carried out by the agency over the past two years. IDES is committed to delivering on Governor Pritzker's vision to provide top-quality services through strategic investment and innovation, while maintaining a commitment to fiscal stability. IDES seized the opportunity to modernize our systems; improve the experiences of claimants, jobseekers and employers; and address operational challenges revealed by the pandemic. The Department is intently working to maintain momentum and build on that progress. Investments made by the Department during the pandemic and recovery period are shaping the future of the agency. As we adapt to the evolving needs of those we serve and our internal requirements, we remain dedicated to innovation and the modernization of our capabilities for providing improved services to the people of Illinois.



Mission

IDES manages, administers, and safeguards the state's unemployment insurance program and Trust Fund, provides economic stability to workers seeking reemployment through the delivery of unemployment insurance benefits and employment services, and encourages economic growth and stability across the state through analyzing and disseminating actionable labor market information to policymakers.

Vision

IDES assists jobseekers with easy and equitable access to the state's unemployment insurance program and employment services, connects workers with employers seeking to expand their labor force, and proactively shares actionable economic data with policymakers to assist in making timely, informed, and fact-based decisions that impact the labor market and economy of the state.

What IDES Does

- Administers the State's unemployment insurance program.
- Supports Illinois economic growth by connecting jobseekers to available education, training, and jobs through Illinois JobLink.
- Analyzes and disseminates labor market information, including employment and unemployment statistics, industry and occupation projections, and forecasts of national, state, and local economic trends.
- Detects, analyzes, investigates, and mitigates unemployment fraud to guarantee the fairness of unemployment compensation programs as well as to protect eligible claimants and victims of identity theft.

Critical Support for Millions of Illinois Families

Over the past two years, IDES has vigorously worked to provide critical support to millions of families across a variety of programs and services, including unemployment insurance benefits, the Work Opportunity Tax Credit, WorkShare Illinois, Reemployment Services and Eligibility Assessment programs, one-on-one career services, and job fairs. ¹

Job Fairs: 715 job fairs, with a combined 12,959 employers and 81,455 jobseekers in attendance.

WorkShare Illinois: 98 employers enrolled, preserving the jobs of 968 workers at companies facing a temporary downturn.

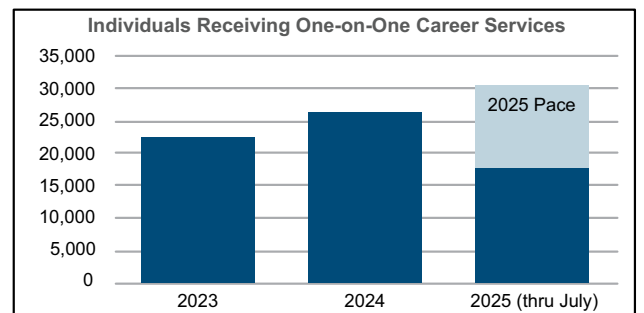
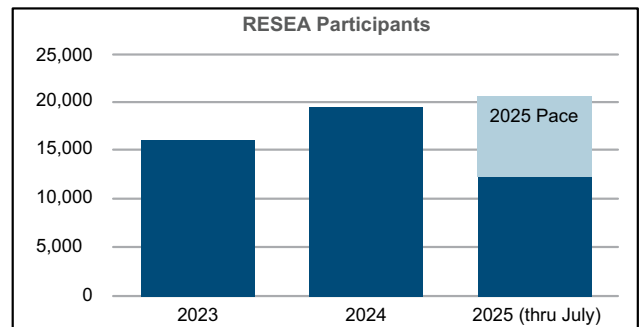
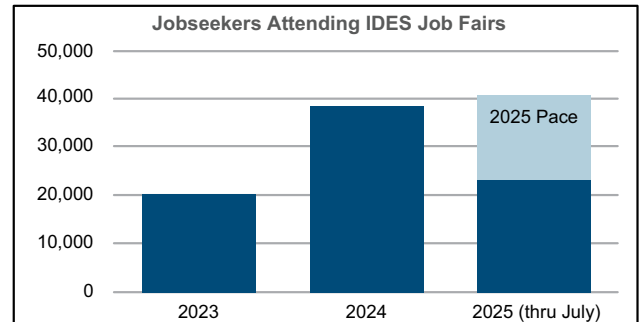
Reemployment Services and Eligibility Assessment (RESEA): 47,724 UI recipients supported.

One-on-One Career Services: 66,417 individuals, including 7,060 Veterans.

Work Opportunity Tax Credits (WOTC): verified tax credits for the hiring of more than 600,000 workers facing significant barriers to employment.

Labor Market Information: Informed job search and education opportunities for Illinois residents at every stage of their career by providing the [Career Information System \(CIS\)](#) tool, and publishing reports on in-demand careers and qualifications, including [Learn More Earn More](#), [Help Wanted Online](#), [High School to Career](#), [College to Career](#), [Where Workers Work](#), and the [Women and Minorities Report](#).

Unemployment Insurance Benefits: \$5.8 billion for more than 700,000 workers who lost a job and were seeking work.



Spotlight: What is RESEA?

The Reemployment Services and Eligibility Assessment program (RESEA) consists of tailored one-on-one services for unemployment insurance claimants who are most likely to exhaust their benefits before finding work. Services include a self-assessment and a one-on-one appointment to help the claimant improve their resume, focus their job search, and create an Individual Reemployment Plan.

Spotlight: What is WorkShare Illinois?

Established in 2022, WorkShare Illinois is a voluntary employer program that allows businesses facing a decline an alternative to layoffs. Under WorkShare Illinois, enrolled employers may reduce hours worked for employees affected by a downturn, with those employees receiving unemployment benefits to partially offset reduced wages. This allows employees to keep their jobs with a minimal reduction in take-home pay, while employers retain their workforce and avoid unnecessary turnover when they believe a downturn is temporary.

¹ All data in this section reflects services provided from January 2023 to July 2025.

Driving Program Integrity and Innovation Through Operational Advancements

Maintaining Fiscal Stability

IDES has prioritized responsible fiscal management through a variety of initiatives over the last two years. These efforts, both internal and in conjunction with other state and workforce partners, have positioned the Department to save millions of dollars through increased efficiencies, lower operational costs, higher recoupment and recovery efforts, and leveraging federal funding.

Increased Authority to Combat Fraud: IDES worked with business, labor, the Governor's Office, and the General Assembly to unanimously pass House Bill 3200, which was signed into law in summer 2025 and will provide more avenues to recover improper payments, particularly those obtained through fraud or identity theft.

Operational Cost Savings: The Department moved to a more affordable central office location, saving an estimated \$6 million per year in lease costs; saved \$675,000 per year through an agencywide initiative to reduce obsolete or duplicative tech equipment; and implemented a new procurement and budget process which emphasizes front-end budgetary controls, eliminates unnecessary steps, and enhances collaboration between IDES managers and the procurement and budget teams.

Title XII Loan Repayment: In an historic agreement with business, labor, and the General Assembly, IDES paid off \$1.36 billion in federal unemployment insurance loans from the pandemic ahead of schedule, saving taxpayers \$90 million in interest since 2023 and preserving hundreds of millions in federal tax credits for employers.

Recovery and Recoupment: The agency recovered more than \$530 million in improper claims by working with law enforcement partners, financial institutions, federal and state agencies, and through traditional overpayment collection methods; optimized federal funds from the CARES Act, Lost Wage Assistance, and more to eliminate a burden of nearly \$65 million on state funds; and recovered a total of \$62 million in unemployment insurance trust fund contributions from delinquent employers.

Received a Gold or Platinum Award for dedication to UI integrity each year from 2023 to 2025.



First payment promptness (share of initial UI payments made within 14 days) increased from 73% in Q1 2023 to 86% in Q1 2025.

Enhancing Program Integrity

In the wake of the pandemic, IDES has made strategic investments that strengthen and reinforce controls to protect the integrity of the unemployment insurance system, ensuring the right tools are in place to prevent, identify, combat, and reduce fraud within the program.

Capitalizing State and Federal Resources: IDES aggressively pursued additional federal funding in the wake of the pandemic for modernization and fraud reduction, resulting in nearly \$30 million in awards; and signed an updated memorandum of understanding with the Attorney General to increase referrals of criminal cases related to UI fraud or noncompliance.

Protecting Identity: IDES implemented a new identity validation process in partnership with the Secretary of State, reducing fraud and streamlining services for certain UI claims; and created an ID Theft Dashboard to help staff monitor, manage, and respond to potential identity theft and fictitious employer threats in real time.

Stopping Fraud at the Front Door: The agency established an Integrity Task Force that coordinates leadership across IDES business units to reduce improper payments, develop overpayment prevention methods and tools, and track progress in meeting key USDOL integrity measures; and reduced the risk of fraud by implementing new technology, including a one-time password option for claimants accessing the portal and a new fraud detection engine.

Improving Customer Experience and Outcomes

Unemployment insurance claimants, jobseekers, and employers should be able to easily and equitably access IDES services. To that end, IDES has overhauled how it engages with the public, making applications easy to understand and navigate, developing processes that are quicker and more accessible, and providing tools to make residents successful in their career journey.

Automated Self Service: IDES established a new automated process to verify claimant identification, reducing the workload of our integrity unit by 19% and reducing wait times for claimants whose documents would have previously been flagged. (See “Spotlight – Document Management Project” for more information.)

Pending benefit appeals cases reduced by almost 80%, from 9,000 at the beginning of 2022 to 2,000 in July 2025.



A on the Illinois Association of Hispanic State Employees (IAHSE) scorecard for recruitment and retention of Hispanic employees.

Updated Correspondence: IDES created the Plain Language, Accessibility, and Translation for Equity (PLATE) resource toolkit, designed to give staff the tools they need to create easy-to-understand external-facing documents and correspondence, including a how-to guide for reviewing documents with customer comprehension in mind, checking document accessibility, and options for translating documents into various languages. The agency also updated communications and handling of inquiries regarding 1099 tax forms for unemployment insurance benefits to minimize claimant confusion, increase compliance with the tax code, and provide added self-service options.

Customer Service Center Upgrades: The agency has made improvements to our Customer Service Center to strategically match claimants seeking assistance with staff that speak their language, and to leverage accessible technology to assist claimants with disabilities; added Spanish-speaking staff to assist with farmworker outreach; and created a task force for Customer Service Center Optimization, resulting in a 70% reduction in our average call back log and 24% reduction in calls per claimant from summer 2024 to summer 2025.

Quicker Adjudication of Claims: IDES moved the agency adjudication approach from a regional to a statewide process that allocates adjudication based on where capacity is available, improving timeliness of UI claims adjudication.

Fostering a Culture of Innovation and Continuous Improvement

Our agency is empowering staff to challenge the status quo and streamline operations with claimants in mind, using cross-functional collaboration, data-driven decision making, and a proactive approach to feedback. Many of the strategic investments made throughout the agency focus on the creation and modernization of automated operational workflows to reduce duplicative work and prioritize real-time notification, decision-making, and actions taken with minimal delay.

Automated Process for Claimants: IDES implemented an automated intake of claimant documentation and incorporated new Optical Character Recognition (OCR) technology to reduce risk of duplication or incomplete information when processing UI claims. (See “Spotlight – Document Management Project” for more information.)

2024 “Agency of the Year”
by the Interagency Council
on Employees with
Disabilities.



Illinois ranks top 10 in state
rankings on 3 out of 8 core
performance measures for
UI administration, and top
25 for 6 out of 8 core
performance measures.

Internal Notification Systems: The agency developed multiple internal notification systems to provide real-time notification to impacted staff so required actions are taken with minimal delay, including a Rapid Response Notification System on layoffs, a service disruption tracker, and facility request forms.

Updates to Outdated Systems: IDES transitioned from the legacy Benefit Charging System that was used for decades, reducing charging errors for employers, automating several previously manual tasks, and standardizing training across staff that use this system; modernized the WOTC verification system to incorporate new information management features and improved workflows; and created an internal, web-based MSFW Locator Tool in 2024, increasing outreach for the Migrant Seasonal Farm Worker (MSFW) program by 260% and the number of registered farmworkers by 43%.

Spotlight: Document Management Project

Since early 2024, IDES has engaged in an agencywide, multi-year initiative with support from IBM to update IT systems and workflows. The Document Management Project will improve the customer experience and program integrity while helping IDES staff work more efficiently. This project retools the intake and review process for a range of required program documents through easier document upload and tracking, automated data and information extraction, and automated workflows.

- ✓ Claimants upload documents electronically into a secure web interface, where they can track which documents are required and whether they have been uploaded successfully. This makes it easier for IDES staff to track these documents and ensure they are associated with the proper claim.
- ✓ New automated document processing technology scans uploaded documents, extracts the data and information contained in the document, and automatically sends it to the proper internal databases for storage and processing.
- ✓ Automated processing takes the extracted information, cross-references it with other information regarding the status of a claim, and automatically assigns a proper workflow (e.g. recommends for manual review, determines a claim issue is resolved, etc.).

These improvements are already in use for documentation requests related to identification validation. Soon they will be extended to document processing for protests, adjudications, appeals, and benefit payment controls. Additionally, the interface for claimants to securely upload and track documents will be extended to employers, as well.

Looking Ahead

IDES has made tremendous strides in its modernization efforts and service upgrades, but the momentum on strategic improvements isn't stopping. Dozens of projects and initiatives continue to work toward the finish line, and further advancements on the state of the agency and external services are continuously explored. As we look to the future and set sights on adapting to the evolving needs of those we serve, IDES will remain committed to continuous improvement of agency programs and operational best practices, while maintaining fiscal stability. Below are some examples of what's next for IDES.

Claimant Portal: Establish a new unemployment insurance claimant portal and application to improve the online experience, provide self-service capabilities for claimants, and enable IDES to provide services more effectively.

Enhanced Employer Tools: Add the "Additional Fact-Finding" component to our SIDES portal for employers to allow for timely electronic processing, communication, and document sharing during a claim investigation; and conduct an outreach campaign to increase employer participation in the SIDES portal, improving accuracy and reducing the administrative burden for businesses and IDES when employers share information.

User Experience Upgrades: Adopt Plain Language across all correspondence generated through an automated process for communications with claimants; improve and expand RESEA services by adding an online self-directed component and standardizing the program offerings across IDES offices; re-establish the option to receive unemployment insurance benefits via debit card instead of paper checks, for those who do not use direct deposit; and establish an Adjudication & Claims Dashboard and a Customer Service Center Dashboard to consistently track responsiveness and performance.

Document Management Project, Phase II: Implement the second phase of the Document Management Project to extend document upload and automation to other parts of the UI system. (See "Spotlight – Document Management Project" for more information.)

Workforce Development Resources: Complete an assessment of American Job Centers to optimize the physical and virtual infrastructure for Illinoisians accessing workforce development services; and work with DCEO and CMS to centralize resources on job fairs, reduce duplication of efforts, and make it easier for jobseekers and employers to find job fair activities in their region.

Spotlight: What is SIDES?

The State Information Data Exchange System (SIDES) is a web-based system that allows electronic transmission of information regarding unemployment insurance claims between IDES and employers. Employers that participate in this system may submit information regarding UI claimants in electronic rather than paper form, which is more efficient and secure, and results in fewer errors or overpayments.